

# Woodbrook Medical Centre



28 Bridge Street  
Loughborough  
LE11 1NH

**Telephone: 01509 239166**

**Fax: 01509 239649**

*[www.woodbrookmedicalcentre.co.uk](http://www.woodbrookmedicalcentre.co.uk)*

## **INFORMATION FOR PATIENTS**

# Welcome To The Practice

## THE DOCTORS

### PARTNERS

**Dermot P Ryan** (Male)

MB BCh BAO (NUI) 1977 MRCGP MICGP DCH DObst RCPI DFFP

**Angela F Newton** (Female)

MB BS (London) 1973

**Melvinder S Ghaly** (Male)

MBChB (Leeds) 1984 MRCGP DObstRCOG DFFP MSc (Sports Medicine)

**Andrew P Taylor** (Male)

MBChB (Leeds) 1990 MRCGP DFFP

**Marie Ginette Kok Shun** (Female)

MBChB (Leeds) 1982

**Ben Noble** (Male)

MB BS (Royal Free, London) 2004

## NURSING TEAM

**Jan Croft** RNA

**Allison Brindley** RNA

**Gill Portsmouth** RNA

The nurses are assisted by our health care assistant, **Jayne Moore**, and phlebotomists **Tracey Whitlow** and **Victoria Gubb**.

Visit our website - [www.woodbrookmedicalcentre.co.uk](http://www.woodbrookmedicalcentre.co.uk)



**YOUR LOCAL INDEPENDENT PHARMACY  
OFFERING A COMPLETE HEALTH CARE SERVICE**

**FREE REPEAT PRESCRIPTION COLLECTION**

Private & NHS Prescriptions

Online Repeat Prescriptions

- Go To [www.myrepeats.com](http://www.myrepeats.com)

- + Private Consultation Area
- + Medication Usage Reviews  
and Weekly Dosage Systems Available
- + Blood Pressure, Diabetic and Cholesterol Monitoring  
and Screening
- + Allergy Testing and Much More

### OPENING HOURS

Monday - Friday

9.00am - 6.00pm

Saturday - 9.00am - 4.00pm



**4 Baxter Gate, Loughborough  
Leicester LE11 1TG**

**Telephone - 01509 215217**

**Email: [baxter.gate@hotmail.co.uk](mailto:baxter.gate@hotmail.co.uk)**

**Web: [www.hmsservicesonline.com](http://www.hmsservicesonline.com)**

To advertise your business in our booklet call 0800 612 1516

# Quality Local Service

HMS Pharmacy, owned and operated by resident pharmacist Ben Modhi, is well known throughout the local area for offering a fast, friendly and reliable service to all.

“HMS Pharmacy has been at the heart of the community for over 25 years, and in that time has built up an excellent reputation for its personal service and caring approach,” said Ben, who took over the pharmacy in 2006.

“We provide a wide variety of services to customers, from our order and collect prescription service to help and advice, with a range of toiletries and cosmetics available, too.”

NHS and private prescription dispensing is the backbone of the business, with a free collection service that sees prescriptions picked up from local GP surgeries and dispensed ready for convenient collection.

“We also offer weekly dosage boxes for the elderly and vulnerable, and can carry out medication usage reviews, where I go through a patient's prescriptions to make sure they are still appropriate for them.”

A range of enhanced services is provided in the pharmacy's private consultation area, including while-you-wait pregnancy testing. Chlamydia testing, food intolerance testing, drug testing, blood pressure and cholesterol monitoring, diabetic screening and smoking cessation advice are also available.

“We're always happy to chat to our patients about any concerns they may have, and offer professional advice on health-related matters.”

The pharmacy is multi-lingual, with qualified staff able to speak a number of languages including Gujarati, Hindi, Cantonese, Mandarin and Hakka. “We are the only Arabic-speaking pharmacy in the area,” said Ben.

For more information please call (01509) 215217.

Advertising Feature



## FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at **HMS PHARMACY** to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient's name .....

Address .....

.....

.....

Telephone no..... Signature.....

**Dr Ryan & Partners**  
**Woodbrook Medical Centre, 28 Bridge Street**  
**Loughborough LE11 1NH**  
**Telephone Number 01509 239166**

To feature your business in our booklet call 0800 612 1516

## PRACTICE MANAGER

**Simon Bardsley**

## THE MEDICAL CENTRE

Records show that doctors practised in Baxter Gate (the street of the Bakers) from 1846 until we re-located to our present site in August 1986. In 1997 the premises were extended and refurbished to provide all patient services at ground floor level.

