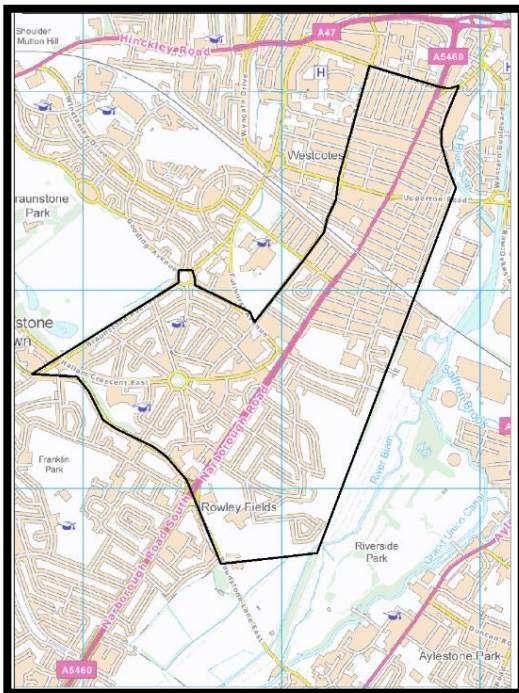


Narborough Road Surgery



Dr Kapur & Partners
193 Narborough
Road
Leicester
LE3 0PX
Tel: 0116 2915355

<https://www.narboroughroadsurgery.co.uk/>

PRACTICE STAFF

Doctors

Dr Rajesh Kapur (M)

Dr Vivek Sharma (M)

Dr Maneesha Airan (F)

ACP

Mr Daniel Muhwati (M)

D.P.O

Umar Sabat

PCN

Foxes PCN

PCN Physiotherapist

Mr Abdul Ghaffar

PCN Pharmacist

Safinaz Essa, Safiya Musa

Social Prescriber

Mrs Dinal Patel

Practice Nurse

Mrs Sharda Bhavsar, Mrs Anita Goyal (Locum)

Health Care Assistant / Phlebotomist

Miss Honey Chauhan

Sneha Patel

Practice Manager

Mrs Poonam Goyal

Deputy Manager

Mrs Anjana Patel

Reception Team

Miss Honey Chauhan

Mrs Sneha Patel

Suneja Dipac

Sumaiya Kureshi

WELCOME

Welcome to our practice located at

- 193 Narborough Road, Leicester, LE3 0PE

We are a team of three general practitioners, a nurse practitioner and health care assistants and a practice manager as well as reception, and admin staff. We are committed to providing high quality general medical services to the people

We also offer a range of clinics for children and pregnant women, for patients with diabetes, asthma and Chronic Obstructive Pulmonary Disease, mental health and counselling, and perform minor surgery.

At Narborough Road surgery we aim to treat all our patients with care and competence, and in a timely, friendly and confidential manner.

ZERO TOLERANCE POLICY

The practice actively supports the Government's NHS Zero Tolerance Campaign against violent and abusive behaviour towards any of the practice staff. The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/ or aggressive gestures.

The practice will request the removal from the Practice List of any patient who is aggressive or abusive towards any member of staff or another patient, or who damages property. All instances of actual physical abuse by a patient or their relatives will be reported to the police

SURGERY TIMES

Narborough Road Surgery, 193 NARBOROUGH ROAD	Building opens	Clinic timings	
		A.M	P.M
Monday-Wednesday & Friday	8:00 A.M - 1.00 P.M 2:00P.M – 6:30P.M (Close for Lunch Break between 1.00PM - 2PM) In case of Emergency please call Dr Kapur & Partner on 0116 2955000 or call back when Surgery re- opens at 2.00PM	9:00- 12.00 A.M	15.00- 18.00 PM
Thursday	8:00 A.M - 13.00 P.M THURSDAY'S AFTERNOON In case of an Emergency during the time Surgery is Closed between 1.00pm to 6.30 pm on Thursday you can contact Willows Urgent care Service Number:- 0116-2202578	9:00- 12.00 A.M	Closed
Extended Hours	Monday 6.30Pm till 8 PM		

APPOINTMENTS

Appointments may be made by

- Telephoning
- Calling in at the surgery
- Online (ask reception for details to register)

Routine appointments may be made up to 4 weeks in advance

If you cannot keep an appointment, please inform us as soon as possible.

