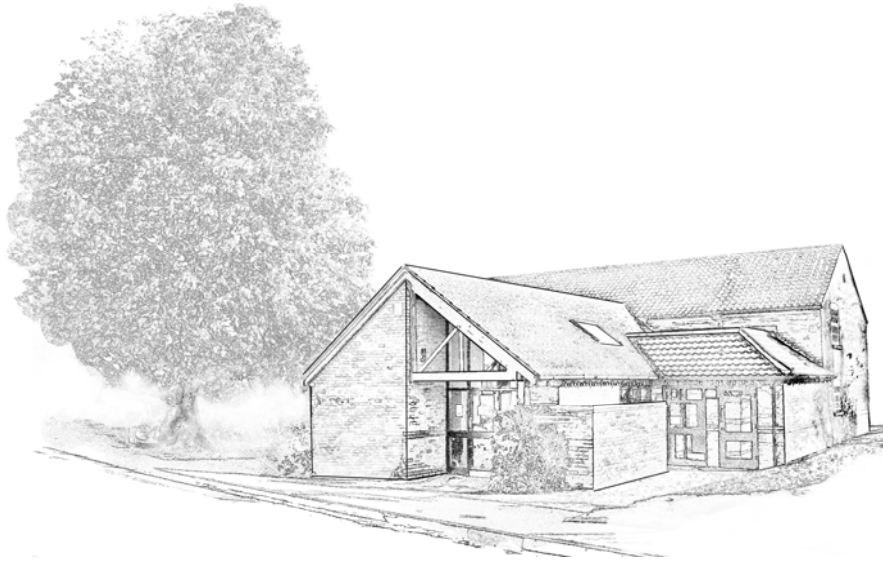


LONG CLAWSON MEDICAL PRACTICE



The Sands

Long Clawson

Melton Mowbray

LE14 4PA

Telephone 01664 822214

Fax 01664 823486

Dr Simon Wooding

BM, BS, DCH, MRCP Nottingham 1987

Dr Philip Rathbone

MB, ChB, MRCP, DFFP Sheffield 1991

Dr Gerard Hooper

B.Sc, MB, ChB Edinburgh 1964
Dip.Pharm.Med.RCP(UK) FFPM

Dr Bettina Dorling

MB, BS, DRCOG. London 1984

Dr Kate Rice

MBChB, MSc, MRCP, MRCP Edinburgh 1997

WWW.LCMP.CO.UK

There has been a doctor practising in the village of Long Clawson for nearly 200 years. Despite major changes in medicine and the NHS over this time we still aim to provide a traditional family doctor service.

This leaflet provides information about how the practice works; please keep it for reference.

LEAD PRACTICE STAFF

Mrs Caroline Goulding	Practice Manager
Mrs Susan Timberlake	Assistant Practice Manager
Mr. Paul Zivtins	Practice Pharmacist
Mrs Cherry Lawrence	Reception Manager
Mrs Sue Johnson RGN	Practice Nurse
Mrs Wendy Patrick RGN	Practice Nurse
Mrs Georgina Johnston	Senior Health Care Assistant
Mrs. Alison Brandon	Phlebotomist
Mrs Maggie Williams	Health Visitor
Mrs Joy Bateson	PA to Drs. Wooding, Rathbone and Rice
Mrs Gina Cooke	PA to Drs. Dorling and Hooper
Mrs Jan Caunt	Practice Counsellor

The practice works with a wide range of other health professionals in the community including the District nursing team, MacMillan nurses, Podiatrists, Midwives and Optician

TELEPHONE EXTENSIONS

To reach the surgery dial 01664 822214

Press 1 for Reception (Gen. enquiries, appointments, results and hospital transport)

Press 2 for Prescription ordering line

Press 3 for PAs)
) Press option 1 for PA to Drs. Wooding, Rathbone and Rice or
) telephone direct on 01664 821921 (Joy)
) Press option 2 for PA to Drs. Hooper and Dorling or
) telephone direct on 01664 821922 (Gina)

Press 4 for Health Visitor

Press 5 for Pharmacy or telephone direct on 01664 821925

Practice Manager direct – 01664 821920

SURGERY HOURS

	Open Access	Evening Surgery (appointment only)
Monday	8.30 – 11.00	4.00 – 5.50
Tuesday	8.30 – 11.00	4.00 – 5.50
Wednesday	8.30 – 11.00	3.00 – 5.40
Thursday	8.30 – 11.00	3.30 – 5.30
Friday	8.30 – 11.00	4.00 – 5.50
Saturday (appointments only)	9.00 – 11.30	

OPEN ACCESS SURGERIES: every weekday morning 8.30 – 11.00 am

No appointments are needed; people are seen in the order they arrive. You can ask to see any of the doctors or nurses consulting that morning.

