



Long Lane Surgery

Blending tradition with technology...
To create the best in health care

Beacon House, Long Lane, Coalville, Leicester, LE674DR

Welcome to Long Lane Surgery, details of our surgery

Telephone number	0844 477 3722
Fax number	0844 477 3723
E-Mail	<u>surgeryone@lineone.net</u>
Website	<u>www.longlanesurgery.com</u>

Our telephone opening times are:

- Monday 08.30 – 11.15 14.00 – 16.30
- Tuesday 08.30 – 11.15 14.00 – 16.30
- Wednesday 08.30 – 11.15
- Thursday 08.30 – 11.15 14.00 – 16.30
- Friday 08.30 – 11.15 14.00 – 16.30

The Surgery is open:

- Monday 08.30 – 17.30
- Tuesday 08.30 – 17.30 18.30 – 19.30**
- Wednesday 08.30 – 12.00 Emergencies Only
- Thursday 08.30 – 17.30
- Friday 08.30 – 17.30
- Saturday 08.30 – 11.00**

** Appointments can only be prebooked at these times we offer no emergency appointments

Appointments

When you telephone the surgery the receptionist will take some brief details about yourself including the reason for your appointment. This helps our trained staff decide the best person to deal with your query. Please be assured that our receptionists are under the same confidentiality laws as the doctors and nurses. Their role is to assess the problem and guide you to the best person to help you. It is often possible for the doctor to advise and reassure you fully on the telephone or provide a prescription or sick note if necessary - saving you a visit to the surgery.

We offer a varied range of appointments, telephone consultations, pre bookable appointments with a specific doctor up to a week in advance, bookable appointments with a specific doctor on the same day and appointments on the same day on our shared GP clinic where you will see a doctor but we cannot guarantee which doctor you will see.

Test Results

Please call after 9.30 and after 2.30 if you require test results.

Home visits

Visit recommended

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

- the terminally ill
- the truly housebound for whom travel to the surgery by car would cause a deterioration in their medical condition or unacceptable discomfort.

Visit may be useful

After an initial assessment over the telephone a seriously ill patient may be helped by a GP's attendance. However the GP may advise the patient, or person with the patient, to ring 999 to receive the appropriate immediate care.

Examples of such situations are:-

- heart attack
- severe shortness of breath
- severe haemorrhage

Visit is not usual

In most of the following 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 necessarily harmful to take a child with a fever outside. These children may not be fit to travel by 'bus or to walk, but car transport may be available from friends, relatives or taxi firms.

It is not a doctor's responsibility to arrange such transport.

- adults with common problems (such as 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 mobility problems, joint pain and general malaise) would also best be treated by consultation at a doctor's premises

If possible please try to telephone before 10am. A doctor will phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a District Nurse, or indeed arrange a hospital attendance. Home visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

The Clinical Partners

Dr Nick Pulman MBChB DRCOG MRCGP FP Cert (Leics 1983)

Dr Tim Hammond MBChB DRCOG DAvMed DOccMed (Leic 1983)

Dr Nic Rushman MB BS DRCOG DFFP FP Cert (London 1992)

Our Clinical Teams

10 GP's 4 Female and 6 Male

4 Practice Nurses

2 Healthcare Assistants

Midwife

Health Visitors

Smoking Cessation Advisor

Training Practice

We are also a training practice for 5th year students from Birmingham University. On occasions you may be offered an appointment with a medical student who will do the initial consultation. You will then be seen by one of the Doctors from the practice. You will always be given the opportunity to decide whether you wish to be seen by the medical student.

Repeat Prescriptions

1. Tick the medication you want to order on your computer request slip
2. Hand in your slip at the surgery or post to us with a stamped address envelope
3. Collect your prescription from the surgery 48 hours later. This gives the doctors a chance to carefully check current medication against the requested tablets.
4. If you need more medication that you have been prescribed which is not on your computer request slip, complete a request slip at the practice.
5. We also offer an online Repeat Prescription service please ask Reception for more details.

Core Services

- General management of medical conditions
- Education and management of Long Term Conditions
- Health promotion advice
- Emergency care, if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents
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Additional Services

- Cervical screening
- Family planning services
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Minor surgery procedures
- Stopping smoking clinic
- In house anticoagulation service for warfarin
- Vasectomy Clinic

Non NHS Services

- Travel Vaccines
- Facial Aesthetics Clinic
- Occupational and Medical examinations

Disabled Access

The building is designed to give easy access for wheelchairs. We have parking spaces marked for disabled drivers, user friendly toilet facilities and automatic doors.

Compliments and Complaints

If you wish to compliment or complain about any aspect of your care, the surgery or just have some feedback for us please feel free to contact or write to the Practice Manager and we will deal with your feedback promptly.

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. 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.

Patient Rights and Responsibilities

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavoring to keep you healthy.