If you want an appointment with a specific doctor, it is advisable that you book in advance.

If you are unsure as to whether you need an appointment and whether it is urgent, you can discuss this with the receptionist in confidence so that you can be guided through the system.

HOME VISITS

If you need a doctor to visit you at home please call the surgery before 10.30am. Please indicate to the receptionist the urgency of the visit. If you have chest pain please call 999. Do not wait for a doctor to visit. Home visits are generally done for bed bound patients only.



EMERGENCIES

Thursday after-noon between 1pm till 6.30pm call **Willows Urgent Care number** on **0116-2202578** or you can be booked in LLR HUB by calling the Surgery if appointments are available. You can also call 111 for medical advice.

Out of Hours ((Between 6.30 pm till 8am) everyday

All other times please call the **111 Service** - just dial 111 when it's not an emergency - visit www.nhs.uk/111 for more information or wait for your surgery to re-open.

NHS111: You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency you think
- you need to go to A&E or need another NHS urgent care service
- you don't know who to call you need health information or reassurance about what to do next

If you have difficulties communicating or hearing, you can use the NHS 111 service through a text phone by calling 18001 111. If English is not your preferred language, you can choose to use a confidential translation service.

ACCIDENT AND EMERGENCY 999: Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year.

REPEAT PRESCRIPTIONS

You can request a repeat prescription either by sending your repeat slip by post, by hand to the receptionist, through the local chemists or you can request it online. You can order it by going online at our website (details can be taken from the reception).

We request 48 hours notice to issue a repeat prescription.

HAVE WE GOT YOUR MOBILE NUMBER?

We can send appointment and other reminders to you by text message. Please register at reception



SERVICES PROVIDED

- Travel Advice and Vaccines
- Children's vaccinations
- Smear tests
- Ear Syringing
- Blood Pressures Monitoring
- Blood tests and Anticoagulation tests
- ECGs
- Diet advice (Cholesterol)
- Diabetic reviews
- COPD reviews / Asthma checks
- Warfarin Monitoring
- Dressings
- Contraception advice and checks
- NHS Health checks
- Antenatal Clinic

Health Care Assistant Many routine procedures will be done by our health care assistants. These include blood and urine testing, ECG, and many other tasks including Spirometry (lung function test).

Long term conditions The management of long term conditions such as Diabetes, Asthma or COPD is quite different than that acute illness. It involves more time for your questions so you learn about the condition and how to manage it in part by yourself. Regular reviews and advice on prevention and early treatment if things change. This is done by specialist nurse, and we recommend that patients with these conditions see her at least once a year. At other times you will also be reviewed by one of the doctors. Please always bring your inhalers or your insulin device and blood glucose results with you.

Antenatal clinic (Midwife) if you find you are pregnant, you can make an appointment to see the midwife in her clinic at Narborough Road surgery which is every other Tuesday morning and for patients. If you prefer you can see a GP first, but it will be the midwife who will carry out the routine antenatal checks throughout your pregnancy and give you the advice and support you need.

Child health and immunisations (Health Visitor) All new babies are invited to our Health Visitor for regular check-ups from when they are eight weeks old. The immunisation clinics are also held in the surgery on every 4th Thursday of the month at Narborough Road. Health visitors will carry out routine checks give advice and answer your questions. Immunisations can be either given by the Health visitor or by the practice nurse.

Adolescents Booster jabs are required 14 years onwards. You can also see our practice nurse for a general health check and other health matters and advice. Chlamydia screening (age 15- 24) is a simple and fully confidential urine test, just pick up a kit from the surgery and drops it back at surgery.

Minor surgery can be done under local anaesthetic in our surgery by Dr R Kapur and Dr Sharma. Please discuss this with the doctor who will then arrange for you to be given an appointment.

Stopping smoking Advice can be given on stop smoking and further number of NHS STOP SMOKING HELPLINE (0116 295414, 08450452828) is provided to patient for further guidance.

Mental Health The local psychiatrist offers to review patients at the Surgery by appointment. Our Counsellor offers appointments as and when required by the local psychiatrist.