OPEN ACCESS MORNING SURGERY ROTAS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dr. Rice	Dr. Rice	Dr. Hooper	Dr. Wooding	Dr. Wooding	either
Dr. Wooding or Dr. Rathbone	Dr. Rathbone	Dr. Rathbone	Dr. Rathbone	Dr. Rathbone	Dr. Wooding Dr. Rathbone Dr. Dorling or Dr. Rice (Just one GP)
Dr. Dorling	Dr. Dorling	Dr. Dorling	Dr. Dorling	Dr. Dorling	

NB: Please note this may change due to annual leave and training courses.

APPOINTMENT ONLY SURGERIES - evenings

Evening surgeries are on Monday, Tuesday, Wednesday, Thursday and Friday.

Saturday surgery. These surgeries are particularly for people who find it difficult to come to morning surgeries (e.g. at work/school or transport difficulties) or who work away during the week.

CLINICS

The practice runs a wide range of clinics at the surgery to deal with particular medical problems which need regular reviews. These are normally held in the afternoons and need an appointment.

Heart Disease
Hypertension (high blood pressure)
Asthma and chronic lung disease
Diabetes
Women's Health, including smear tests and HRT
Family Planning
NHS Health Checks

Antenatal and Postnatal care
Child Health
Warfarin monitoring
Travel
Minor Surgery
Lifestyle advice including stopping smoking and dietary advice.

For further details, or to make an appointment contact reception.

Special clinics are held occasionally e.g. influenza immunisations, diabetic eye screening – we will notify you when these are being held.

If you are unable to attend an appointment please telephone and cancel it so that it can be offered to someone else.

RECEPTION HOURS

	Reception
Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30
Saturday	09.00 – 12noon no telephone access to reception

During these times prescriptions can be requested and collected, appointments made, and test results obtained. There is always a receptionist and a Pharmacist available to answer any queries.

TELEPHONE ADVICE/ MEDICATION REVIEWS

The doctors and nurses are available to take telephone calls after morning surgery (12.00 noon -1.00p.m). However this depends on how busy morning surgery has been and the doctors may not be available to take calls until after 12.30p.m. This can be to give advice, discuss test results, follow up certain problems, or do simple medication reviews – a telephone call may save you a visit to the surgery!

MEDICATION REVIEWS

Medication reviews for patients on repeat prescriptions can be completed by either:

Making an appointment to see Paul our Pharmacist
or
by telephoning the surgery and speaking
to a Doctor between 12 noon – 1.00p.m. Monday to Friday
or
by making an appointment to see your Doctor.

ROUTINE BLOOD PRESSURE MEASUREMENTS AND BLOOD TESTS

Routine blood pressure and blood tests can be done by the Health Care Assistant, who is available during morning surgeries.

HOME VISITS

Please request these before 10.30am giving the receptionist some idea of the type of problem and the urgency. The doctors will visit patients who are too ill to leave home, but generally it is better where possible to be seen at the surgery where our facilities are available for examination and investigations.

If you are feeling very unwell or think your child may have an infectious disease e.g. chickenpox please tell the receptionists when you arrive so that they can arrange for you to be seen in an appropriate way.

EMERGENCIES

A Doctor is on duty for the surgery from 8.00am – 6.30pm every weekday. If you have an urgent medical problem, ask the receptionist if you can speak to the doctor on call. During these hours if the surgery is closed the answer phone will give you the duty doctor's telephone number.

EMERGENCY CALLS OUTSIDE NORMAL WORKING HOURS are handled by the PCT (Primary Health Care Trust). You should contact the Leicester Communications Centre 0845 045 0411 who will arrange for your problem to be dealt with in the most appropriate way. (This telephone number is also available on the surgery answer phone).

“Walk in” centres for minor health problems are available at Nottingham or Loughborough (details are provided on the back page).

A Minor Injuries Unit is open to deal with cuts, sprains, minor broken bones, bites and stings etc.

8.30a.m. – 6.00p.m. Monday to Friday at
Latham House Medical Practice, Melton Mowbray (01664 503003),
and
8.30a.m. – 6.00p.m. weekends only, at Melton Hospital (01664 854800),

For serious emergencies e.g. severe chest pain, major bleeding and collapse, dial 999 for an ambulance.

