



# Patient Guide to your Practice

Produced in  
association with our



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

## Accessibility

All of the information contained in this booklet is available in large text, to listen to and in foreign languages on our practice website.

### Arabic

كافة المعلومات الواردة في هذا الكتيب هو متاح في نص كبير، للاستماع إلى واللغات الأجنبية على موقع ممارستنا.

### Chinese

这本小册子中包含的所有信息可在大文本，听取和外国语言在我们的实践网站。

### Gujarti

આ પુસ્તિકા સમાચેલ માહિતી અમારા બધા પ્રથા વેબસાઇટ પર અને વિદેશી ભાષા સાંભળવા માટે, મોટા લખાણ ઉપલબ્ધ છે.

### Hindi

इस पुस्तिका में निहित जानकारी के हमारे सभी अभ्यास वेबसाइट पर करने के लिए और विदेशी भाषाओं सुनने के लिए, बड़े पाठ में उपलब्ध है.

## Polish

Wszystkie informacje zawarte w niniejszej instrukcji jest dostępna w dużym tekście, aby słuchać i języków obcych na naszej stronie praktyce.

## Russian

Вся информация, содержащаяся в этой брошюре имеется в больших текстах, слушать и иностранные языки на нашем сайте практике.

## Introduction

Welcome to our guide to the Practice. We have tried to include all of the information that you need to use our surgeries and services and would be grateful if you could take the time to read through it. Things in the NHS are always changing and as such this booklet will need to be updated from time to time. We have included a version number on the bottom so you can tell if you have the most up to date copy or not.

All of the information is also kept up to date on our practice website at [www.charnwoodcommunitymedicalgroup.co.uk](http://www.charnwoodcommunitymedicalgroup.co.uk) and you can also sign up to receive updates and information by email by joining our Patient Participation Group online. Please see the Patient Participation Group section of this guide for more information.

We would like to say thank you to our Patient Participation Group for their help in putting this guide together.

## Our Patient Participation Group (PPG)

Charnwood Community Medical Group set up the PPG in February 2010 to help the Practice keep in touch with the views, thoughts and wishes of our patients and to help guide the development of the Practice.

The group now meets monthly, setting its own agenda and shaping its own development with close help and input from the Practice. Please note the Patient Participation Group is not a forum for complaints; should you wish to make a complaint please contact the surgery directly and we will be happy to help.

The PPG and Practice set up the Patient Participation Group Online (PPGO) in November 2012 to allow the Practice and PPG to better keep in touch with the views and opinions of all of the patients registered with Charnwood Community Medical Group and keep them informed of the latest news and developments taking place.

To find out more about the Patient Participation Group including how to get involved or to sign up to the Patient Participation Group Online please visit the practice website or if you do not have Internet access please ask to speak to a member of the Management Team who will be happy to help.

## Contacting us for Medical Reasons

### Telephone

Our telephone system is open between 8.00am and 6.30pm Monday to Friday.

01509 324115

Rosebery Medical Centre - select option 1  
Outwoods Medical Centre - select option 2  
Forest Edge Medical Centre - select option 3

For hospital referrals and medical report enquiries please select option 1 for Rosebery Medical Centre.

### Fax

Rosebery Medical Centre - 01509 213002  
Outwoods Medical Centre - 01509 260058  
Forest Edge Medical Centre - 01509 260069

### Post

Rosebery Medical Centre,  
Rosebery Street,  
Loughborough,  
Leicestershire,  
LE11 5DX.

Outwoods Medical Centre,  
4 Beaumont Road,  
Loughborough,  
Leicestershire,  
LE11 2JB.

Forest Edge Medical Centre,  
Old Ashby Road,  
Loughborough,  
Leicestershire,  
LE11 4PQ.

## Contacting us to give us your Feedback

We are always keen to hear from patients about ways in which we can improve their experience of using our surgeries and we have a number of different ways that you can feedback to us.

### Website

The “contacting us to feedback” section of our website has an online contact form at the bottom of the page that you can fill in to give us your feedback. You can also contact our Patient Participation Group using the Patient Participation Group section of our website.

### Comments Boxes

Comments boxes with feedback forms are available in all of our surgeries and you can select if you would like to feedback to the Practice, Patient Participation Group or both. If you can't find the

comments box at your surgery please ask the reception staff.

### **Email**

You can email the practice at [ccmg@gp-c82041.nhs.uk](mailto:ccmg@gp-c82041.nhs.uk). Please use 'Feedback' as the subject for your email.

### **Fax**

Please address your fax to the Administration Manager and send it to Rosebery Medical Centre on 01509 213002.

### **Post**

Please address your feedback to:

Administration Manager,  
Rosebery Medical Centre,  
Rosebery Street,  
Loughborough,  
Leicestershire,  
LE11 5DX.

## **Complaints**

We hope that you don't have cause to complain but should you wish to do so complaints should be made in writing and addressed to the practice Business Manager,

Mr Paul Hanlon,  
Rosebery Medical Centre,  
Rosebery Street,

Loughborough,  
Leicestershire,  
LE11 5DX.

It may be the case that we can resolve your problem if an initial approach is made a member of the Management Team or to one of the doctors by telephoning the surgery.

## **Our Opening Hours**

The practice is open for all of our patients as below. Occasionally we may have to close our Outwoods or Forest Edge Medical Centres early. At times when the branch surgeries are closed telephone calls will automatically be diverted to our Rosebery Medical Centre and patients may be asked to attend there.

### **Telephone System**

Our telephone system is open between 8.00am and 6.30pm Monday to Friday. After 6.30pm our telephone system will ask you to call NHS 111.