The Medical Centre, based in the centre of Loughborough, has been carefully designed to offer a wide range of services in a pleasant setting. The modern premises include eight GP consulting rooms, one examination room, six treatment rooms with facilities for minor surgery, together with a health promotion/screening suite, as well as rooms for health visitors, midwife, physiotherapists, district nurses, dietician and chiropodist.

Approximately 9,000 patients are registered with us from within Loughborough town to Quorn, Shepshed and Hoton. A map showing the area that the practice serves can be seen on the back cover of this booklet.

## ACCESS TO SURGERY PREMISES

Limited car parking is available at the rear of the building, the entrance situated on Canal Bank. Alternatively, there is an NCP car park available in The Rushes Shopping Centre, opposite the practice. Wheelchair access is available from the car park and aided by automatic entrance doors. There is adequate space in the entrance lobbies in which to leave prams, pushchairs and bicycles.

## HOW TO REGISTER AS A PATIENT

You may apply to become a patient at Woodbrook Medical Centre by completing a simple application form, available from reception. All applications are reviewed at our weekly practice meeting, and applicants will be advised of the outcome within seven days of the meeting. Please note that until your application has been confirmed it will not be possible to provide you with an appointment with the doctor, unless you have a medical problem that is considered to be urgent. If in any doubt please speak to our reception staff.

Once accepted, your registration will be with the practice. However, you are welcome to ask to see any of the doctors when you require an appointment. Please note that, for reasons of continuity of care, it is considered important that you do see the same doctor to discuss the same problem wherever possible.

**Visit our website - [www.woodbrookmedicalcentre.co.uk](http://www.woodbrookmedicalcentre.co.uk)**

## HOW TO SEE A DOCTOR

The aim of the doctors and staff at Woodbrook Medical Centre is to provide our patients with an effective and efficient service. To help us achieve this aim, we would appreciate it if you would note the following:

- As most of our incoming telephone calls are received between 8.00 and 9.00am, please only ring between these times if you need to see a doctor that day. This will help us to deal more quickly with calls between these times and means that those patients who do ring to make an appointment do not have so long to wait before their call is answered.
- The surgery operates a same-day appointment system - simply telephone between 8.00 and 10.30am to arrange to see a doctor that same day.
- A limited number of pre-bookable appointments are available if required. Please telephone after 10.30am.
- You are able to make a pre-bookable appointment via your computer using the Access on-line booking system. You will need to have an access code and PIN number to enable you to do this and these are only available by visiting the surgery. If you require more information please contact the practice. Appointments are scheduled to last for 10 minutes. Under normal circumstances this allows adequate time for the doctor to assess your problem and to make an appropriate decision about how to treat it.

During a surgery the doctors may encounter a problem that takes longer than anticipated and subsequent appointments may run late. Should this situation arise we would ask for your patience and understanding - the doctor will see you as soon as possible.

If you make an appointment that you find you cannot keep, please let us know as soon as possible as it may be that this time can be allotted to another patient.

If all appointments are taken when you ring, several options are available to you:

- If you feel the reason for seeing the doctor is urgent, please make this clear to the reception staff who will refer the request to the doctor who will decide whether you need to be seen that day. This may mean that the doctor will telephone you to discuss your problem in more detail.
- If you feel the reason for seeing the doctor is not urgent you may pre-book an appointment if a convenient time is available.
- You may ring again the following day to make a same-day appointment.
- If you feel that the problem is one that could be dealt with over the telephone, please advise the reception staff who will arrange for the doctor to ring you back.

We also have highly trained and experienced specialist nurses who assist the doctors in the mornings by seeing patients with minor ailments, and you may be asked to see one of them instead of a doctor. Please note, however, that the nurse will refer you to a doctor immediately if this is considered necessary.

The specialist nurses are qualified to see patients with the following problems:

- Cystitis
- Minor eye problems - conjunctivitis
- Family planning
- Earache
- Headaches
- Chest infection
- Backache
- Emergency contraception
- Vaginal discharge
- Skin conditions - eczema, rash
- Emergencies - minor burns, scalds
- Acute asthma
- Flu, colds and sore throat
- Minor childhood illness
- Hayfever
- HRT prescriptions

## HOME VISITS OR EMERGENCIES - TELEPHONE 01509 239166

Please try to come to the surgery if possible. On average, seeing you at home takes four times as long as seeing you in the surgery and the doctors are without their usual equipment and nursing/staff support.

If you are housebound, immobile or too ill to attend the Medical Centre and require a home visit, please telephone before 10.30am so that the doctor can plan their visits effectively.

A brief description of the problem will assist in determining the urgency of your request. If the request is urgent or if there is any doubt, the receptionist will put your call through to the duty doctor or, if not available, the duty doctor will call you later.