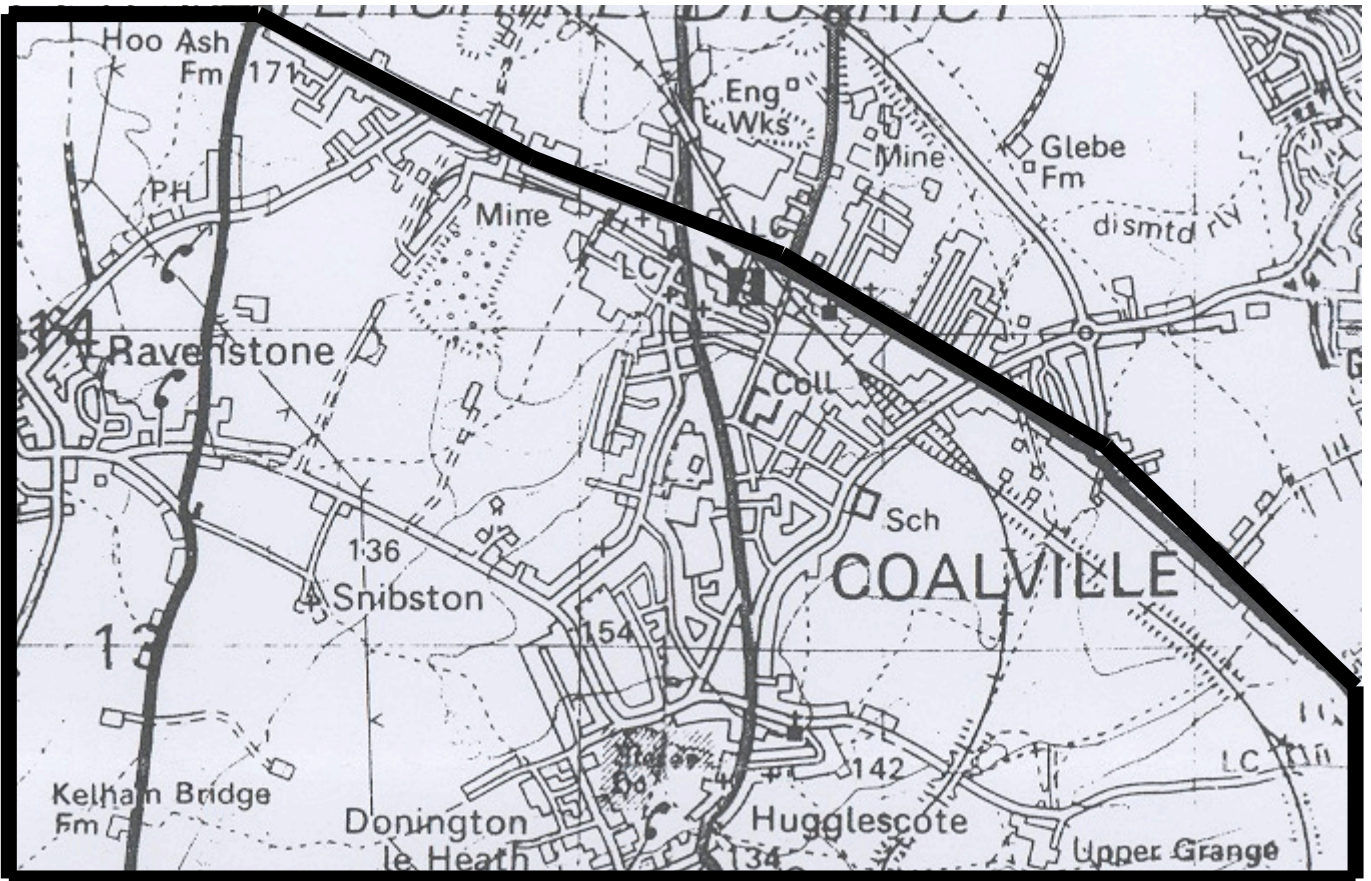
Zero Tolerance policy

The practice considers aggressive behavior 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 of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Practice Boundary



We welcome all patients in our practice boundary area. Simply request a new patient registration form from our reception team and once accepted you will be offered a new patient registration check with one of our Health Care Assistants.

You will be registered with the Practice rather than a specific Doctor but feel free to request a specific GP and we endeavour to fulfil your request.

Out of Hours Services

If you need urgent medical help when the surgery is closed, telephone

0845 045 0411.

This service is available on weekdays between 6.30pm - 8am and all day and night at weekends and bank holidays.

What to do in an Emergency

If you have a Medical Emergency

Go to your local Accident and Emergency department or call 999 for an ambulance for **emergency** situations such as:

- Loss of consciousness
- Head injury
- Heavy blood loss
- Severe chest or abdominal pain
- Serious accidents
- Suspected broken bones
- Difficulty in breathing

Accident and Emergency Departments

- Leicester Royal Infirmary
- Queen's Hospital, Burton-on Trent
- Derby Royal Infirmary
- Queen's Medical Centre, Nottingham

Local NHS Walk-in Centre

For the treatment of minor injuries and illnesses 24 hours a day and 7 days a week, visit your local NHS walk-in centre at

Loughborough General Hospital
Pinfold Gate
Loughborough
Leicestershire
LE11 1BE

01509 553998

NHS Direct

NHS Direct operates a 24-hour nurse advice and health information service, providing confidential information on

- Particular health conditions
- Local health services, such as doctors, dentists or late night opening pharmacies
- Self help and support organisations

If you need health information or advice at any time of the day or night, call **NHS Direct on 0845 46 47** or visit www.nhsdirect.nhs.uk