NATIONAL HELPLINE

Medical advice is also available by telephoning the NHS Direct 24 hour helpline on 0845 4647. This service is also available on line at www.nhsdirect.nhs.uk

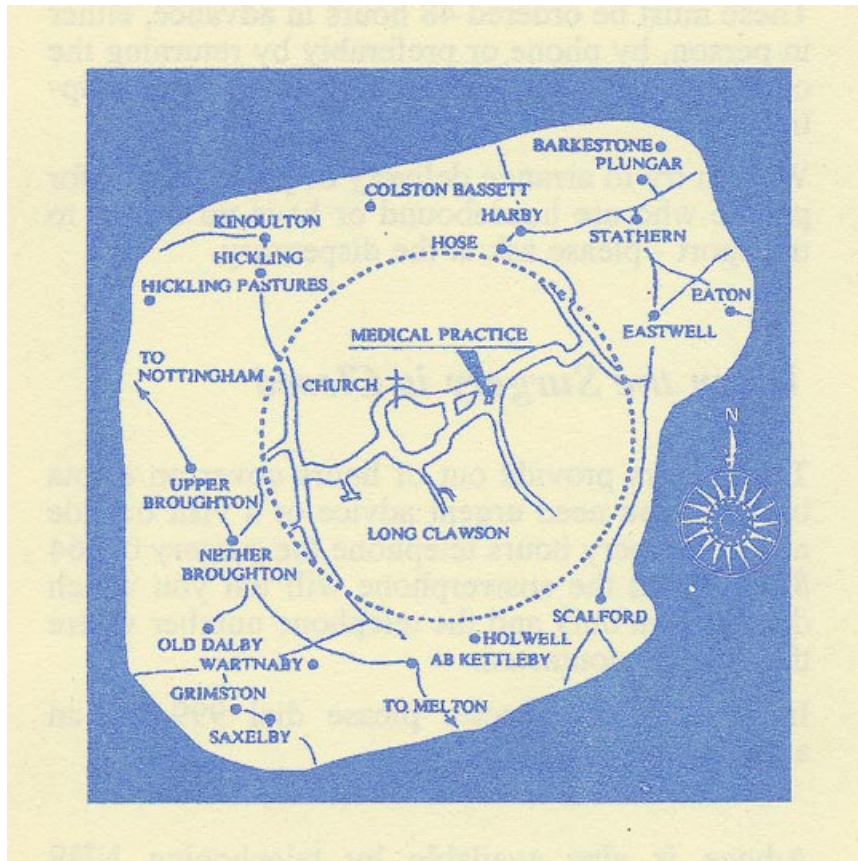
FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from the Practice Manager.

PRACTICE AREA

We are able to accept patients for registration who live in any of the villages shown in the map below. The insert shows the location of the surgery in the village of Long Clawson



DISABLED PATIENTS

There is car parking adjacent to the surgery and the building has full access and facilities for wheelchair users. A wheelchair is also available to use if you have problems walking in the building. If you have hearing difficulty, please tell the Doctor as we have mobile hearing loops. The practice also welcomes patients who use assistance dogs.

CARERS

We are committed to addressing the specific needs of carers who have to provide long term care for anyone who is chronically ill or disabled. We can offer help and support and put you in contact with other agencies which can assist you. Please ask for further information.

CONFIDENTIALITY AND MEDICAL INFORMATION

The practice respects your right to privacy and keeps all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see our records, please call our practice manager on 01664 821920.

Written consent is usually required for medical reports to insurance companies or for legal reports.

Anonymised clinical data may sometimes be used for audit within the practice (to improve our standards of care) and it may sometimes be requested by the Primary Care Trust to monitor the performance of the practice. This clinical data will not be in a form that can identify any individual patient.

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 list of patients.

COMPLAINTS AND SUGGESTIONS

If you have any comments, complaints or suggestions about the services we provide please feel free to discuss them with your doctor or any member of staff. There is also a Suggestions Box in the waiting room.

We operate a practice complaints procedure as part of the NHS system to deal with any complaint or concern you may have about the service you have received from a doctor or any of the staff employed by the surgery. Reception can provide a leaflet explaining how this works (or ask any member of staff).

If your complaint cannot be satisfactorily resolved using this procedure you can contact Leicester County and Rutland PCT to investigate it further and if you remain dissatisfied with the outcome you can ask the Healthcare Commission to review the case.

Leicestershire County and Rutland PCT 0116 2957500
Healthcare Commission 02074489200

Patient Advice and Liaison Services (PALS) has been set up to provide help to patients and their families about all aspects of health care including information about local services. Telephone 0116 2957011, e-mail customerservices@lcr.nhs.uk or Fax 0116 2951457.

There is also a national network of Independent Complaints Advocacy Services (ICAS) supporting people who want to complain about any aspect of the NHS.