### **Rosebery Medical Centre**

Monday	7.30am – 6.30pm
Tuesday	7.30am – 6.30pm
Wednesday	7.30am – 6.30pm
Thursday	7.30am – 6.30pm
Friday	7.30am – 6.30pm

## Outwoods Medical Centre

Monday	8.00am – 5.30pm
Tuesday	7.30am – 5.30pm
Wednesday	8.00am – 5.30pm
Thursday	8.00am – 5.30pm
Friday	7.30am – 5.30pm

## Forest Edge Medical Centre

Monday	8.00am – 5.00pm
Tuesday	8.00am – 5.00pm
Wednesday	8.00am – 5.00pm
Thursday	8.00am – 5.00pm*
Friday	8.00am – 5.00pm*

\*Please note that the surgery will be closed between 1.00pm and 2.00pm for lunch

## When we are closed

For emergencies which cannot wait until the next surgery, please telephone NHS 111.

## Appointments and Telephone Advice

### How to book an Appointment

To book an appointment at our surgeries please telephone the surgery from 8.00am in the morning on 0844 576 9811 to arrange this with the reception team. They will ask you if you would like to book an appointment for that day or for a later date. If you need to be seen that day and would prefer to talk to the doctor on the phone as opposed to coming in to the surgery

please let the reception team know and they can arrange this for you.

Appointments with the practice nurses, healthcare assistants and phlebotomists and follow-up appointments with your doctor can also be booked in advance.

### Our Appointment Times

Appointments are available throughout the day at Rosebery Medical Centre from Monday to Friday, at Outwoods Medical Centre everyday apart from Friday afternoon, and at Forest Edge Medical Centre every day apart from Tuesday afternoon.

### The right to express a Preference of Practitioner

A patient may express a preference for a practitioner during any contact with the surgery. However, the practice cannot always guarantee the availability of particular practitioners at a given time.

### Telephone Advice

The duty doctor is usually available from 11.30am to 12 noon. The receptionist will advise you of other times when you may be able to speak to your preferred doctor.

### Appointment Frequently Asked Questions

#### Can I choose which doctor I see?

Whenever possible we will book you in with the doctor of your

choice at a convenient time, for appointments at a later date. All of the GPs at the practice offer appointments on different days and times to each other. Sometimes the earliest appointment at a later date for a particular GP might mean waiting longer than for some of the other GPs.

### **What happens if my usual doctor isn't able to see me for a few weeks?**

All of our GPs have access to your medical records so if you would prefer to see a different GP who is available sooner this can be arranged. The choice is completely up to you. A number of our patients have found that seeing a different GP from time to time can improve their understanding of their condition.

### **How far in advance can I book an appointment?**

We aim to have appointments at all three surgeries on the system up eight weeks in advance and they are available to book online or by telephoning the surgery.

### **Do all of the appointments get booked up?**

We rely on our patients to make appointments only when they need to. Booking appointments on the off chance that they may be needed means that there are fewer slots available for other patients to book. **It is also important that you let us know if you can't attend for any reason, so that the slot can be offered to someone else.**

### **Does it matter what time I telephone the surgery?**

Our telephones are busiest between 8.00am and 10.00am. Wherever possible we would ask you to try to leave the lines free between these times for patients who have an urgent need and call later in the day for future appointments, test results, medication and other queries. This way whenever you have an urgent need it will be easier for you to get through.

### **How do you know that you have enough appointments?**

We continually monitor the number of doctor and nurse appointments that the practice offers and benchmark ourselves against national averages to ensure that we have enough capacity in the system. On a daily, weekly and monthly basis we vary the ratio of appointments that are available to book in advance versus those reserved for on the day. An example may be the day after a bank holiday where we would typically reserve all our appointments for on the day as demand is always very high.

### **Using our Online System**

To use our online system to make appointments and order repeat prescriptions you need a unique username and password. Our reception team can print these details off for you. Once you have these details visit our website at [www.charnwoodcommuitymedicalgroup.co.uk](http://www.charnwoodcommuitymedicalgroup.co.uk) and click on the online services button at the top of the webpage to login.

### **When making appointments please;**

- Ask for a double appointment (20mins) if you have a problem that you know is likely to take some time.

- Try not to store up multiple medical problems for one visit.
- Cancel any appointments that you cannot attend.
- Make a separate appointment for each person wishing to be seen.

## Chaperones

A chaperone is a friend, relative or member of staff who will accompany a patient, at their invitation, during an intimate examination.

If you feel that you need a chaperone we would be grateful if the request is made at the time of booking your appointment. If a chaperone is needed during a consultation without prior arrangement we will do our best to accommodate you but it may sometimes be necessary to ask patients to make another appointment.

## Home Visits

Patients whose illnesses prevent them from attending the surgery can be visited in their own homes. Requests for home visits should preferably be made between 8.00 and 11.00am. Please be ready to give the receptionist your name, address, telephone number, age and brief details of what is wrong.

### GP Visit Guidelines

#### GP Visit Recommended

GP home visiting makes clinical sense and is the best way of giving a medical opinion in cases involving:

- The terminally ill
- The truly bed-bound patient, for whom travel to premises by car would cause a deterioration in their medical condition or unacceptable discomfort

### GP Visit May Be Usual

After initial assessment over the telephone, a seriously ill patient may be helped by a GP's attendance to prepare them for travel to hospital - that is, where a GP's other commitments do not prevent them from arriving before the ambulance. Examples of such situations are:

- Heart attack
- Severe shortness of breath
- Severe haemorrhage

It must be understood that if a GP is about to start a booked surgery of 25 patients, or is attending another emergency and is told that one of their patients is suffering from symptoms suggesting a heart attack, the nationally recommended approach is to call an emergency paramedical ambulance rather than attending.

