

Useful Telephone Numbers

NHS Direct 111
Patient Advice and Liaison Service (PALS) 0116 295 0830

Hospitals

Leicester Royal Infirmary (A&E) 0300 303 1573
Leicester General Hospital 0300 303 1573
Glenfield General Hospital 0300 303 1573
Queens Medical Centre, Nottingham (A&E) 0115 924 9924
Nottingham City Hospital 0115 969 1169
Grantham and District Hospital (A&E) 01476 565232

Community Hospitals

Melton Hospital, Thorpe Road, Melton Mowbray 01664 854800
Rutland Memorial Hospital, Cold Overton Road, Oakham 01572 722552

Minor Injury Unit

Melton Hospital, Thorpe Road, Melton Mowbray
Open Monday – Friday-5pm-9pm and Saturday, Sunday and Bank Holidays-9am-7pm

Out of Hours

Leicestershire and Rutland 111
Open 6.30pm - 8.00am Monday to Friday, and all day Saturdays, Sundays and Bank Holidays

NHS Walk-In Centres

Epinal Way, Loughborough LE11 5JY - **Open 24 hours** 01509 568800
Nottingham Walk-in, Seaton House, City Link, Nottingham NG2 4LA **Open 7am - 9pm daily** 0115 883 8500

Social Services and Voluntary Services

Leicestershire Social Services 0116 232 3232
Melton Community Transport Scheme 01664 482903
Mental Health Support and Advice Line 116 123

Resolution (The Stop Smoking Service) 0116 454 4000

Sexual Health Line - FPA - **24 hour** 0300 123 7123

Red Cross 0345 054 7171

Welcome to Vale Medical Group Long Clawson Medical Practice & Stackyard Surgery



The Sands, Long Clawson. LE14 4PA
Telephone: 01664 822214 / 01476 870900

Dr. Simon Wooding (GP Partner)

BM, BS, DCH, MRCP, MRCGP Nottingham 1987

Dr. Philip Rathbone (GP Partner)

MB, ChB, MRCP, DFFP Sheffield 1991

Dr. Kate Rice

MBChB, MSc, MRCP, MRCGP Edinburgh 1997

Dr. Rachel Andrews

MBBCh (hons) MRCGP Wales 2007

Dr. Elizabeth Dibb

MBChB, MRCGP Liverpool 2007

Dr. Neel Gadhia

MBChB, MPH, MRCGP Manchester 2018

Dr Palak Shah

MBChB, MRCGP Liverpool 2018

www.valemedicalgroup.co.uk

There has been a doctor practising in the village of Long Clawson for nearly 200 years. Despite major changes in medicine and the NHS over this time, we still aim to provide a traditional family doctor service.

This leaflet provides information about how the Practice works
please keep it for reference.

Lead Practice Staff

Mr Liam Yates

Group Practice Manager

Mrs Susan Walters

Assistant Group Practice Manager

The Practice works with a wide range of other health professionals in the community, including the District Nursing Team, MacMillan nurses, Podiatrists, Midwives and Opticians.

Telephone Extensions

To reach the surgery dial - 01664 822214

Press 1 for **Reception** (to book an appointment)

Press 2 for **Pharmacy**

Press 3 for **Test Results** (open between 3pm – 5pm)

Press 4 for **Medical Secretaries**

Press 5 for **Insurance Reports** (opens between 10am – 5pm)

Press 0 for **Complaints**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour.

If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

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Complaints and Suggestions

If you have any comments, complaints or suggestions about the services we provide, please feel free to discuss them with your doctor or any member of staff.

There is also a Suggestions Box in the waiting room.

We operate a Practice Complaints Procedure, as part of the NHS system, to deal with any complaint or concern you may have about the service you have received from a Doctor or any of the staff employed by the surgery.

Reception can provide a leaflet explaining how this works or ask any member of staff.

If your complaint cannot be satisfactorily resolved using this procedure, or if you would prefer for your complaint to be handled by the local Healthcare Team, you can contact NHS England to investigate on **0300 311 2233**

(Mon-Fri 8am-6pm, excluding English Bank Holidays)

Address: PO Box 16738, Redditch. B97 9PT

To investigate it further, and if you remain dissatisfied with the outcome, you can ask the Healthcare Commission to review the case.