Contraception Our nurse and the doctors are trained to give confidential family planning advice and prescribe the full range of contraception, including emergency contraception.

Travel advice for distant destinations you may require some advice on travel vaccines or Malaria prevention. Our nurse or the GPs can provide this, but we recommend that you see us early enough in case you require a course of immunisation 6-8 weeks prior to travel

Non-NHS Services

Some of the services which we provide are not covered under our contract with the NHS and therefore attract charges. Examples include the following:



- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Letters about taking medication abroad
- Private sick notes
- Vaccination certificates
- Etc.

We are a Training Practice

The practice is actively involved in Medical Education providing training for Year 3, Year 5 Medical Students and Postgraduate GP Registrars. These Doctors are gaining experience in General Practice and share with us all aspects of medical care and are subject by the same rules of patient confidentiality.

Sometimes students sit in with GP's and Nurses during surgeries. You have received a message as a text about their presence, when they are present you may choose for them to leave during your consultation, then kindly let the clinician or reception staff know. We will always respect your wishes and your decision will not affect your care in any way. The current GP trainers are Dr Rajesh Kapur and Dr Vivek Sharma.

NHS SUMMARY CARE RECORDS

If you decide to have a Summary Care Record it will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed.

Summary Care Records

Your Summary Care Record will also include your name, address, date of birth and your unique NHS Number to help identify you correctly.

You may want to add other details about your care to your Summary Care Record.

This will only happen if you ask for the information to be included. You should discuss your wishes with the healthcare staff treating you.

For more information about Summary Care Records and your choices:

- phone the Summary Care Record Information Line on **0300 123 3020**;
- contact your local Patient Advice and Liaison Service (PALS)
- www.pals.nhs.uk; or visit www.nhscarerecords.nhs.uk.
- <http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/publications/4706web.pdf>

ELECTRONIC RECORD SHARING

Today, electronic records are kept in all the places where you receive healthcare. These places can usually only share information from your records by letter, email, fax or phone. At times, this can slow down your treatment and mean information is hard to access.

Your care service, however, uses a unique computer system called SystemOne that allows the sharing of full electronic records across different healthcare services.



We are telling you about this as you register with a new NHS care service so that you can think about your choices:

You can choose to share your electronic record with other care services.

You can choose not to share your electronic record with other care services. Further information can be found out at

<http://nww.leics-his.nhs.uk/Library/Patientleaflet.pdf>

COMPLAINTS POLICY

If you have a complaint or a suggestion please feel free to come and discuss it with the Practice Manager.

Alternatively you may put it in writing to:

Mrs Poonam Goyal (Practice Manager)

193 Narborough Road , Leicester, LE3 0PE.

It is our policy to acknowledge receipt of your complaint within 3 working days and then respond within 20 working days. We also welcome any suggestions you might have to help improve our service further.

FREEDOM OF INFORMATION

The data protection act which came into force in March 2000 allows you to find out what information about you is held on computer and certain manual records. If you want to see them you should make a written request to the NHS organisations where you are being treated. You are entitled to a copy for which there would be a charge. In certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons. Other organisations we may share your information with are Health Authorities, NHS Trusts, General Practitioners (GPs) and the Ambulance Service. IF you would like more information about how your information is used please contact the NHS organisation where you are being treated.

SOME USEFUL NUMBERS

Leicester Royal Infirmary	03003031573
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Glenfield General Hospital	03003031573
LOROS	0116 231 3771
Nuffield Hospital	0300 131 1416
BUPA Hospital	0116 2713388
Let's talk wellbeing	0300 300 2200
Willows urgent care centre	0116 2202578
Health Visitor	0116 225 2225
Drug Advice Centre (Turning point for Alcohol and Drug)	0330 303 6000
Family Planning Clinic (St Peters Health Centre)	0116 262 5162
Midwife Office	0116 258 4834
Marriage Guidance Counselling	0116 254 3011
Sexually Transmitted Diseases Clinic	0116 258 5208
Podiatry	0116 225 5118
DVLC Medical Advice	0792 304 747
Age Concern	0116 288 5203
Your Pharmacy	0116 254 1206
Patel Pharmacy	0116 254 7137

