

TELEPHONE NUMBERS:

**Emergencies, Appointments, Visits, Business & Enquiries:
0116 286 6088**

During the hours of 1.00-2.00 pm and 6.00-6.30pm daily, the phone line is closed. If you have a medical emergency during this time, please call the mobile number given on the answering service. For non-urgent calls, please call after 2.00pm.

Prescriptions:

These can be requested in writing by completing a Prescription Request Form in the waiting area at the Practice or alternatively Online. Please ask the receptionist regarding log-in details. Online – please provide ID; the receptionist will then be able to register you for this service and print off your log in details and a password.

Enquiries and Results:

Most tests requested by the Practice take approximately one week to return. Please telephone 0116 286 6088 after 2.00pm please for the results.

PRACTICE STAFF:

Dr Naila Lee (F): MBCHB, MRCP, DRCOG, DFFP – (Partner)
Qualified 1996. University of Leicester Medical School.

Special interests: Clinical Supervisor FY2 Doctor, Diabetes, Family Planning & Women's Health, Dermatology.

Dr Nausheen Khan (F): MBCHB, MRCP, DFFP Qualified 1996
(Partner). University of Leicester Medical School.

Special interests: Clinical Supervisor GP Registrar, Women's Medicine.

Professor Sudip Ghosh (M): MBCHB (UK); DPhil (Cardiology);
FRCS (Eng); MRCP; FESC; FAcadMed; MACC (Partner)

Special interests: Minor Surgery, Cardiology,
Respiratory Medicine & Chronic Disease Research.

Dr Gailash Panray (M): MBCHB; BSC (Hons); MRCP;
PG Dip MSK (Partner).

Special interests: Musculoskeletal Medicine (Orthopaedics &
Rheumatology), Geriatric Medicine.

Mrs Lesley Farrell: Nurse Practitioner

Mr Mukhtar Ibrahim: Physician Associate/Acute Care
Practitioner

Mr Nick Hurst: Acute Care Practitioner

Mr Chris Richardson: Mental Health Nurse Practitioner

Post Graduate Teaching

We are a training practice involved in the training of GP Registrars, Foundation Year Doctors and Medical Students. They are required to spend three months with specially qualified General Practitioners. We hope you will accept their services as an extra extension of our own.

The Practice employs:

1 Practice Manager	1 Assistant Practice Manager
1 Physician Associate	1 Acute Care Practitioner
2 Practice Nurses	1 Nurse Practitioner
1 Health Care Assistant	1 Advanced Health Care Assistant
1 Mental Health Nurse Practitioner	
2 Secretaries	
6 Receptionists/admin staff	

Practice Services:

Blood Tests	Diabetic Clinic
Asthma Clinic	Well Person Check Up
Minor Surgery	Counselling
Cryo Clinic	Ante Natal Clinics
COPD Clinic	INR
Flu Clinic	Baby Clinic
Travel Vaccinations (we are also approved for Yellow Fever Vaccinations for which there is a charge).	

Non-NHS Services

Insurance claim forms, passport applications, private sick notes, HGV & Taxi medicals etc., are not covered by the NHS. Charges are made in line with BMA recommendations and are paid for by the individual or company. Details are available at Reception.

USEFUL TELEPHONE NUMBERS:

Glenfield, LRI & LGH Hospitals	0300 303 1573
Spire Hospital	0116 272 0888
Nuffield Hospital	0116 276 9401
Enderby Chemist	0116 286 3228
Health Visitor	0116 284 8786
LOROS	0116 231 3771
Midwife	0116 258 6060
Out of Hours	111
Red Cross	0116 270 5087
Registrations Department	0116 295 7880
Quit Ready Smoking Service	0345 646 6666

Enderby Medical Centre



Shortridge Lane

Enderby

Leicester LE19 4LY

Tel: 0116 286 6088 Fax: 0116 284 4938

Website address:

<http://www.enderbymedicalcentre.co.uk>

PRACTICE

LEAFLET

Information for Patients

HOW TO REGISTER AS A PATIENT

If you are new to the area and want to register at the Practice, please contact Reception. If you have your ID (e.g. passport/photographic driving licence), then please bring this along with you. Following your registration you will be offered a new patient health check. An appointment will be offered with our Practice Nurse during your registration.

PRACTICE CATCHMENT AREA

We cover the villages of Enderby, Huncote, Littlethorpe, Narborough and Whetstone. Please visit our website – enderbymedicalcentre.co.uk & enter your postcode to see if your address is within the Practice catchment area.

OPENING TIMES:

OFFICE HOURS:

Monday to Friday: 8.00am – 6.30pm

Practice closed 1.00pm-2.00pm Tuesday lunchtime

CLINIC TIMES:

Mon, Tues, Thurs, Friday: 8.30am – 11.00 am & 3.00pm – 6.00pm

EXTENDED SURGERY HOURS:

Wednesday 7.15 am – 8.00 am & 6.30 pm – 7.15 pm

APPOINTMENTS

All surgeries are by appointment, and can be made in person, by telephone or online. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

Urgent appointments will be seen the same day. We have an on-call Doctor for all urgent requests.

(Urgent appointments are not for Repeat Prescriptions, Fitness for Work certificates or for signing forms).

HOME VISITS

Home visits should only be requested for those who are unable to come to the Practice because of serious illness and infirmity. They should be requested before 11.00 am if at all possible.

Whenever possible we prefer to see you at the Practice; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 11.00am will be taken by the Duty Doctor; however the visit may be the next working day if deemed appropriate.

TELEPHONE ADVICE

All Doctors are available (normally between 11.30 -12.00) to give telephone advice after their morning surgery. Patients are advised to book a telephone consultation in advance.

PRESCRIPTIONS

Requests for repeat prescriptions will be dealt with within 72 hours (i.e. 3 working days).

The Practice will try to accommodate requests for urgent medication, but if possible please give 72 hours (i.e. 3 working days) notice.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP at the time of the appointment.

DISABLED ACCESS

The Practice has automatic Front Door Access suitable for wheelchairs and a Disabled toilet.

OUT OF HOURS

When the Practice is closed please telephone 111. Your call will be answered by the Out of Hours Service. Please note that when contacting them, your telephone conversation will be recorded.

Other numbers you can use in an Emergency

999, 112, 111.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet.

East Leicestershire & Rutland Clinical Commissioning Group

To obtain details of all primary medical services available within the NHS please contact the East Leicestershire & Rutland Clinical Commissioning Group, Leicestershire County Council Room G30, Penn Lloyd Building, County Hall, Glenfield, Leicester LE3 8TB.

Telephone 0116 2953405.

Patient Advice & Liaison Services (PALS)

Freephone 0800 030 4563

PATIENT PARTICIPATION GROUP

The Practice is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better. By expressing your interest, you will be helping us to plan ways of involving patients that suit you.

It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days.

Please contact the Practice Manager. There may be a charge for this information.