POhWER – NHS Complaints Advocacy Service

This is a service that supports patients who wish to make a complaint about their NHS care or treatment.

Contact POhWER on: 0300 456 2370

email: pohwer@pohwer.net

post: POhWER, PO Box 14043, Birmingham. B6 9BL

website: www.pohwer.net

Confidentiality and Medical Information

The Practice respects your right to privacy and keeps all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment, so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see our records, please call our Practice Manager on 01664 822214.

Written consent is usually required for medical reports to insurance companies or for legal reports.

Anonymised clinical data may sometimes be used for audit within the Practice (to improve our standards of care) and it may sometimes be requested by the CCG (Clinical Commissioning Group) to monitor the performance of the Practice. This clinical data will not be in a form that can identify any individual patient.

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 the Practice Manager.

Surgery Opening Times

| Day | Reception | Pharmacy |
|-----------|-------------|-------------|
| Monday | 08:00-18:30 | 08:00-18:30 |
| Tuesday | 08:00-18:30 | 08:00-18:30 |
| Wednesday | 08:00-18:30 | 08:00-18:30 |
| Thursday | 08:00-18:30 | 08:00-18:30 |
| Friday | 08:00-18:30 | 08:00-18:30 |

Phone lines are closed Monday – Friday between the hours of 1.00pm-2.00pm

Introducing the NHS App

www.nhs.uk/nhsapp



The NHS App is the first app from the NHS for people across England. Use the NHS APP to:

- **Book and cancel appointments** – search for, book and cancel appointments at your GP Practice
- **View your record** – get secure access to your GP medical record
- **Order repeat prescriptions** – see your available medications and place an order
- **Check your symptoms** – find trusted information on hundreds of conditions and treatments and get instant advice
- **Register to be an organ donor** – easily manage your preferences on the NHS Organ Donor Register
- **Choose how the NHS uses your data** – register your decision on whether your data can be used for research and planning

The NHS App gives you more control over your health and care

Use it wherever you are, at any time of the day or night

It puts information about your health and treatments at your fingertips. This means you can see it when speaking to a health and care professional, for example.

A digital front door to the NHS

The NHS App has been designed with patients and healthcare professionals to be your digital front door to the NHS.

It is quick and easy to use and we will be adding new features in the coming months.

Apps are not for everyone so the NHS App won't replace existing services. You can still contact your practice in the usual ways if you prefer.



Vale Medical Group Patient Participation Group

(VMG PPG)

In January 2010, a Patient Participation Group was established. The Group is made up of patients who are registered with the Practice. The purpose of the Group is to advise the Practice on patients' views regarding the development of the Practice and Pharmacy and allows the Practice to consider patients' views when reviewing and expanding services.

The Group has a chairperson, Martin Fagan.

You can contact him via info@valeppg.uk

Clinics

The Practice runs a wide range of clinics at the surgery to deal with particular medical problems which need regular reviews. These are normally held in the afternoons and need an appointment.

- Heart Disease
- Hypertension (high blood pressure)
- Asthma and chronic lung disease
- Diabetes
- Women's Health, including smear tests and HRT
- Family Planning
- NHS Health Checks
- Antenatal and Postnatal care
- Child Health
- Warfarin monitoring
- Travel
- Minor Surgery

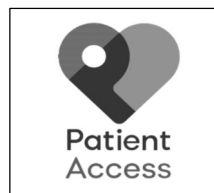
Lifestyle advice, including:

- Stopping smoking
- Dietary Advice

For further details, or to make an appointment, contact Reception.

Special clinics are held occasionally e.g. influenza immunisations, diabetic eye screening - ***we will notify you when these are being held.***

If you are unable to attend an appointment, please telephone and cancel it so that it can be offered to someone else.



Please contact reception for further information
or go online to register:
<https://patient.emisaccess.co.uk/>

Connect to your GP services online with Patient Access and save time.

With Patient Access, you can use your local GP services at home, work or on the move. Book appointments, order repeat prescriptions and view your medical records when it is convenient for you.

