

Pinfold

Medical Practice

The Health Centre
Pinfold Gate
Loughborough
LE11 1DQ

Telephone Numbers

Emergencies & Home Visits
0844 477 1881 and 01509 568856

For Appointments & All General Enquiries
0844 477 1881

Fax
01509 568879

www.pinfoldmedicalpractice.co.uk



Welcome To The Practice

This booklet tells you about the services that we offer, therefore please read it carefully. We trust that you will find it helpful and we suggest that you keep it in a safe place for future reference. Our quarterly newsletter will detail any changes to this booklet, as well as letting you know about any new services we offer. It will be on display in the Waiting Room. If you wish to receive a copy via e-mail each quarter please ask at Reception.

The practice is incorporated as an unlimited partnership with all of the doctors, apart from Dr Fuad, being full partners.

The General Practitioners

Dr Mark Euden (Male)

B Med Sci BM BS MRCP MRCGP Nottingham 1975

Dr Euden teaches on the Leicester University Medical School undergraduate programme.

Dr Roger Price (Male)

MB BS DRCOG FRCGP London 1975

Dr Price is a GP trainer and works in the East Midlands Deanery. This outside work is largely related to the development of and training for doctors in Primary Care. He also provides a vasectomy service for the North Charnwood area.

Dr David Jewson (Male)

MB BChir (Cantab) DRCOG MRCGP Cambridge & Barts 1983

Dr Jewson is a GP trainer with the Leicester training scheme.

Dr Janice Brunskill (Female)

MB ChB DFFP Leicester 1995

Dr Brunskill teaches on the Leicester University undergraduate programme. She is interested in sports medicine, children's and women's health.

Dr Sharon Scott (Female)

MB BS MRCGP DCH DTM & H DFFP Newcastle 1987

Dr Scott is a part-time partner. She teaches on the Leicester University undergraduate programme and is a GP trainer with the Leicester training scheme. She also has a particular interest in sexual health.

Dr Elizabeth Roberts (Female)

MB BS MRCP MRCGP DFFP St Bartholomew's 1995

Dr Roberts trained as a GP in Loughborough and worked locally in the Loughborough Family Planning Clinic and the Walk-in Centre. Her interests include family planning and sexual health, together with cardiovascular and renal medicine.

Dr Ian Brockhurst (Male)

MBChB BSc MRCGP MRCP Leicester 2001

Dr Brockhurst is a full time GP with interests in medical education, cardiovascular and general medicine. He is also the practice research lead.

Dr Filzah Fuad (Female)

MB BS MRCS MRCGP DLD Newcastle 1997

Dr Fuad trained surgically before joining general practice. Her special interest is ear, nose and throat.

Practice Opening Times

Monday to Wednesday

8.00am - 8.00pm

Thursday and Friday

8.00am - 6.30pm

Telephone lines are also open during these hours.

New Patients

If you wish to register as a patient, please call at reception to complete a registration form. This will then be reviewed by a doctor and a letter sent confirming your registration with the practice. If your registration is not accepted you will be advised in writing of the reason why. You can only be registered as a patient here if you live within the practice area (see map on back cover).

When you register, you may, if you wish, express a preference for a particular doctor. Whilst the practice will endeavour to comply, it might not always be possible, and, if this was to be the case, an explanation would be offered.

Appointments

This practice operates an "Advanced Access" appointment system with the intention of allowing patients access to a GP within 48 hours. However, if you insist on seeing a particular doctor then this timescale may not be possible. 50% of all GP appointments can be booked up to two weeks ahead. The other half is released the working day before the appointment date.

Appointments can be booked at the front desk, over the phone or via the internet. Patients wishing to use the last option need to obtain an internet booking registration pack from Reception. This allows GP appointments to be booked, amended or cancelled 24 hours a day, seven days a week. Why not ask today and join the thousands of other patients who already take advantage of this service? You can also order repeat prescriptions on-line using the same service.

If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations. If you persistently fail to attend appointments it can ultimately lead to removal from the practice list, as other patients are being prevented from using these appointment slots. Appointments can be cancelled by phone/internet even when the surgery is closed.