### GP Visit Is Not Usual

In most cases, to visit would not be an appropriate use of a GP's time:

- Common symptoms of childhood fevers, cold, cough, earache, headache, diarrhoea /vomiting and most cases of abdominal pain. These patients are usually well enough to travel by car. It is not harmful to take a child with a fever outside. These children may not be fit to travel by bus or walk, but car transport is available from friends, relatives or taxi firms. It is not a doctor's job to arrange such transport.
- Adults with common problems, such as a cough, sore throat, influenza, back pain and abdominal pain, are also readily transportable by car to a doctor's premises.
- Common problems in the elderly, such as poor mobility, joint pain and general malaise, would also best be treated by consultation at a doctor's premises where the facilities are available for full examination and investigations. The exception to this would be the truly bed-bound patient.

Please remember that we can see several people at the surgery in the time that it takes to do a home visit - so please do not request a visit for convenience.

## Our Practice Boundary

On our website we have an interactive map indicating the practice boundary in which patients need to live to be registered with our surgeries. If patients move beyond that boundary they will need to register with a new surgery.

## Repeat Prescriptions and Test Results

### Repeat Prescriptions

Repeat prescriptions are available by producing the green slip issued by your doctor. Ask at your next appointment. Your prescription will be ready in two working days; if you enclose a stamped, self-addressed envelope we can post it to you. Repeat prescriptions can also be ordered via our website [www.charnwoodmedicalgroup.nhs.uk](http://www.charnwoodmedicalgroup.nhs.uk). Please ask at reception for a registration form to use the service. Your usual pharmacy can also obtain repeat prescriptions for you.

### Test Results

Most tests (blood tests, ECG, x-rays, smears) are done either in the surgery or at Loughborough Community Hospital.

The results of different tests take varying lengths of time to come back:

Most blood tests 2 working days

Hormone tests, eg thyroid 10 to 14 days

X-rays 1 week to 10 days

Urine/faecal sample 7 working days (please bring samples to the surgery before 12 noon)

Cervical smears 6 weeks

Results are available by phoning the surgery and selecting option 2 after 10.00am (to allow time for the results to be delivered and to ease congestion on the telephone lines in the



morning when ill people may be trying to get through). To maintain confidentiality, results will only be given to the patient concerned or, if under 16 years, to a parent or guardian where appropriate.

## Clinics and Services

The purpose of all our clinics is early detection of problems, leading to appropriate advice or treatment. The practice nurses or the doctor, or both, conduct the clinics, following approved protocols.

### Antenatal

The midwife attends the practice on Tuesday afternoons, Wednesday mornings and alternate Thursday mornings.

### Cervical Smears

Any sexually active woman is advised to have a cervical smear and, in keeping with national guidelines, patients are recalled every three years between the ages of 25 and 49 and every five years from the age of 50 to 65. Smears are carried out by the practice nurses and doctors.

### Child Surveillance/Immunisation

In line with national guidelines we offer to register/assess your children as they develop and offer advice/administer immunisation against common childhood ailments.

Clinics are run weekly by a nurse. The current schedule is:

### 2 months

Combined (Diphtheria, Tetanus, Pertussis), Polio and Hib (Haemophilus), Pneumococcal vaccine

### 3 months

Combined (Diphtheria, Tetanus, Pertussis), Polio and Hib (Haemophilus), Men C (Meningitis) vaccine

### 4 months

Combined (Diphtheria, Tetanus, Pertussis), Polio and Hib (Haemophilus) Pneumococcal vaccine, Men C (Meningitis) vaccine

### 12 - 13 months

Hib/Men C (Meningitis) combined vaccine, 1st dose MMR (Measles, Mumps and Rubella) and Pneumococcal vaccine

### 4 years

Pre-school booster (Diphtheria, Tetanus, Polio) and Pertussis, 2nd dose MMR (Measles, Mumps and Rubella)

### 12 - 13 years

HPV vaccine - a course of 3 injections over a period of 6 months (girls only) given at school

### 12 -14 years

BCG (Tuberculosis) given at school

### 15 years

Booster - Diphtheria, Tetanus and Polio

It is very important that your children are fully immunised against all childhood diseases; if you require advice about vaccinations, please speak to the nurse, doctor or health visitor.

### **Chronic Disease Management Clinics**

We aim to see people suffering from chronic diseases at least once a year. We run a recall system and patients will be invited by letter to attend clinics. Help and advice is always available regarding medication, administration of treatment techniques etc from doctors and nurses.

### **Contraception Services**

Contraception services are available from the doctor during routine surgery hours. Coils and Implants take a little longer as special arrangements have to be made. Help us to help you by informing the receptionist of your requirements. Drs Goffin and Wilde will refer requests for termination or emergency contraception to another doctor in the practice. The 'morning after pill' is effective up to 72 hours after the 'accident'.

### **H-Pylori Breath Testing**

The H. pylori breath test is a simple and safe test used to detect an active H. pylori infection. Helicobacter pylori (abbreviated as H. pylori) is a bacteria that can infect the stomach or duodenum (first part of the small intestine).

### **Influenza Vaccinations**

The Practice runs annual clinics to provide vaccination against seasonal flu for patients in at risk groups. The seasonal flu vaccination is usually available from October each year.

### **INR Monitoring**

INR monitoring is available for stable patients at the practice.