The doctor may offer telephone advice if they consider a visit is not necessary.

## WHEN THE MEDICAL CENTRE IS CLOSED

When the surgery is closed a doctor is always available for urgent medical advice by telephoning the surgery. Your call will be diverted automatically to the out-of-hours answering service who will deal with your problem.

Alternatively, you can attend the Walk-in Centre at Pinfold Gate, Loughborough.

## LANGUAGE DIFFICULTIES

If patients require the use of an interpreter, this can be arranged. This service may be conducted in person or by telephone. Please note it can take up to a week to find a suitable interpreter so please contact us in plenty of time if this service is required.

## CHEMIST

For the convenience of our patients, a chemist's shop is situated next door to the surgery. Repeat prescriptions can be requested from the chemist by prior arrangement.

## **TRAINING**

The practice is a fully accredited training practice and is involved in the training of GP Registrars and Foundation Doctors, who are qualified doctors undertaking specialist GP training. All the partners are designated tutors to fourth year medical students. When students are with the doctor the receptionist will inform you. Students benefit by contact with our patients during consultations but will willingly withdraw on request.

## **CHANGES TO YOUR ADDRESS AND TELEPHONE NUMBER**

It is always most important that, especially in case of an emergency, we have your correct address, home and mobile telephone numbers. If you are moving within or away from the practice area or if your telephone number changes, please let us know.

By appropriate use of the surgery you can help the doctors and staff provide a better service for everyone.

## **SURGERY OPENING HOURS**

The surgery is open 8.00am to 6.30pm Monday to Friday. In addition, it will remain open until 8.00pm on some evenings to provide appointments for patients who find it difficult to attend during opening hours. Details of when these extra surgeries are to be held can be obtained by contacting the surgery.

## **CHAPERONES**

A chaperone is a friend, relative or member of staff who will accompany a patient, at their invitation, during an intimate examination. The request for a chaperone should be made at the time of booking an appointment. If a chaperone is needed during a consultation, without prior arrangement, patients will be asked to make another appointment.

## **PRACTICE MANAGER**

If you have administrative problems or wish to make any suggestions, comments, compliments or complaints about the services provided by the practice, please ask to speak to the practice manager.

## **RECEPTION**

Receptionists cover the surgery hours at all times, their job being to ease the flow of patient/doctor/nurse consultations so as many patients as possible can be seen within the working day. Should you call in to make an appointment or with an enquiry, the reception staff can arrange this in privacy if you wish.

## **ADMINISTRATION**

Administrative staff work 'behind the scenes' using one of the largest medical computer systems available to general practice to ensure accurate record keeping and patient care, eg - exemption claims, insurance medicals, hospital appointments and referrals, registrations etc.

## **PRACTICE NURSES**

Our nursing staff can be seen by appointment through their receptionist or referral by the doctor for the following:

- Blood testing etc, as requested by the doctor
- Dressings
- Ear syringing
- Smoking cessation
- Immunisations: tetanus, flu, foreign travel and child immunisation
- Health promotion and prevention
- New registration - health checks
- Blood pressure
- Cervical smears
- Diabetic clinic
- Well person health checks
- Healthy heart checks
- Respiratory reviews
- Minor operations (with doctors)

## **HEALTH VISITOR**

Our health visitor is a highly qualified professional, trained to help with the care and development of children, and to provide help and support with many other health problems. A fully qualified registered sick children's nurse assists the health visitor. The health visitor's office is situated within the Medical Centre.

## **CLINICS AND SPECIAL SERVICES**

### **ANTENATAL/POSTNATAL**

Mondays/Tuesdays: Dr Taylor

Tuesdays: Dr Ghaly

Wednesdays: Dr Ryan  
Dr Newton

Thursdays: Dr Kok Shun

Midwife in attendance Wednesday and Thursday.

All aspects of maternity care are covered.

### **CHILD IMMUNISATIONS**

It is policy at this practice that all children should be fully immunised according to national guidelines against tetanus, diphtheria, whooping cough, polio, Hib, mumps, measles and rubella. Appointments are automatically sent out for clinics held each Thursday and run by the practice nursing team.

If you have any queries about your child's immunisation please discuss them with the doctor, health visitor or practice nurse.

## ADULT IMMUNISATIONS

If you are unsure whether you are adequately protected against tetanus, please ask as it is better to be safe than sorry!

We encourage patients over 65 or anyone with chronic heart, lung or kidney disease to attend for immunisation against influenza and, if appropriate, pneumonia. Clinics are held commencing early in October and there is no need to make an appointment.

