



Telephone: 01509 239166

Facsimile: 01509 239649

28 Bridge Street
Loughborough
LE11 1NH

Telephone: 01509 239166

Fax: 01509 239649

www.woodbrookmedicalcentre.co.uk

Opening times are Monday to Friday 8:00 am–6:30 pm

Early morning and late evening appointments are available, please enquire at Reception

INFORMATION FOR PATIENTS

Welcome to the Practice

THE DOCTORS

Melvinder S Ghaly (Male) - Senior Partner

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

Andrew P Taylor (Male) - Partner

MBChB (Leeds) 1990 MRCGP DFFP

Marie Ginette Kok Shun (Female) - Partner

MBChB (Leeds) 1982

Ben J Noble (Male) - Partner

MB BS (Royal Free, London) 2004

Kirstie N Bridges (Female) - Partner

BM BS (Notts) BMedSci(Hons) MRCGP DFRH

Anna S Clayton (Female) - Salaried GP

MBChB MRCGP (2014)

NURSING TEAM

Gill Portsmouth

Joy Armstrong

Suzanne Rathbone

The nurses are assisted by our Health Care Assistants, **Jayne Dakin** and **Tracey Whitlow**.

SMOKING CESSATION ADVISOR

Heather

MANAGEMENT

Simon Bardsley - Practice Manager

Shahena Khatun - Operations Manager

PRACTICE CATCHMENT AREA

The Practice serves the areas of Loughborough Town, Hathern, Hoton, Nanpantan, Outwoods and areas of Quorn.

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 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 nine GP consulting rooms, one examination room, seven treatment rooms with facilities for minor surgery, together with a health promotion/screening suite, as well as rooms for health visitors, midwife, district nurses and counsellors.

Approximately 9000 patients are registered with us in our Practice Area, which includes Loughborough town to Quorn, Nanpantan, Hathern and Hoton.

ACCESS TO SURGERY PREMISES

Limited car parking is available at the rear of the building, the entrance is 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 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 usually within seven days of the meeting. Please note that until your application has been confirmed to you in writing 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. You are welcome to ask to see any of the doctors when you require an appointment, though for reasons of continuity of care it is considered important that you do see the same doctor to discuss the same problem wherever possible.

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 telephone calls are received between 8.00 and 8.30am, 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 at 8.00am to arrange to see a doctor that same day.
- For pre-bookable appointments and all other enquiries please ring 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 a doctor is urgent, please make this clear to the reception staff who will refer the request to the duty 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 a doctor is not urgent you may pre-book an appointment if a convenient time is available.
- You may ring 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 morning by seeing patients with minor ailments, 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	Vaginal discharge
Minor eye problems – conjunctivitis	Skin Conditions – eczema, rash
Family planning	Emergencies – minor burns, scalds
Earache	Acute asthma
Headaches	Flu, colds and sore throat
Chest infection	Minor childhood illness
Backache	Hayfever
Contraception, incl emergency	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 not necessary.

WHEN THE MEDICAL CENTRE IS CLOSED

When the surgery is closed you can seek urgent medical advice by telephoning the NHS 111 service by dialling 111 which is free to call from landlines and mobile phones. The NHS 111 service is available 24 hours a day, 365 days a year and will help you access the correct local urgent health care service. The 111 service also have trained advisers to give you health and medical advice if required.

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.

ADDRESS AND/OR TELEPHONE NUMBER CHANGES

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 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 open at 7.30am and will remain open till 7.00pm on some days to provide appointments for patients who find it difficult to attend during normal 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 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

Administration 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, e.g. – exemption claims, insurance medicals, hospital appointments and referrals, registrations etc.

PRACTICE NURSES

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

Blood testing etc., as requested by a doctor	Dressings
Ear Syringing	Smoking Cessation
Immunisations ; tetanus, flu, foreign travel and child immunisation	
New Registration - health checks	Health Promotion and Prevention
Cervical Smears	Blood Pressure
Well Person Health checks	Diabetic Clinic
Asthma Reviews	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.

CLINICS AND SPECIAL SERVICES

ANTENATAL/POSTNATAL

Mondays:	Dr Kok Shun Dr Noble
Tuesdays:	Dr Clayton Dr Bridges
Wednesdays:	Dr Ghaly
Thursdays:	Dr Taylor

The Midwife is in attendance on Thursdays and Fridays.

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.

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 contact the surgery **well in advance** of departure so that scheduling can be planned.

You can contact a national travel vaccination helpline on 0891 224 100 for information on which vaccinations are required on depending on where you are travelling.

Alternatively you may obtain this information by visiting the following websites:
www.fitfortravel.nhs.uk www.nathnac.org www.masta-travel-health.com

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

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. Drs Kok Shun and Bridges will advise on the use of the implant
3. Drs Ghaly, Taylor and Kok Shun will give advice about the morning after pill

SMOKING CESSATION CLINIC

We have a fully trained Smoking Cessation Advisor who provides a service on an appointment only basis on Wednesdays.