### **Medicals**

All medicals for insurance, HGV/PSV licences, driving, elderly drivers etc can be arranged through the receptionist. These are not covered by the NHS and a fee will be payable. Letters for holiday travel are also not covered by the NHS and a fee will be payable.

### **Minor Surgery**

Minor surgery procedures are arranged according to demand and include the removal of warts and some moles.

### **Out of Touch?**

Consultations are always available for patients aged between 16 and 75 who have not been seen in the last three years and for patients aged over 75, who have not participated in a consultation within a period of twelve months.

### **Pneumococcal Vaccinations**

The practice offers Pneumococcal vaccinations for patients in at risk groups.

## Pre-conceptual Counselling

This is available if you are planning to become pregnant. It will ensure you are in the best possible health to conceive.

## Smoking Advice

Smoking increases your risk of heart disease, strokes, bronchitis and several types of cancer. It is harmful to unborn babies and children.

There are a number of ways that the practice seeks to help patients who smoke.

- In ordinary consultations the doctor can give general advice about the health risks and medications available for people trying to give up.
- There are also special clinics run by trained advisors. For more information please phone the surgery.
- NHS Smokefree is a smoking cessation service with specialist advisors. They can be contacted through their website at [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk) or on the telephone by calling 0800 022 4332.

## Staying Healthy Advice

Our nurses are happy to advise on healthy diet, exercise, stress management, alcohol and smoking. We actively promote stopping smoking and reducing alcohol consumption.

## Travel Advice and Immunisations

Travel advice and immunisations are available from the practice nurses and doctors and we are a Yellow Fever Vaccination Centre. Please book your appointment with the Nurse at least six weeks prior to departure.

## Zoladex Injections

Zoladex injections can be used in the treatment of a number of conditions including prostate and breast cancer.

## Hospital Referrals

On some occasions it may be necessary for your GP to refer you to see a specialist. If this is the case your GP will discuss all of the different options available to you. Once you have decided where you would like to attend or the different options that you would like to choose between, the GP will ask the practice secretary to make the referral. The practice secretary can be contacted by telephoning the surgery and selecting option 1 for Rosebery Medical Centre followed by option 3 for hospital referrals.

The practice uses the NHS 'Choose and Book' system to refer our patients. 'Choose and Book' is a service that allows you to choose your hospital or clinic and book an appointment with a specialist when your GP refers you. Our practice secretary will send you all of the information that you will need to use the Choose and Book System.

For more information please see the Choose & Book NHS Website at <http://www.chooseandbook.nhs.uk/> or if you are

struggling to make your Choose and Book appointment please contact the surgery and we will be happy to help.

## Meet our Practice Team

The practice team is made up of doctors, nurses, healthcare assistants, phlebotomists (phlebotomists are specially trained to take blood), admin and reception staff and managers. Most of our clinical team work at all three of our sites although we try to move our doctors as little as possible to help maintain continuity of care. Our management and admin teams provide cover for the whole practice.

### Partners

Dr Geoffrey Hanlon  
Dr Paul Goffin  
Dr Marcus Wilde  
Dr Clare Hale  
Dr Linda Khalid  
Mr Paul Hanlon  
Dr Bryony Barfield  
Dr Pamela Bowyer  
Dr Chris Williams  
Dr Rebecca Dempsey

Dr Hanlon and Partners is not a limited partnership and trades as Charnwood Community Medical Group. We have also included a list of all our partners' qualifications on the practice website.

### GP non Partners

Drs Katy Powell works as GPs within the practice.

### Local Authority & Attached Staff

Our district nurses work mainly in the community, working with the housebound, frail and terminally ill. The health visitors are involved in child health surveillance and immunisation as well as other preventative tasks.

Our midwife helps the doctor to provide maternity care at home and in the surgery clinics, giving regular and continuing care to pregnant mothers until day 10 post natal. Pregnant patients may also be referred for additional care to; Leicester Royal Infirmary, Leicester General Hospital or Queens Medical Centre.

### Registrars

Registrars are fully qualified doctors who have chosen General Practice as the career they wish to pursue and will gain experience by being based within the practice. They sometimes see patients on their own. At all times, they provide care of the same standard as that provided by the other doctors. Please accept them as a valued addition to the team. As a training practice we undergo periodic assessment and the notes may be examined by a senior doctor. Confidentiality is maintained.

### Medical and Other Students

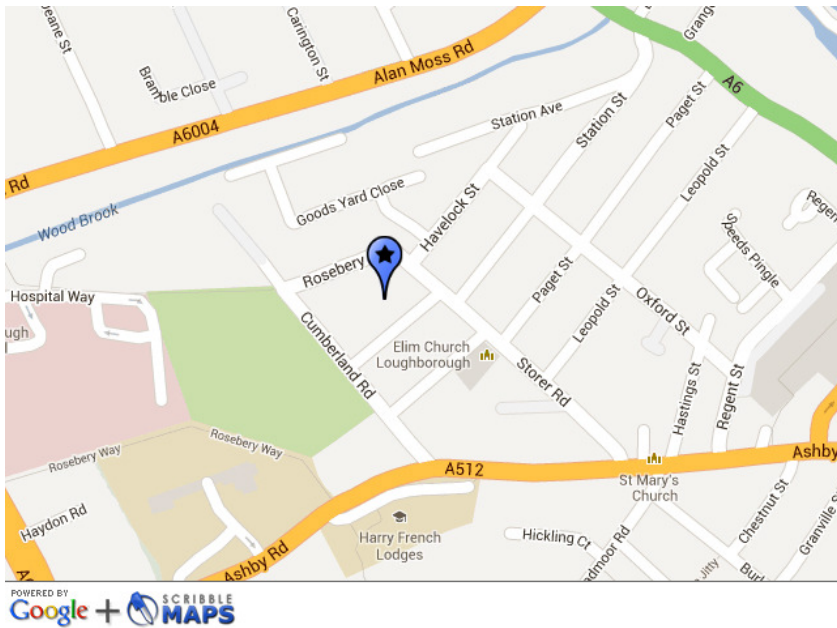
The practice does at times undertake to give training and experience to students. You will at all times be asked if you are

agreeable to students observing or undertaking supervised consultations. Confidentiality will be maintained.