Women planning to start a family should check they are immune to rubella before conception. This involves a simple blood test.

## TRAVEL

We cover all aspects of travel vaccination and are a registered Yellow Fever Centre.

Vaccinations are provided on an appointment-only basis.

**Ideally, travel vaccinations should be given six to eight weeks before travelling to allow for optimum immunity.** Please therefore make an appointment with our practice nurse well in advance of departure so that scheduling can be planned.

You can contact a national travel vaccination helpline on 0891 224100 for information on which vaccinations are required depending on where you are travelling.

Alternatively, you may obtain this information by visiting the following website: [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

Please note that some vaccination schedules attract a fee - details are available from the nurses' reception team.

## WART CLINIC

This is held each Thursday and is run by a practice nurse on an appointment-only basis.

## FAMILY PLANNING

All doctors will be happy to discuss all types of contraception on an appointment-only basis. Specifically:

- 1) Dr Kok Shun will advise on the use of IUCD (coil)
- 2) Dr Ryan will advise on the use of the cap
- 3) Drs Ghaly, Taylor and Kok Shun will give advice about the morning after pill

## CERVICAL SCREENING

The practice fully supports the government cervical screening programme.

The incidence of cervical cancer can be significantly reduced by having routine cervical smears, and women aged 25-64 are invited for cervical screening examinations every three to five years.

These are normally carried out by our practice nurses on an appointment-only basis.

## NEW PATIENT HEALTH CHECKS

It may be some time before we receive your medical records from your previous doctor so it is important that we have up-to-date information about you and your family.

Patients over the age of five joining the practice may be invited to attend a pre-registration health check.

Parents will be invited to place their children under five years old on the child surveillance programme for regular examinations by a doctor and the health visitor.

## PRIVATE MEDICAL EXAMINATIONS

On an appointment-only basis with the doctor.

Non-NHS examinations will incur a fee.

A list of current fees is on display in the patient waiting area.

## REPEAT PRESCRIPTIONS

Please give at least 48 hours' notice when requesting a repeat prescription, using the computer slip attached to your prescription (please tick required medication). If it is more convenient, we are happy to post prescriptions as long as a stamped, addressed envelope is provided. Repeat prescriptions can be requested from your regular chemist, either in person or by telephone. Your chemist will then make the necessary arrangements. All you have to do then is collect your medication from your chemist giving them four days' notice.

NO PRESCRIPTION REQUESTS WILL BE HANDLED ON THE TELEPHONE.

## RESULTS OF TESTS

All test results are reviewed by the doctor as soon as they are received. If the result is normal then no further action is taken, unless the doctor has indicated otherwise to you when requesting the test. If the result is abnormal, the doctor will contact you to discuss any required action.

If you have an enquiry regarding test results, please contact the surgery. If necessary, a doctor or nurse will then telephone you to discuss the results.

## COUNSELLING

You may be referred by the doctor for individual sessions with our fully trained counsellor or therapist on an appointment-only basis.

## DISTRICT NURSES

The district nurses provide nursing care for those unable to come to the surgery, eg after hospital discharge etc. You can contact them either through the surgery or direct to their office on 564422.

## **MIDWIFE**

The midwife is available each Wednesday and Thursday to assist the doctors with antenatal care.

## **PHYSIOTHERAPIST**

This service is provided by our practice on certain days of the week but appointments are only arranged on referral from the doctor.

## **USEFUL TELEPHONE NUMBERS**

APPOINTMENTS AND HOME VISITS .....	01509 239166
NHS Direct (telephone advice from trained staff) .....	0845 4647
Walk-in Centre, Pinfold Gate, Loughborough .....	01509 568800
Loughborough Hospital .....	01509 611600
Leicester Royal Infirmary .....	0116 254 1414
Leicester General.....	0116 249 0490
Glenfield General.....	0116 287 1471
Queens Medical Centre .....	0115 942 1421
Social Services.....	01509 266641
Leicestershire Health .....	0116 295 7880

## **OTHER SERVICES**

### **999**

It may be more appropriate in certain cases, to call the ambulance etc on 999 instead of, or as well as, the doctor, eg accidents with possible fractures, head injury with unconsciousness (knocked out), sudden collapse with chest pain or paralysis. However, please be mindful that they have many calls on their services.

### **NHS DIRECT**

Telephone advice is available from trained nurses. Telephone 0845 4647, 24 hours a day or go online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **WALK-IN CENTRE**

Situated on Pinfold Gate, Loughborough, the Walk-in Centre is open 24 hours every day for patients to access. No appointment is needed and you will be seen by a nurse or doctor as appropriate.

