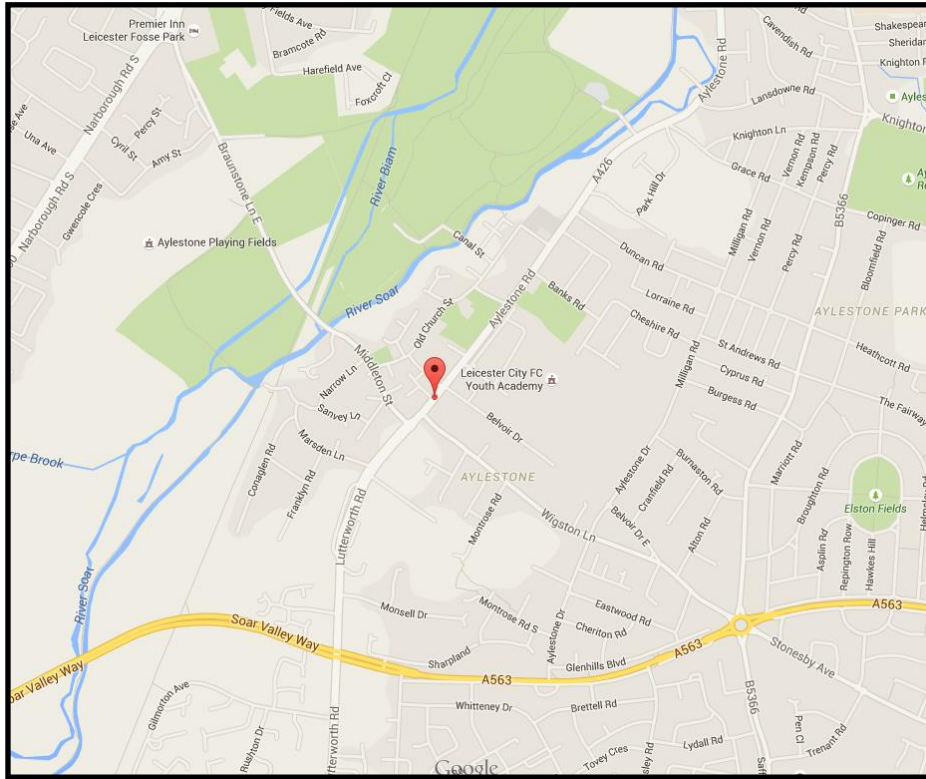


How to find us

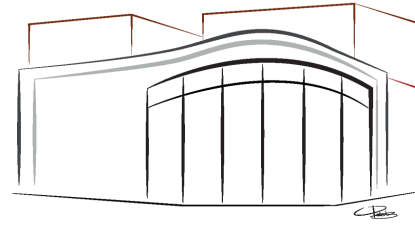


The Surgery @ Aylestone Opening Hours

672 Aylestone Road
Leicester
LE2 8PR

Telephone: 0116 3670012
Fax: 0871 2214223

Monday	08.00 - 18.30
Tuesday	07.00 - 18.30
Wednesday	07.00 - 18.30
Thursday	08.00 - 18.30
Friday	08.00 - 18.30



The Surgery @ Aylestone

672 Aylestone Road
Leicester
LE2 8PR

Telephone: 0116 3670012
Fax: 0871 2214223

*Our mission is to provide a modern
caring general practice service with
traditional values.*

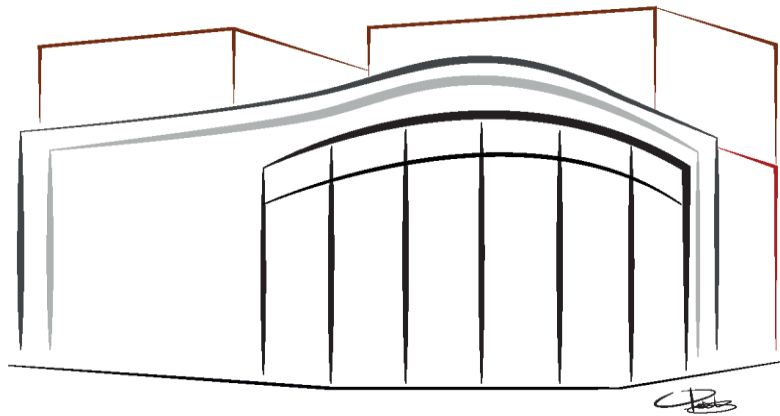
*Our values are to be honest, open,
caring, responsive, effective, safe
and well led*