LONG CLAWSON PHARMACY

Long Clawson Pharmacy is located within Long Clawson Medical Practice. Mr. Paul Zivtins is the Practice Pharmacist and manages the Pharmacy.

We are able to dispense medicines to all our patients. The Pharmacy stocks many over the counter medicines that you can purchase. The Pharmacist and his team will be able to answer any questions you may have regarding your prescription or medication.

PHARMACY HOURS

Monday through to Friday	08:00 – 18:30
Saturday	09:00 – 12 noon

PRESCRIPTION DELIVERY SERVICE

We offer a delivery service.

Tuesday 16.00 – 18.00 hours

- Hose
- Harby
- Eastwell
- Eaton
- Stathern
- Plungar
- Barkestone
- Scalford
- Holwell
- Redmile
- Colston Bassett

Thursday 1530 – 18.00 hours

- Wartnaby
- Ab Kettleby
- Nether Broughton
- Upper Broughton
- Old Dalby
- Hickling Pastures
- Hickling
- Kinoulton
- Grimston

If you would like your medication to be delivered please let a member of the dispensary team know at the time of ordering.

If you require your prescription to be delivered to your nearest Post Office, then please allow 1 week from ordering your prescription to collection from the Post Office. We do rely on volunteers to transport items from the surgery to the Post office, therefore, cannot guarantee their time of arrival.

REPEAT PRESCRIPTIONS

Repeat Prescriptions can be ordered by any of the following routes:

By phone - 01664 822214 option 2

Written order

The white slip of paper that accompanies your order should be clearly marked in the box beside your requested items and either placed in the order box (now on the reception Desk) or mailed to the Practice.

Verbally - At Reception

Internet

You can also order prescriptions via the Long Clawson Medical Practice website www.lcmp.co.uk. You will receive a pin number to order your prescription on line. This can be requested by telephoning the repeat Prescription line.

Order Placed		Earliest Collection	
Fri 12.31p.m. to	Mon 12.30p.m.	2.00p.m. Wed	
Mon 12.31p.m. to	Tues 12.30p.m.	2.00p.m. Thurs	
Tues 12.31p.m. to	Wed 12.30p.m.	2.00p.m. Fri	
Wed 12.31p.m. to	Thurs 12.30p.m.	2.00p.m. Mon	
Thurs 12.31p.m. to	Fri 12.30p.m.	2.00p.m. Tues	

Long Clawson Medical Practice & Pharmacy Patient Participation Group (LCMP & P - PPG)

In January 2010, LCMP&P established a Patient Participation Group.

The group is made up of patients who are registered with the Practice.

The purpose of the group is to advise the Practice on patients' views regarding the development of the Practice and Pharmacy and allow the Practice to consider patients' views when reviewing and expanding services.

The Group has a chairman Lynne Marshall who lives in Nether Broughton, you can contact her on marshall.lynne@btinternet.com

USEFUL TELEPHONE NUMBERS

NHS Direct	0845 46 47
Patient Advice and Liaison Service (PALS)	0116 2957011

Hospitals

Leicester Royal Infirmary (A&E).....	0300 303 1573
Leicester General Hospital	0300 303 1573
Glenfield General Hospital	0300 303 1573
Queens Medical Centre, Nottingham (A&E)	01159 249 924
Nottingham City Hospital	01159 691 169
Grantham and District Hospital (A&E).....	01476 565 232

Community Hospitals

Melton Hospital, Thorpe Road, Melton Mowbray	01664 854800
Rutland Memorial Hospital, Cold Overton Road, Oakham	01572 722 552

Minor Injury Unit

Latham House Medical Practice - Monday to Friday	01664 503003
- 8.00a.m. - 6.00p.m.	
and Melton Hospital, Thorpe Road, Melton Mowbray	01664 854 800
- Weekends	
- 9.30 – 1.30p.m.	

Out of Hours – Leicestershire and Rutland 0845 045 0411
Open 6.30pm to 8.00am Monday to Friday,
and all day Saturdays, Sundays and Bank Holidays

NHS Walk-In Centres

Pinfold Gate, Loughborough – Open 24 hours
The Island Business Quarter, London Road, Nottingham –
Open 7am – 10pm daily

Social Services and Voluntary Services

Leicestershire Social Services	01162 657 403
Melton Council for Voluntary Services	01664 410 007
Mental Health Support and Advice Line	0800 027 2127
Resolution (The Stop Smoking Service)	01162 252 828
Sexual Health Line – FPA (24 hour)	0800 567 123

Red Cross

Leicester	0116 2705087
Nottingham	0115 9789222