

## Who to contact when the surgery is closed

What do I do if I need help and my surgery is closed?	Telephone the Out of Hours Service  <b>111</b>  The out of hours service can offer advice and support
What should I do if there is an emergency?	Telephone the Emergency Services  <b>999</b>



## A Simple Guide to Accessing our Surgeries for Patients and their Carers

Produced in association with our



Sponsored by



[www.charnwoodcommunitymedicalgroup.co.uk](http://www.charnwoodcommunitymedicalgroup.co.uk)

## About this Guide

This guide was produced in partnership by the Patient Participation Group and the Practice.

We hope that it will give patients and their carers useful information about how to get to the Surgeries. Please tell us if it has been useful to you or if there is different information that would be helpful to other patients.

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## Contacting the Surgery

What do I do if I need help when the surgery is open?

Monday to  
Friday 8.00am  
– 6.30pm

Telephone the  
Surgery

01509 324115

Please phone the surgery for help and support. If you need to be seen on that day it is helpful to call earlier in the morning. Please let the reception team know if you will struggle to get to the appointment that you are offered and they will try and find an alternative

## Ensuring ease of access within the buildings

Wheelchairs are available for use in all of our surgeries.

Patients may use their electric mobility scooters within all our buildings.

All our surgeries have;

- Automatic doors
- Open spaces that will allow wheelchairs to turn
- Chairs with arms
- Wider chairs

*Patients are welcome to ask for help if they feel that they need it*

## Transport – buses

### To Rosebery Medical Centre

*The Arriva 127*, get off at Radmoor Road and walk along Storer Road.

*The Arriva 127*, get off at Loughborough Hospital and walk along Hospital Way.

*Kinch no 5* - get off at Alan Moss Road and walk along Hospital Way.

*The Sprint* - get off at Radmoor Road and walk along Storer Road.

### To Forest Edge Medical Centre

*The Arriva 127*– get off at Windleden Road.

*Kinch no 5* - get off at Windleden Road.

### To Outwoods Medical Centre

*The Kinch no 12 (clockwise out of town) or Kinch 11 anti clockwise, towards town.* Get off at Beaumont Road.

For further information, regarding routes and timetables, please refer to the following websites.

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

*Kinchbus also produce a very useful travel handbook, available on all of their buses*

## Transport - Taxis

**ABC Ace taxis** - Tel 01509 218585. 07.00-01.00. They cannot take roll-on wheelchairs but will assist wheel chair passengers and carry the folded chair in the boot

**ADT taxis**-Tel 01509 260000, 24 hours service, is willing to offer a discount to our patients, depending on the length of the journey. They cannot take roll-on wheelchairs but will assist wheel chair passengers and carry the folded chair in the boot

**Collins Taxis** - 01509 211647. They are willing to help people with mobility problems, but the passenger needs to be able to climb up to a high seat.

**Loughborough Taxis** - 01509 212111. They are happy to assist a wheel chair user in and out of the car. They will carry the chair folded down in the boot.

**Epinal Taxis** – 01509 235588. They are happy to assist a wheelchair user in and out of the car. They will carry the chair folded down in the boot.

*NB the Practice and Patient Group do not recommend any particular firm, information is included here to show availability and was correct at the time of going to press*

## Transport - Other

John Storer House can provide accessible transport using volunteers.

To book, telephone the transport manager on 01509 631761.

Transport in volunteers' cars is available.

Costs for transport are calculated following an individual enquiry.

NB, transport services are also provided to take people to other activities such as lunch clubs, the hair-dresser, shopping, the dentist etc. Please ring and ask.