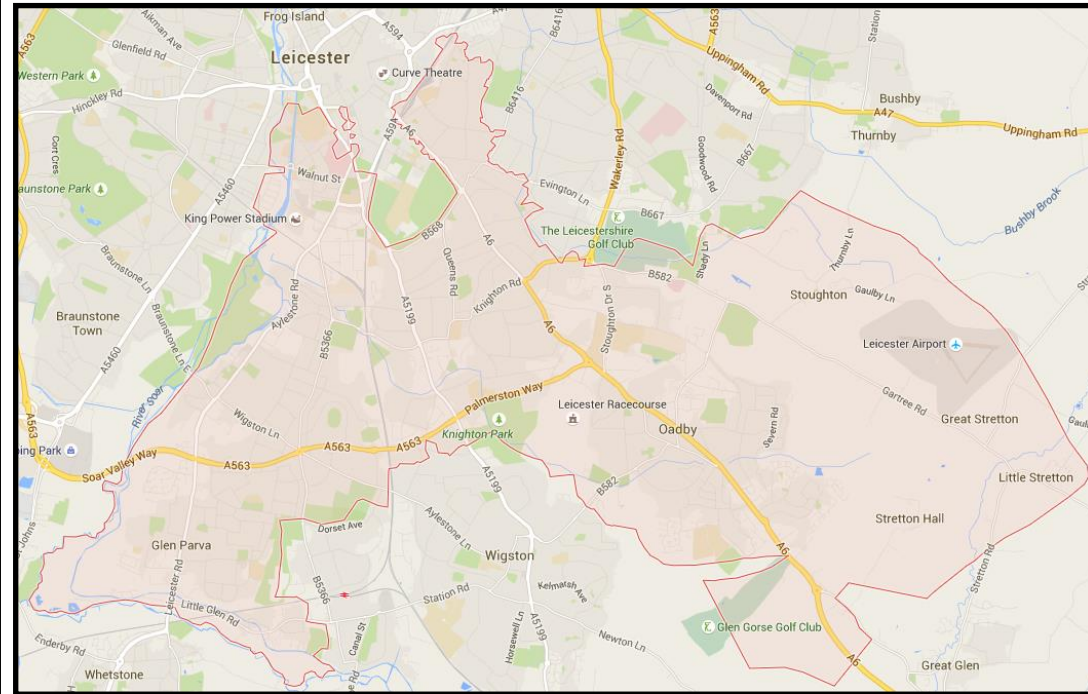
The Surgery @ Aylestone
672 Aylestone Road
Leicester
LE2 8PR

Telephone: 0116 3670012
Fax: 0871 2214223

The Surgery @ Aylestone



Practice Boundary



Useful telephone numbers

The Surgery @ Aylestone
Single Point of Access

0116 3670012
03003001000

Meet the team

Dr Rohit Sahdev (Male)
BMed Sci BM BS MRCGP
GP Partner

Mrs Ann Falconer (Female)
Practice Nurse

Dr Angela Masson (Female)
MBChB MRCGP DFRSH
GP Partner

Ms Billie-Jean Weston (Female)
Healthcare Assistant

Mr Shaun Chadwick (Male)
BSc HM BA Hons BM
Executive Manager

Miss Samantha Cockbill (Female)
Medical Secretary

Welcome

The practice is an NHS organisation and our aim is to provide the best practice by delivering excellent medical services, offering choice and working flexibly to meet patient needs.

At The Surgery @ Aylestone we will provide a wide and extensive range of services, not just looking after your existing illnesses but by offering screening to diagnose problems such as heart disease, diabetes and blood pressure early so you can benefit from a healthier and longer life.

In addition, we offer convenient times to see GPs and nurses to suit the needs of our patients:

- Pre-bookable appointments
- Booked appointments throughout the day
- Home visits

We hope this booklet will provide you with more information about the practice and the services we offer, enabling you to make the best use of those services.

Important Information

Violent or abusive behaviour

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 any of 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 patient list.

Confidentiality

We respect your right to privacy and keep all of your health information confidential and secure.

Leicester City Clinical Commissioning Group

St Johns House
30 East St
Leicester
LE1 6NB

T: 0116 295 4138

Services

Appointments

GP appointments are available daily—please contact reception for more details.

If you wish to see a particular GP please contact reception to make your appointment. However, this may not always be possible.

As well as providing appointments with GPs we also offer a range of other services which include:

Practice Nurse

Our highly skilled practice nurse is available to help manage your health. We will provide checks every year for you if you have any of the following conditions:

- Heart Disease
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Stroke
- Underactive Thyroid

Other Clinics

Our practice nurse also provides the following clinics:

- Travel immunisations/advice
- Influenza clinic (Winter)
- Phlebotomy
- Pneumonia vaccination. This is available all year round for over 65s and patients at risk
- Cytology (SMEARs)

Minor Surgery

This is carried out by Dr Sahdev. Minor surgical procedures such as removal of warts and skin tags can be carried out at the practice. Please ask at reception.

Joint injections are also carried out by Dr Sahdev.

SystemOnline

We are now able to offer our patients, who have internet access login details to be able to book, cancel and change appointments online. Repeat medications can also be requested using our online services.

If you wish to register for this service please speak to a member of the reception team and they will be able to advise you further.

Health promotion

Repeat prescriptions

Requests for repeat prescriptions can be made by bringing in your repeat prescription slip (right hand side of your prescription) into the surgery, by post enclosing a self-addressed envelope or via SystemOnline.