We offer GP telephone appointments when there isn't a need for the doctor to undertake a physical examination. Examples could be when a patient is seeking advice or when test results have been received from the hospital and a discussion is needed. Feedback suggests that patients who work away from Loughborough find them particularly convenient.

Checking in For Your Appointment

When you arrive at the surgery for your appointment you can check in without the need to queue. Use the self check-in touch screen to the right of the front desk and follow the easy to understand on-screen instructions.

Minor Illness Appointments

The practice has a trained nurse to deal with minor illnesses who runs clinics every weekday. These clinics cover the likes of:

- Sore throats/coughs/colds/flu
- Earache
- Temperature
- Diarrhoea and vomiting
- Sinusitis
- Rash/spots
- Possible urine infection
- Vaginal discharge
- Sore eyes
- New onset of abdominal pain

If you are suffering from any of these conditions please ask for a minor illness appointment rather than one with a doctor.

Home Visits (For The Housebound)

Patients are requested to telephone **0844 477 1881** before 11.00am if a visit is required that day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Before any home visit is undertaken, a doctor will telephone to ascertain if the request can be dealt with in another way.

Emergencies And Home Visits (Out-of-Hours)

Emergencies and home visits out-of-hours for this practice are covered by the Primary Care Trust's Out of Hours service, including some of the doctors from this practice. During the week this will be from 6.30pm until the following morning surgery and through the weekend until Monday morning surgery.

The method for contacting the doctor on-call is as follows:

Telephone **0844 477 1881**

You will then be transferred to the on-call service. Your problem will be clarified and you may receive advice over the telephone or arrangements may be made for you to be seen as appropriate.

You may be invited to attend the Walk-in Centre, also based here at Pinfold Gate, which has full facilities for the diagnosis and treatment of emergency problems. If the doctor thinks you require it, you will receive a visit at home.

NHS Direct

This is a national 24-hour nurse advice and health information service that can be accessed by phone (**0845 4647**) or via the internet (www.nhsdirect.nhs.uk).

Telephone System

We can be contacted by telephone from 8.00am to 8.00pm Monday to Wednesday and 8.00am to 6.30pm Thursday to Friday, but we would ask that you restrict calls before 10.00am to booking appointments with a doctor. After that, the phones can be used for all other matters eg, booking nurses' appointments, obtaining test results and general queries.

The phones are at their busiest in the morning, especially at the start of the week. They are usually at their quietest in the afternoon, particularly towards the end of the week. Calls to the surgery should cost 4.2 pence plus VAT per minute from a standard BT landline. Cost of calls from other networks and mobiles may vary.

Chaperones

Consulting with a doctor or nurse is always confidential. There may be occasions when you wish to be accompanied by a member of your family or a friend. This is often helpful, leading to a better outcome from the consultation.

If you arrive alone but would like another person present during a consultation, usually during an examination, please ask at reception or point this out to the doctor or nurse. They may ask if you would prefer this prior to any examination. It is more difficult for us to provide a chaperone early in the morning and at the end of the day.

There could be occasions when a doctor or nurse also feels it appropriate to have a colleague present in the consultation. This would always be explained to you in advance.

A person accompanying you in a consultation is usually referred to as a "chaperone".

Practice Staff

Practice Manager

Mrs Anna Ingle is the Practice Manager and is responsible for the administration of the practice. She would be happy to hear your views and suggestions about the service that we offer.

Reception Staff

The receptionists will assist you in making emergency and routine appointments to see your doctor, undertake repeat prescriptions, answer general queries and offer help and assistance at all times.

Practice Nurses

Our practice nurse team consists of:

Catherine Morgan RGN

Mandy Graham RGN

Karen Doyle RGN

They are supported by **Helen Doleman** and **Kelly Cavanagh** our health care assistants.

Currently, they undertake the following:

Smear tests

Immunisations

Dressings

Travel vaccinations

Clinics to monitor blood pressure, asthma and diabetes

Family planning advice and pill checks

Minor illness clinic

Healthy heart clinic

Smoking cessation clinic

Appointments may be made by telephoning the practice after 10.00am each day.

They also assist the doctors in minor surgery and are always available to offer professional advice.

Attached Staff

The Primary Care Trust also employs district nurses and health visitors who work closely with the practice.