## **HOW YOU CAN HELP US**

- By remembering the information contained in this booklet about the way in which the practice works.
- By responding as soon as possible to any letters we send to you.
- By not telephoning the surgery before 10.30am with routine enquiries.
- If you are not able to keep an appointment please let us know well in advance so that we may give this time to another patient.

## **VIOLENT AND ABUSIVE PATIENTS**

Unfortunately there are occasions when patients are violent or abusive towards doctors and staff. Woodbrook Medical Centre operates a zero tolerance policy in these instances, and any patient whose behaviour is considered to be unacceptable may be removed from our patient list.

## **COMPLAINTS**

Any complaints should be addressed to the practice manager who will ensure that each is investigated thoroughly and as speedily as possible. We aim to report back to you within two weeks although, in some cases, more time may be required.

If you are not satisfied with the outcome you may contact the Complaints Manager at NHS Leicestershire County & Rutland, Woodgate, Loughborough, Leics. LE11 2TZ for further assistance.

## **PATIENT CONFIDENTIALITY**

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

We ask for information so that you can receive proper care and treatment. You may be receiving care from other people as well as the NHS. By working together for your benefit some information may need to be shared about you. The information about you is only ever passed on in times of genuine need. Whenever we can, details will be removed which may identify you.

The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to maintain confidentiality.

## **FREEDOM OF INFORMATION - PUBLICATION SCHEME**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme.

A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

### COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Antibiotics have no effect on the common cold.

### DIARRHOEA

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

### NOSEBLEEDS

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Repeat once if necessary. If symptoms persist, consult your doctor.

### INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

### CHICKENPOX

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### HEAD LICE

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

### BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help.

## PRACTICE QUALITY STATEMENT

We aim to maintain and improve the quality, quantity and effectiveness of services to our patients, providing access to a high standard and comprehensive primary health care.

We aim to improve the quality of life of our patients by providing screening, education and promotion of good health allowing patients to influence their own future. Our fully computerised service will provide a regular recall system for all preventative care and aid evaluation of all aspects of health care.

We continually assess our services, making innovative changes in response to patients' needs and views. Our aim is to improve the quality and range of our services to reduce reliance on secondary care eg hospital and community care but, when this is needed, to ensure adequate and improved access to these services.

We shall ensure that the elderly and disadvantaged receive the community and health care needed to maximise their ability to remain independent preferably in their own homes.

These services will be delivered by the Primary Health Care Team of doctors, health visitors, nurses and surgery staff. They will communicate at regular team meetings and are supported by practice policy and protocols. Requirements of the Primary Health Care Team for rest, recuperation and education are of prime importance and contribute to the satisfactory running of the whole practice.

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
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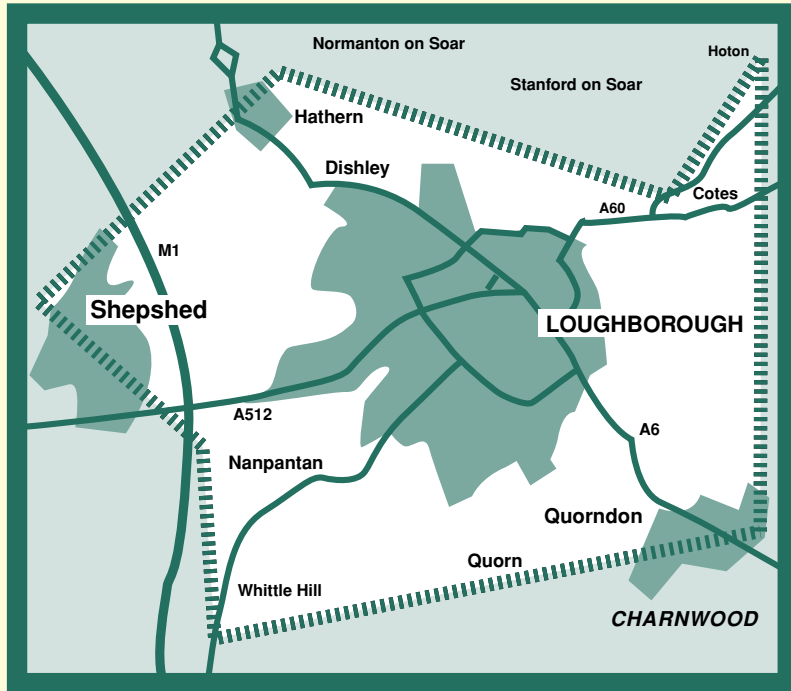
for Drs Ryan, Newton, Ghaly, Taylor, Kok Shun & Noble of Loughborough

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# OUR PRACTICE AREA



# HOW TO FIND US