Please note that the practice does not allow repeat prescription requests via the telephone as this can result in mistakes. Please ensure that we have 48 hours' notice to check and issue your prescription.

Always request your medication in good time and do not run out!

Child health

Your Doctors are fully qualified in dealing with your child's health. You should book the appointments with your surgery. The GP will provide you with any help you required. Children's vaccinations and immunisations are carried out at the surgery.

Maternity care

This is carried out by the Midwife. Our practice has a Midwife linked to the surgery to aid you in all of your antenatal needs, for check-ups and to discuss any problems.

Family planning and contraception

The Practice Nurse will be happy to give you advice and check-ups as necessary. A wide range of contraception options are available so why not make an appointment to discuss which is the most suitable for you?

Our Doctors and Nurses are able to advise you and provide full contraception care. Please make an appointment at reception.

Travel clinic and holiday vaccinations

The Practice Nurse will be happy to advise you of your requirements. Please ensure that you contact the surgery at least 4-6 weeks before you are due to go away as a travel form will need to be completed for the Practice Nurse to assess.

Complaints procedure

Complaints to NHS England

Under the NHS Complaints Regulations 2009 you can either choose to complain to the practice directly as experience tells us that by dealing with us directly, concerns can often be sorted out quickly and to your satisfaction. However if you are not happy to complain directly to the practice you may want NHS England to deal with your complaint as they commission the service that has caused you to complain. The choice about who you want to deal with your complaint remains your decision.

To complain to NHS England you can telephone 0300 311 2233.

Complaining to the Care Quality Commission

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, if you are dissatisfied with the result of our investigation you should contact the Care Quality Commission on 03000 616 161.

Complaints procedure

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets the national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way, and you wish to make a complaint please let us know as soon as possible as this will enable us to determine what happened more easily.

If it is not possible to do that, please let us have details of your complaint:
Within 6 months of the incident that caused the problem.
Within 6 months of discovering that you have a problem, provided this is within the 12 months of the incident.

In the first instance you should ask to meet the Practice Manager to discuss your complaint. If you wish to make a complaint in writing this should be addressed to the Practice Manager.

What we shall do

We shall acknowledge your complaint within two working days and aim to offer you an explanation, or a meeting with the people involved. When we look into your complaint we shall aim to:

Make it possible for you to discuss the problem with the Practice Manager, make sure you receive an apology where appropriate and identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Health promotion

Tetanus boosters

These are carried out by the Practice Nurse. Please remember to update your tetanus vaccination every ten years.

Children's immunisation

You will receive an appointment to immunise your child against Polio, Diphtheria, Whooping Cough, Measles, Mumps, Rubella and Meningitis.

Always ensure your child is fully immunised to protect them from serious infections.

Other services

We also provide other services which are not available on the NHS. These include:
Sickness or accident insurance forms, private healthcare forms, holiday cancellation forms, fitness to travel certificates, HGV, sports and driving medicals. The fees are displayed in the surgery.

Exercise

Regular exercise helps prevent heart disease as well as reducing weight and making you feel better.

If you are overweight and out of shape, please ask for advice before starting vigorous exercise.

We are actively engaged in health education and disease prevention and are always happy to discuss this with you. In particular, we can advise on the following:

Stopping smoking

This is the single largest preventable cause of ill health in this country. It is a major cause of cancer, heart attacks, angina and chest disease. If you would like advice and help on giving up, please ask.

Blood pressure

High blood pressure can in the long term increase risk of heart attacks and strokes. Reducing blood pressure can reduce those risks. Treatment does not always require tablets. All adults are advised to have their blood pressure checked at least every five years. If you have not had yours checked recently, please see our Health Care Assistant.

Diet

A healthy diet not only controls weight, but also reduces cholesterol and helps prevent heart attacks.

Health Promotion

Cervical smears

The Doctors recommend that all women between the ages of 25 and 64 have a cervical smear every three years in order to prevent cancer of the neck of the womb. Please make an appointment at reception.

Flu vaccinations

We recommend that anyone with heart or chest trouble, diabetes and everyone over the age of 65 should have a vaccination against flu every Autumn.

If you fall into one of these at risk groups you will be contacted to make an appointment.

Registering/Out of hours

Registering

If you wish to join the practice please come in to reception to request a registration pack. Please note that photo ID and proof of address will be required.

NHS 111

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

There is a confidential interpreter service, which is available in many languages. Simply mention the language you wish to use when the NHS 111 operator answers your call.

Accident and Emergency/999

A&E is for genuine accident and emergencies only. You should not attend A&E for minor illnesses or minor problems. Minor illnesses and minor injuries are best dealt with by the surgery. For emergencies such as severe chest pain you should call 999.

Out of hours GP

If you need to contact the surgery outside of our opening times, please ring the surgery and the answerphone message will give you the appropriate out of hours number.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time—you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 for details.

Walk in centre

You can see experienced Nurses for treatment of minor injuries and illnesses at local walk in centres.