Community Nurse Team

The community nurse team consists of a sister, staff nurses and auxiliary nurses. Their duties include visiting patients of any age in their homes, giving practical assistance and professional advice. They may be contacted through the surgery.

Health Visitor

Our health visitor is **Glen Charlesworth**. He plays a major role in providing routine developmental checks for young children, and helping with health queries. **Teresa Cavanagh** our community nursery nurse also runs regular clinics on site.

Midwives

Our teams of midwives hold antenatal clinics at the surgery on Tuesday and Wednesday afternoons, and sometimes on a Friday morning. They also visit patients at home. The midwives offer full antenatal care, hospital delivery, postnatal home visiting and baby check-ups.

Services Available

We provide all of the core services for the management of illness and disease, referring patients for other services as appropriate. When available, a choice of hospital will be offered when a referral is required. Some referrals may need to be made through a referral management centre set up by the Primary Care Trust to ensure that patients get to see the right person. We also provide relevant health promotion advice.

The following additional services are also provided:

- Cervical screening services
- Contraceptive services
- Vaccinations and immunisations
- Childhood vaccinations and immunisations
- Child health surveillance services
- Maternity medical services
- Minor surgery

In addition, several enhanced services are offered:

- Influenza and pneumococcal immunisation for those in at-risk groups
- Intra-uterine contraceptive device fittings
- Vasectomies
- Anticoagulation therapy

On top of the above, patients have a right to a consultation if aged over 16 and less than 75 and have not been seen within the last three years. Patients aged 75 and over have a right to a consultation if they have not been seen in the last 12 months.

Visit our website: www.pinfoldmedicalpractice.co.uk

How Can Counselling Help?

A counselling relationship provides a private and confidential time where you may begin to explore some of these feelings:

- Tension in relationships
- The illness or death of someone close to you
- Your own illness or disability
- Coping with differences and changes life may bring
- Struggling with thoughts and feelings about the past, present and future.

Please feel free to contact me to arrange an appointment or for further details.

**Caroline Simm on 01509 239600
or 07815 293513**

I am a member of BACP (British Association for Counselling)

**www.tsholistic.co.uk
caroline.simm@virgin.net**

Counselling

Everyone has times in their life when they feel confused or overwhelmed by their situation or believe that they are not coping as well as they could.

Counselling can help you through these difficult periods by giving you the opportunity to talk with someone who will help you to formulate and make the changes you need to improve your life.

In a caring confidential setting the process of counselling gives you time to explore what is causing concern.

This may include changes happening in your life and present dilemmas, crises or confusion. You may be wanting to come to terms with an important decision, explore a current or past relationship, work through uncomfortable feelings or just talk things through.

You will not be judged or told what to do but will be respected and encouraged to find your own solutions so you can move on with your life.

As a member of the British Association for Counselling and Psychotherapy I work within their Codes of Ethics and Practise. This also means that I receive regular supervision of my work and I am committed to ongoing professional training and personal development.

I am able to offer short or long term work, week days and some evenings. Please contact me, Caroline, if you would like any further information or to make an appointment. I look forward to your phone call.

ADVERTISING FEATURE

Important Notice

YOU CAN NOW VISIT OUR

**SURGERY
WEBSITE AT**

www.pinfoldmedicalpractice.co.uk

Our website contains a host of information that will enable you to make the most of the services we offer



To advertise your business in our booklet call 0800 612 1516



4 Baxter Gate, Loughborough
LE11 1TG Tel 01509 215217

FREE Repeat Prescription Collection & Delivery

We at HMS Pharmacy are aiming to provide an even better service and facilities for you and your family, whether you are looking to treat minor ailments, or getting help towards healthier lifestyles, or advice on disabled aids. You can discuss your needs in total confidence to our fully trained staff or the pharmacist at any time during opening hours.