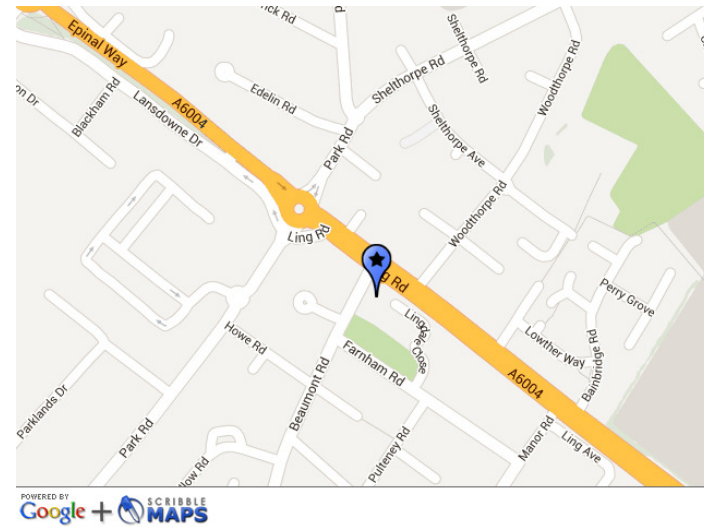
## Finding Our Surgeries

The maps below shows the location of our surgeries. All our surgeries are located within three miles of each other in Loughborough and we have included an interactive map and section on using public transport to travel between them on the practice website.

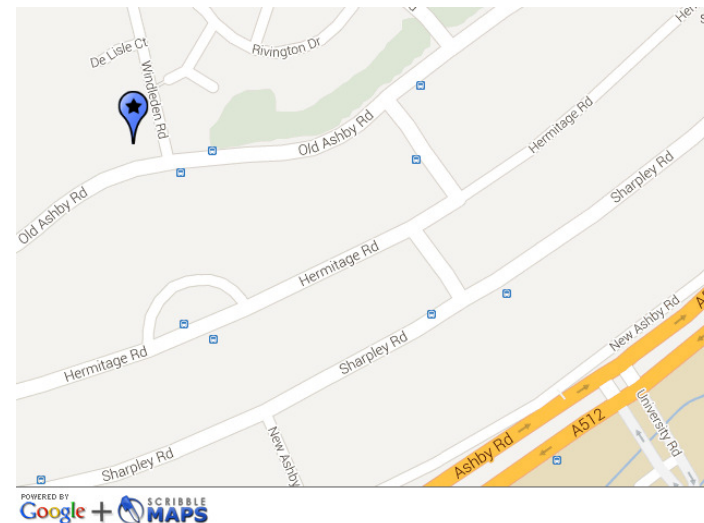
### Rosebery Medical Centre



### Outwoods Medical Centre



### Forest Edge Medical Centre



## Looking after your Information

### Confidentiality

Patients have an absolute right to the confidentiality of their information, subject only to the requirements of legislation or overriding public interest as defined by case law or GMC guidance. All doctors and staff working at the surgery have a duty to maintain confidentiality at all times. If you have any concerns regarding confidentiality please bring them to our attention by telephone, in writing or by using the contact us tab on our website.

### Freedom of Information

The practice has a publication scheme produced in accordance with the Freedom of Information Act. The scheme is available on request to the Administration Manager at Rosebery Medical Centre or by using the contact us tab on our website.

### Video Recordings

Video recordings of consultations are sometimes made to be shown to other doctors for teaching. You will always be asked for your consent prior to such recordings. Please tell the doctor or receptionist if you have any reservations about being recorded on video or anything connected with teaching.

The practice operates a CCTV Policy and Code of Conduct that can be accessed on the practice website.

## Our Computer System

SystmOne is a computer system that GPs and other people looking after patients can use to record medical information and other relevant information discussed at your time of contact. Not everyone uses this particular system, but many GPs and Community Health services in this area use this system to record patient notes.

### What is in my Medical Record?

Your medical record contains notes taken during every consultation you have had with a doctor or nurse at your practice or community service. Your record is also likely to include copies of any letters you have written and notes relating to any phone calls made with the service that you have been in contact with. Your record will also contain copies of letters from other hospitals and departments, including mental health assessments if you have ever had one. The time period covered by your electronic medical record can vary from one GP practice to another, but detailed information extending right the way back into your childhood may be included. All of this information is sometimes known as "Your Detailed Care Record."

### Accessing your Medical Records

All patients have the right to access their medical records. We have provided a full guide to this on our practice website and you can request a form at reception.

## Provision of Information to Third Parties

The practice may share your personal information with other NHS organisations where this is appropriate for your healthcare.

In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will not normally be released to other family members without written patient consent.

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent. However you will be consulted about these in advance unless there is an over-riding public interest in not doing so.