- Book Appointments – book face-to-face appointment with your GP and ANP
- Order Repeat Prescriptions – order your prescriptions online efficiently and safely
- Share Your Medical Record – securely share your information with healthcare professionals of your choosing, without the need to contact your practice.

Please contact Reception for details of how to sign up.

Repeat Prescriptions

Repeat Prescriptions can be ordered by any of the following routes:

Internet

It assists the Practice greatly if you order your prescriptions via our website:

www.valemedicalgroup.co.uk

You will receive a pin number to order your prescription online. This can be requested by telephoning the Repeat Prescription line or from Reception.

Written order

The white slip of paper that accompanies your repeat prescription should be clearly marked in the box beside your requested items and either placed in the order box (at the Reception Desk) or mailed to the Practice.

NHS App

See **Introducing the NHS App** on opposite page.

Order Placed Earliest Collection

| | | |
|---------------------------------------|--------|-----------|
| Friday 12.31pm to Monday 12.30pm | 4.30pm | Wednesday |
| Monday 12.31pm to Tuesday 12.30pm | 4.30pm | Thursday |
| Tuesday 12.31pm to Wednesday 12.30pm | 4.30pm | Friday |
| Wednesday 12.31pm to Thursday 12.30pm | 4.30pm | Monday |
| Thursday 12.31pm to Friday 12.30pm | 4.30pm | Tuesday |

Medication Reviews

Medication reviews for patients on repeat prescriptions can be completed by either face to face or over the telephone with our Clinical Pharmacist, please contact reception to make an appointment.

Routine Blood Pressure Measurements and Blood Tests

Routine blood pressure and blood tests can be done by the Health Care Assistant and Phlebotomist, who are available during morning surgeries. Please call reception to book an appointment.

Home Visits

Please request these before 10.30am, giving the Receptionist some idea of the type of problem and the urgency. The Doctors will visit patients who are too ill to leave home but generally it is better, where possible, to be seen at the surgery, where our facilities are available for examination and investigations.

If you are feeling very unwell or think your child may have an infectious disease e.g. chickenpox, please tell the Receptionists when you arrive, so that they can arrange for you to be seen in an appropriate way.

Disabled Patients

There is car parking adjacent to the surgery and the building has full access and facilities for wheelchair users. A wheelchair is also available to use if you have problems walking in the building.

If you have hearing difficulty, please tell the Doctor as we have mobile hearing loops. The Practice also welcomes patients who use assistance dogs.

Carers

We are committed to addressing the specific needs of carers who have to provide long term care for anyone who is chronically ill or disabled.

We can offer help and support and put you in contact with other agencies which can assist you. Please ask for further information.

Emergencies

A Doctor is on duty for the surgery every weekday from 8.00am - 6.30pm. If you have an urgent medical problem, ask the Receptionist if you can speak to the Doctor on call.

Emergency Calls outside normal working hours

Contact the Service on 111, who will arrange for your problem to be dealt with in the most appropriate way. *This telephone number is also available on the surgery answer phone.*

“Walk in” centres for minor health problems are available at Nottingham or Loughborough.

| Location | Hours | Telephone |
|----------------------------|--|---------------|
| Loughborough LE11 5JY | 24 hours per day 365 days per year | 01509 568800 |
| Nottingham NG2 4LA | 7:00am – 9:00pm 365 days per year | 0115 883 8500 |
| Melton Mowbray LE13 1SJ | Mon-Fri – 6:30pm-9:00pm Sat/Sun/Bank Hol 9:00am-7:00pm | 01664 854800 |
| Sleaford NG34 7HD | Mon-Fri – 6:30pm – 8:0pm Sat/Sun/Bank Hol 8:00am – 6:00pm | 01529 303301 |

For serious emergencies e.g. severe chest pain, major bleeding and collapse, dial 999 for an ambulance.

Dental Emergencies

Dental emergencies cannot be managed within a doctors' surgery.

If you are registered with a dentist, you will need to contact them when you have an emergency.

If you are not registered with a dentist please telephone NHS Direct on 111 who will advise you where to seek treatment.