- DISPENSING NHS PRESCRIPTIONS & PRIVATE PRESCRIPTIONS •
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 - VARIOUS DIAGNOSTIC TESTS •
 - PATIENT MEDICATION USE REVIEWS •
- INCONTINENCE SUPPLIES AND OSTOMY PRODUCTS STOCKED •
 - HANDICAPPED LIVING EQUIPMENT •
 - SURGICAL HOSIERY AND TRUSSES •
 - BLOOD PRESSURE MONITORING •
- DIABETIC & SPECIAL DIETARY REQUIREMENTS •
 - CHOLESTEROL MONITORING •
 - PATIENT MEDICATION RECORDS •
- SMOKING CESSATION - FREE TREATMENT & ADVICE •
- EXTENSIVE RANGE OF PERFUMES & AFTERSHAVES •

WE ARE OPEN

Monday to Friday 9.00am - 6.00pm
Saturday 9.00am - 5.00pm

Tel: 01509 215217

Fax: 01509 215217

Email: benschem@hotmail.com

Website: www.hmsservicesonline.com
www.disability-aids.co.uk



MAKE THE MOST OF YOUR CHEMIST

...for dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

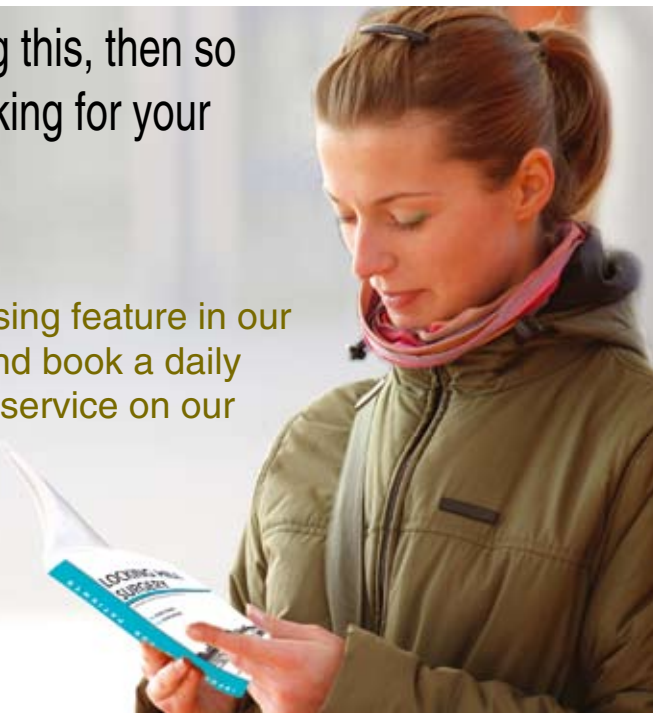
...for minor ailments

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. Like doctors, pharmacists have a professional code which means all personal information you give them will be treated in the strictest confidence. All the more reason to make the most of your local chemist!

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516





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A Website - Why Do I Need One?

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay as You Go service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To feature your business in our booklet call 0800 612 1516

Repeat Prescriptions

Repeat prescriptions will be written at the doctors' discretion and are normally for patients on long-term treatment.

For repeat prescriptions which are to be collected from the surgery, we will endeavour to turn requests around within 48 hours (excluding weekends and Bank Holidays).

We do not accept requests for repeat prescriptions by telephone. Prescriptions may be sent and returned by post if a stamped, addressed envelope is provided. In this case please allow one full week from sending. Faxed requests can be made on **01509 568879**.

Repeat prescriptions can also be ordered on-line for those who have registered for this service. If interested, please ask at Reception.

Another Way To Get Your Regular Prescriptions

- Would you like 6 or 12 months' worth of repeat prescriptions without the need to contact the practice every month?
- Would you like to collect each repeat from your chosen pharmacy with the minimum of fuss?
- Would you like your pharmacist to check everything is in order with your medication when you collect it each time?

If you have answered YES to these questions please read on.....

There is now a new way of generating many repeat prescriptions aimed at saving our patients time and effort. It will mean that you can take 6 or 12 months' worth of repeat prescriptions to your chosen pharmacy who will look after them for you.

It will also mean that you can now go to the pharmacy each month to collect your medication. All the pharmacist will do is to ask you a few questions on how you are getting on with your medication; if any problems arise they will talk to your GP about it. You will also be asked to attend the usual medication review at the practice at the end of the 6 or 12 month period. Your pharmacist will remind you about this when your last repeat is issued.

Ask at reception for a leaflet to check your eligibility for this scheme and to answer any questions you may have. If you are still unsure about anything please speak to the pharmacist who dispenses your prescription(s).