## Choices on how you want us to share your Information

### 1) *The Enhanced Data Sharing Model*

The EDSM is designed to make it easier for patients to have greater control over their own records. By recording two different sharing consents in the patient record, 'sharing in' and 'sharing out', the decision not to share sits with the patient. 'Sharing out' controls the information recorded at the practice that is shared to other organisations. 'Sharing in' controls the information that can be viewed by the practice that has been recorded at another SystmOne organisation. The model works on a patient-by-patient basis, which means that if you move to a different area, you will remain on the EDSM model.

At this practice your GP records are made available for other health care professionals involved in your care to access. We feel this is in your best interest. Please be assured that no one outside of this practice will access your records without your verbal consent each time you are seen.

If you do not wish this to happen then it is important that you let us know in writing so that we can mark it on your record.

### 2) *Summary Care Record*

A Summary Care Record is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Having this information stored in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed.

Every patient registering at the practice from September 2013 will be given the option of having a summary care record or not on our new patient registration form.

Any patients registered prior to September 2013 will receive a letter giving them the option of opting in or out. For more information on the Summary Care Record please follow the link below.

<http://www.nhscarerecords.nhs.uk/>

### 3) *NHS Central Data Collection (Care.data)*

A modern information system has been developed, which will make increased use of information from medical records with the intention of improving health services. The system is being delivered by the Health and Social Care Information Centre (HSCIC) and NHS England on behalf of the NHS.

Your date of birth, full postcode, NHS Number and gender rather than your name will be used to link your records in a secure system, managed by the HSCIC. Once this information has been linked a new record will be created. This new record will not contain information that identifies you. The type of information shared, and how it is shared, is controlled by law and strict confidentiality rules.

If you do not wish this to happen then it is important that you let us know by telephone or in writing so that we can mark it on your record. For more information about this scheme including a downloadable leaflet please visit the link below.

**<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.aspx>**

#### *4) Risk Stratification*

There are two kinds of risk stratification:

The first kind is a process for identifying some patients within a Practice who might benefit from extra assessment or support with self-care because of the nature of their health problems. The process is a mixture of analysis of information by computer followed by review of the results by a clinical team at the Practice.

The analysis can, for example, help predict the risk of an unplanned hospital admission so that preventative measures can be taken as early as possible to try and avoid it. In the end, it is the clinical team of the GP Practice that will decide how your care is best managed.

The second kind is a process for identifying patterns of ill health and needs across our local population. This will be done by pulling together all the information in an anonymised file (where your identity has been removed) to look at patterns and trends of illness across Leicester, Leicestershire and Rutland as a whole. This will help our Public Health Department and those in the NHS who are responsible for planning and arranging health services across Leicester, Leicestershire and Rutland (known as commissioners) better understand the current and possible future health needs of the local population. This will help them make provision for the most appropriate health services for the people of this area. This group of staff will not be able to identify you as an individual under any circumstances.

In both cases secure NHS systems and processes will protect your health information and patient confidentiality at all times.

#### **What if I want to opt out?**

If you do not wish this to happen then it is important that you let us know by telephone, in writing or by using the contact us tab on our website so that we can mark it on your record.



## 5) Leicestershire MIG

Health services in Leicester, Leicestershire and Rutland are introducing a new system of sharing medical records between a GP practice and other NHS organisations.

The system will allow the healthcare professional who provide you with care, to view information in your GP medical record. Viewing your record will help to improve the quality of your care and potentially save lives.

### Who will be able to view my medical record and what will they use it for?

A qualified healthcare professional who has obtained your consent will be able to view your GP medical record. This will only ever be done for the specific problem you are presenting with. This will allow the clinician assessing you to have faster, easier access to relevant information about you, to help provide you with safer and better care.

Currently the following organisations are taking part, but as more organisations sign-up, this list will change. Please ask at reception for the Business Manager for more up-to-date information:

- University Hospitals of Leicester NHS Trust
- Leicestershire Partnership NHS Trust
- Northern Doctors Urgent Care Ltd
- Oadby and Wigston Walk-in Medical Centre
- Melton Mowbray Hospital Minor Injury and Illness Service

- Market Harborough Minor Injury and Illness Unit
- Rutland Memorial Hospital Minor Injury and Illness Unit
- Derbyshire Health United – NHS 111
- Urgent Care Centre, Loughborough
- Out of Hours Services
- East Midlands Ambulance Service NHS Trust
- George Eliot Hospital NHS Trust – Urgent Care Centre Leicester
- SSAFA Acute Visiting Services

### What information can be viewed?

- personal information, such as name, date of birth, gender
- allergies
- medication
- attendances, hospital admission and referral dates
- vaccinations and immunisations
- test results, including measurements such as blood pressure
- diagnoses (current and post problems)
- treatment and medical procedures

### What will happen when the healthcare professionals want to view my GP medical record?

You will be asked directly to give your explicit consent, at the

point of contact, for your GP medical record to be viewed. You can say yes or no; the Consultant/Doctor will only view your record if you say yes.

You will be asked beforehand for permission by the assessing healthcare professional each time your medical record is viewed. Your healthcare professional is only viewing your record. They are not downloading and storing any of your data. This means that when they close your record it is no longer accessible outside of your surgery.

If you are unable to give consent, for example if you are unconscious and it is deemed to be vital for your survival, then a healthcare professional may view your GP medical record in order to be able to provide appropriate care for you.

### **Can I refuse to allow my GP to share my medical record?**

If you are concerned about sharing your GP medical record you can opt out of allowing it to be shared. If you do not wish for your information, or even part of it, to leave your GP practice clinical system then please ask at the surgery reception for the Business Manager who will be able to arrange this for you.