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 sometime 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-registered 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.

HEALTH CHECK APPOINTMENTS

Registered patients aged between 16-75 years and who have not been seen within 3 years, and registered patients aged 75+ who have not been seen within 12 months, should contact the surgery to make an appointment for a health check. Housebound patients who fall into either of these categories should contact the surgery to arrange a health check to be carried out in their home.

PRIVATE MEDICAL EXAMINATIONS

On an appointment-only basis with the doctor, please contact the secretary to arrange this.

Non NHS examinations will incur a fee.

A list of current fees is available from the reception desk.

REPEAT PRESCRIPTIONS

Please give at least 48 hours' notice when requesting a repeat prescription, in writing, using the computer slip attached to your prescription (please tick required medication) or using the online request service. 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. Some chemists now also offer an electronic prescription service which works in conjunction with the surgery, please ask at reception or at your preferred chemist for further details on how to sign up for this.

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 after 10.30am. 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, e.g. 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 Thursday and Friday to assist the doctors with antenatal care.

PHYSIOTHERAPIST

Physiotherapy appointments are arranged on referral from your doctor.

USEFUL TELEPHONE NUMBERS

APPOINTMENTS AND HOME VISITS	01509 239166
NHS 111 (telephone advice from trained staff).....	111
Walk-in Centre, Epinal Way, Loughborough	01509 568800
Loughborough Hospital	01509 611600
Leicester Royal Infirmary	0300 303 1573
Leicester General	0300 303 1573
Glenfield General	0300 303 1573
Queens Medical Centre	0115 924 9924
Social Services	01509 266641
Patient Registration Services	0116 295 7880

PATIENT PARTICIPATION GROUP (PPG)

Woodbrook's Patient Participation Group was formed in January 2012. The group exists as a bridge between the practice and its patients. Monthly meetings are held to discuss matters of interest to the patients from day-to-day aspects such as the appointments system right through the local and national initiatives. The PPG has direct links with other PPGs in the area and with the regional Clinical Commissioning Group (CCG), which is an agency of the NHS, which commissions services for hospitals and GPs.

Further information on the PPG and details on how to join them is available on their website :

woodbrookppg.org.uk

OTHER SERVICES

999 - It may be more appropriate in certain cases, to call the ambulance service etc. on 999 instead of, or as well as, the doctor, e.g. 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 111

The NHS 111 service should be used if you urgently need medical help but it isn't a life-threatening 999 emergency or for health information or advice. Telephone advice is available from trained advisers who will direct you to someone who can help if necessary, like an out-of hours doctor or a community nurse.

Just call 111, 24 hours a day, free from landlines and mobile phones.

WALK-IN CENTRE

Situated on Epinal Way, 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.

WEST LEICESTERSHIRE CCG

Contact details for the CCG are :

West Leicestershire Clinical Commissioning Group, 55 Woodgate, Loughborough, Leicestershire, LE11 2TZ. Telephone: 01509 567700

NHS ENGLAND

NHS England is increasing transparency in the NHS and improving services for patients. They work with NHS staff, patients, stakeholders and the public to improve the health outcomes for people in England by listening to people's views, working to improve services to offer high quality care and supporting and developing commissioning of services.

"The NHS belongs to the people." - The NHS Constitution

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 you.

By not telephoning before 10.30am with routine enquires.

If you are not able to keep your 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 West Leicestershire CCG, 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 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.

RESEARCH STUDIES AT WOODBROOK MEDICAL CENTRE

What is Research

Have you ever wondered how your doctor or nurse knows the best treatment to prescribe when you are ill? The answer is simple - It's all down to research studies which are designed to find ways to treat or prevent disease.

Why Take Part in Research

The goal of research is to improve everyone's knowledge about health and disease. Taking part in research may lead to new solutions to problems and thus improving health. Moreover, taking part in research may enable you to access new and innovative treatments before they are available to others.

Primary Care Research Network (PCRN)

The Primary Care Research Network East Midlands and South Yorkshire (PCRN EMSY) is part of the NHS. Please visit their website at : www.pcrn-emsy.org.uk. PCRN EMSY aims to promote research and they have worked closely with doctors and pharmacies since 2007. You may have already been invited to take part in a research study or may already be participating in one.

Working with Your Surgery

PCRN EMSY has a portfolio of research studies and Woodbrook Medical Centre actively supports their work. This means that our surgery is sent information about new studies and invited to take part. If the doctors are happy that the research will benefit patients, work will then start to identify eligible patients. This means you might receive a letter from the surgery, or your doctor or nurse may discuss a study with you during your appointment. Either way, it is up to you to decide whether you want to take part.

More Information

If you want more information on research studies then please contact Janice Strand, PCRN EMSY Locality manager on 0116 295 1589.

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. The scheme is available from reception.

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 e.g. 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.