Please also note that if you currently pay for your prescriptions this will continue when you collect them from the pharmacist.

For the latest information: www.pinfeldmedicalpractice.co.uk

Training

The practice takes a strong lead in the training of GP registrars, who are already doctors but are undertaking specialist GP training as part of their ongoing training programme. We are also involved in the training of medical students.

There may be a time when you book an appointment and are informed that the doctor has a student/ registrar in attendance. If you do not wish them to be present please try and arrange an alternative appointment. It is vital that the students/registrars learn from real consultations: your support is essential for their success.

Some consultations may be videoed for teaching purposes, but if you do not wish to be videoed, please let us know and the camera will be switched off.

Disabled Access

The health centre was built with disabled access in mind but if you have difficulties with access please let us know, we will try to help you. We have wheelchair access to the front of the building. The waiting room has toilet facilities that include a disabled toilet; these are freely available during surgery hours. If you need a wheelchair to move around the building please ask the receptionists - we have one available for you to use during your visit.

We have a LOOP system installed for the hard of hearing. If you are unable to use the LED display board please let the receptionists know. They will make alternative arrangements for you to be called for your appointment.

Complaints Procedure

We always try to provide the best service possible but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation.

We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Primary Care Trust or Healthcare Commission. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so we will acknowledge your letter within two working days and normally a full response will follow within a further 20 working days. If this is not possible a further letter will be sent explaining the delay.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Primary Care Trust (PCT)

This practice comes within the boundaries of the Leicestershire County and Rutland Primary Care Trust based at:

Woodgate	Lakeside House
Loughborough	4 Smith Way
Leics	Grove Park
LE11 2TZ	Enderby
Telephone 01509 567700	Leicester
	LE19 1SS
	Telephone 0116 295 7500

They are able to provide full details of all primary care medical services in the area.

Confidentiality Of Patient Records

We ask you for information so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information.

You have a right of access to your health records.

Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details that identify you.

The sharing of some types of very sensitive personal information is strictly controlled by law.

Anyone who receives information from us is under a legal duty to keep it confidential.

Research

The practice works closely with the Primary Care Research Network (PCRN) to implement research studies with the aim of helping GPs and nurses to improve patient care. The PCRN has a large portfolio of studies, most of which are running at many surgeries across England. We have carefully selected a range of these studies to become involved in that which we feel will be relevant to our patients. This means that our patients will have the option to participate in research covering such areas as diabetes, respiratory disease and chronic kidney disease if they wish.

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.

Zero Tolerance

In keeping with standard procedure throughout the NHS, this practice operates a 'Zero Tolerance' policy with respect to the protection of **its entire staff**, its patients and property. This means that anyone who is violent or abusive in any way **to any member of staff**, another patient or who deliberately damages property may be removed from the practice list. Extreme cases will result in being reported to the police. This policy extends to all patients and all members of staff, not just the GPs, and includes contact over the phone. All telephone calls are now recorded.

Patients' Rights And Responsibilities

You have the right to:

- Register and receive treatment regardless of your sex, age, disability, race or income providing you live within the practice area.
- Consult with a GP within 24 hours for urgent medical problems.
- Access the out-of-hours service when the practice is closed.
- Be treated with courtesy and respect.
- Have your treatment explained to you.
- Receive information on health services.
- Confidentiality.
- Refuse to be involved in any medical trials.
- Gain access to an interpreter.
- Complain, without fear of discrimination, if there is a problem.
- Have a relative or friend with you (except in extreme cases when specifically asked not to).

You are responsible for:

- Making and keeping appointments - if unable to attend you must notify the surgery.
- Telephoning before 11.00am for home visit requests wherever possible.
- Not telephoning before 10.00am unless you wish to book an appointment with a doctor or arrange a home visit.
- Treating all primary care team members with courtesy and respect.
- Ordering repeat prescriptions, giving 48 hours' notice for processing (excluding weekends and Bank Holidays).
- Behaving in an acceptable manner and keeping children in your care under control.
- Switching off mobile phones whilst on surgery premises.
- Informing the practice of any change of name, address or telephone number.

Visit our website: www.pinfoldmedicalpractice.co.uk

NOTES

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Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER
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Practice Area