### **For further information**

Please see our other leaflet “How we use your medical records. It explains how you can access your own health records, how you can get further information and what to do if you have any concerns about your information.

For further information you can discuss the sharing of your medical records with your GP or you can contact the NHS

Leicester, Leicestershire and Rutland IM&T Strategic Projects Team on the following should require more detail; Tel: 0116 295 0756 Email: [imtpmo@lcr.nhs.uk](mailto:imtpmo@lcr.nhs.uk).

### **Research**

Our practice is a research practice which 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 is available on the practice website.

### **Disabled Facilities**

All of our surgeries have disabled access and have toilets that are designed for the disabled.

Rosebery Medical Centre has three parking spaces marked for disabled patients and has been designed to NHS Health Building Note regulations to ensure a good level of access.

All our surgeries have a hearing loop system installed.

We welcome any comments or advice on how our disabled facilities can be improved at the practice.

### **Practice Charter**

All of our patients are asked to adhere to the Practice Charter.

We will:

- Treat you with respect and understanding
- Enable you to see a doctor on the same day if it is medically urgent
- Treat your problems and medical records with total confidentiality
- Prescribe all appropriate drugs and medicines
- Give you the choice about taking part in the teaching of medical students
- Refer you for a second opinion if you and your doctor agree this is appropriate
- Process your repeat prescription within two working days
- Give you the opportunity to make positive contributions to the practice via suggestions boxes, our practice website and through the Patient Participation Group

In return we expect you to:

- Treat us with courtesy and understanding
- Request home visits only when you are too ill to come to the surgery
- Cancel your appointments if you are unable to keep them
- Understand that even the best planned systems are disrupted occasionally by emergencies
- Attend your health checks when requested by the clinical team

## Zero Tolerance Policy

In the event of violent/abusive behaviour to a member of the practice team or any other person present on the practice

premises or in the place where treatment is provided, a patient is subject to immediate removal from the practice list and will be subject to Health Service action.

## The Care Quality Commission

The Care Quality Commission make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and encourage them to make improvements.

Further information is available from their website below.

<http://www.cqc.org.uk/>

## West Leicestershire Clinical Commissioning Group

The practice is part of West Leicestershire Clinical Commissioning Group and is further involved with Dr Hanlon sitting on the board as a GP Clinical Lead and Mr Paul Hanlon representing the locality on the Practice Manager's Forum.

For more information on West Leicestershire Clinical Commissioning Group please visit their website at:

<http://www.westleicestershireccg.nhs.uk/>

## The Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

You can find officers from PALS in your local hospital.

How can PALS help?

PALS provides help in many ways. For example, it can:

- help you with health-related questions
- help resolve concerns or problems when you're using the NHS
- tell you how to get more involved in your own healthcare

PALS can give you information about:

- the NHS
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS

PALS also helps to improve the NHS by listening to your concerns and suggestions.

How do I contact my nearest PALS?

You can find your nearest PALS office on the NHS Choices website.

You can also ask your GP surgery, hospital or phone NHS 111 for details of your nearest PALS.

Local Contact Telephone Number: 08081 788337

## Self-Treatment of Common Illness and Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor. This information is for guidance only and if you are in any doubt about the appropriate action to take you should seek advice from a medical professional.

### Antibiotics

First a note about these commonly prescribed medicines. They only work on bacteria and have no effect on viruses. Unfortunately this means that common infections like coughs, colds and flu etc, will not be helped by them at all. The correct treatments are the simple remedies outlined in this section. We only use antibiotics when they fail and we suspect there to be a secondary infection. Overuse of antibiotics and failure to complete the course may lead to them not working in the future and other complications like thrush, skin rashes etc.

### Backaches and Strain

Many acute strains will settle within a few weeks. You should continue light activities, avoid bed rest and take regular paracetamol. You should consult your doctor if you have

difficulty passing urine, numbness/weakness of a limb or loss of sensation. Please see your doctor also if symptoms persist.

## **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, attend the Urgent Care Centre or Casualty Department.

## **Chest Pain**

Tight or heavy chest pain spreading to the arms or jaw, with nausea, shortness of breath and feeling cold and clammy, may indicate a heart attack. Ring 999.

## **Chickenpox**

On the first day a rash appears as small red spots about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre. During the next three or four days further spots appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off, or seven days after the last spots appear. If one of your children has chickenpox and you bring them to the surgery, please tell the receptionist.

## **Colds and Flu**

These usually start with a runny nose, cough, temperature and aches. They are caused by viruses and antibiotics are of no use in their treatment. Treatment consists of taking recommended doses of paracetamol for the temperature and aches and drinking plenty of fluids. Do not worry if you do not eat for a few days. You will come to no harm. Colds and flu will normally last between 10 and 14 days. If they persist beyond this then you should consult your doctor for further advice. If during the illness, your chest becomes very wheezy or rattly or you are short of breath, or you cough up nasty looking yellow or green spit, then you should consult your doctor for advice at the surgery.

## **Coughs**

These can be soothed by a drink made with honey and fresh lemon juice in hot water. If particularly irritating, steam inhalations or your favorite cough medicine can be worthwhile.

## **Diarrhoea & Vomiting**

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid you lose with water and electrolyte solutions (available at the chemists). The digestive system should be rested by not having solids for 6-24 hours and then taking a light diet for the next 24 hours. It often helps to avoid milk and dairy products for several days. Diarrhoea, particularly with vomiting, in small babies and young children should be treated with caution and the doctor will

be happy to advise about this. Again extra fluid little and often is the most important treatment.

### **Earache**

Often earache will resolve with paracetamol, even if an infection is present, over two or three days. If it is severe, persistent or comes with a temperature then make an appointment at the surgery.

### **Fits**

Do not move, or forcibly restrain the patient and do not put anything in the mouth. Place in the recovery position eg on their side and ensure the airways are clear. Do not give anything to drink.

### **German Measles (Rubella)**

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm in diameter and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears until the rash disappears in about four or five days from that date. The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

### **Head Lice**

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Preferred

treatment is 'bug busting' using hair conditioner and combing - a leaflet is available. Medicated head lotion can be obtained from the chemist without prescription. Hair should be fine tooth combed at intervals.

### **Insect Bites and Stings**

Antihistamine tablets can be obtained from the chemist without a prescription and will usually relieve most symptoms. NOTE: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound. Calamine lotion is soothing on the skin.

### **Measles**

The rash is blotchy and red and appears on the face and body around the fourth day of fever. It is at its most infectious from two or three days before the rash appears and until eight or ten days after that date. Immunisation can prevent this disease.

### **Mumps**

Symptoms are swelling of the glands in front of one ear often followed after a couple of days by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

### **Nosebleeds**

Sit in a chair (leaning forward with your mouth open over a bowl) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, attend surgery. Do not blow or pick your nose.

### **Rashes**

If your child has a rash but is otherwise well, then it is likely to be due to a viral infection and will settle in a couple of days. If your child is unwell with a rash, we would want to see them at the surgery.

### **Sprains**

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply a crepe bandage firmly and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

### **Sore Throats**

Usually caused by VIRUSES. If over the age of 16 and able to take aspirin, the best treatment is to gargle with two soluble aspirin in cold water (then swallow them) four times a day, after meals. (DO NOT TAKE ASPIRIN IF YOU SUFFER WITH ASTHMA/STOMACH ULCER PROBLEMS AND/OR "ACID"). Otherwise paracetamol helps. Drink plenty and use lozenges if they help. TCP gargles or salt water gargles may also be useful. Most sore throats will start to improve after four or five days. If

there is no response to treatment by then, or if there is difficulty, rather than pain, in swallowing even cold drinks, you may need to consult the doctor.

### **Stomach Ache**

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity, you should consult your doctor.

### **Sunburn**

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. It is not worth using creams below factor 8 even in this country.

Remember: With all illnesses it is much easier for the doctor to provide the best care for you during normal surgery hours (the chemist is open, the hospital can be contacted etc) and 'emergency' appointments for medical reasons are always available.

### **Toothache**

You should consult your dentist, not a doctor, for this. Take regular pain relief; eg paracetamol. If you have difficulty finding

a dentist contact the Leicestershire Dental Access Centre on 0116 295 1278. All dentists should provide an emergency service.

### **How to look after a Child with a Temperature**

A child will develop a temperature because of an infection. Usually the child will get over such an infection without the use of antibiotics. Most childhood infections are caused by viruses and these do not respond to antibiotics. The advice below is to help you bring down your child's temperature and make them feel better.

Give your child paracetamol (Calpol, Disprol etc). Give the maximum dose stated for a child of that age every four to six hours.

Dress your child in cool clothes; (T-shirt and shorts etc). Much heat is lost through the head, so leave it uncovered. Cool down the room by opening doors and windows.

Give your child plenty of cool drinks as fluid is lost with a fever. If they are reluctant to drink, encourage small, frequent amounts from a favorite cup.

Sponging your child down, particularly the head, with a tepid cloth will make them feel better as well as bringing down the temperature. Using tepid water is more effective than cold water.

If your child does not improve with the measures mentioned and appears particularly ill, contact the doctor. Ill children will always be seen as soon as possible.

You will NOT make your child worse by taking them in a pram or car to the surgery. Sometimes fresh air makes a feverish child feel better.

### **Febrile Convulsion**

Very rarely, a child under five years will have a convulsion with a high temperature. The child suddenly shakes all over and then becomes very still. If your child does have a convulsion, it should subside in less than five minutes. Lie the child on their side, cool them down and stay with them while it lasts. If there is another adult in the house, ask them to call the doctor. If not, call the doctor when the convulsion has stopped if it is short, or immediately if it goes on for more than 10 minutes.

### **The Family Medicine Chest**

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock or store them well out of the reach of children.

#### *Soluble Aspirin Tablets*

For adults and children over 16 years. Good for headaches, colds, sore throats and painful bruises.

#### *Sedative Cough Linctus*

For dry or painful coughs - but not coughs caused by common colds.



### *Paracetamol Mixture*

(Calpol, Disprol etc) For relief of pain or fever in young children.

### *Menthol Crystals*

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

### *Vapour Rub*

(Vick, Karvol etc) Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

### *3" Wide Crepe Bandage*

To keep dressings in place. To support sprained or bruised joints.

### *Antiseptic Cream*

For treating septic spots, sores in the nose and grazes.

### *Cotton Wool*

For cleaning cuts and grazes.

### *Calamine Lotion*

For dabbing (not rubbing) on insect bites and stings and sunburn.

### *Antihistamine Tablets*

For nettle rash/hives.

### *Dressing Strips/Plasters*

For minor cuts.

### *Tweezers*

For removing splinters.

Remember that your local pharmacy can give you advice about medicines.

## **Staying Healthy**

Our nurses are happy to give advice on healthy diet, exercise, stress management, alcohol and smoking. We actively promote stopping smoking and reducing alcohol consumption.