

Patients come first

- * Groby Surgery offers clinical services to NHS patients and can be sure of the highest standards. We aim to deliver genuinely caring and thoughtful patient centred services, from the first referral through to diagnosis and the effective treatment. We promise true professionalism throughout your care.
- * No patient will be discriminated against on grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. At Groby Surgery all our patients come first.

CCG: Hinckley & Bosworth Locality, West Leicestershire Clinical Commissioning Group, Woodgate, Loughborough, Leicestershire. LE11 2TZ. TEL: 01509 567741

PALS TEAM: Patient Information & Liaison Service, The Firs C/O Glenfield Hospital, Groby Road, Leicester, LE3 9QP. TEL: 08081 788337

Practice Boundary



Leaflet issued by: Groby Surgery , 26 Rookery Lane, Groby, Leicester.



GROBY SURGERY

Patient Leaflet

26 Rookery Lane
Groby
Leicester
LE6 0GL
TEL: 0116 2313331
FAX: 0116 2313332

Opening Times:- Mon- Fri, 8.30 – 12.30pm & 2.00pm – 5.30pm

Doctors -

Dr Tangit Ghag - Female	(MRCGP) Partner
Dr Karaminder Gajebasia - Male	(MRCGP) Partner
Dr Jayant Vaghani - Male	(MBBS)

Practice Nurse:-	Danielle Donlan
Midwife:-	Elizabeth Atkin
Practice Manager:-	Noelle Smith

Reception Team:- Alison, Lisa, Sue, Bina, Andrea

Please call 111 service when the surgery is closed,

If you require Urgent medical help please dial 999.

Please be aware that some medications you are able to buy over the counter will not be issued on an NHS prescription.

Do you qualify for the Flu Vaccination– if so then please enquire at Reception.

www.thegrobysurgery.nhs.uk

PRACTICE INFORMATION

The surgery is situated at 26 Rookery Lane, Groby, Leicester LE6 0GL Tel(0116) 2313331 Fax (0116) 2313332.

It has a large waiting room, receptionist's room, with all consulting rooms on the ground floor, two GP and one Nurse room.

The surgery has suitable access for disabled patients and there is an accessible toilet on the ground floor.

SURGERY OPENING TIMES

Day	Open	Closed Lunch	Open
Monday	8:30am	12:30-2pm	2pm-5:30pm
Tuesday	8:00am	12:30-2pm	2pm-5:30pm
Wednesday	8:00am	12:30-2pm	2pm-5:30pm
Thursday	8:00am	12:30-2pm	2pm-5:30pm
Friday	8:00am	12:30-2pm	2pm-5:30pm
Saturday	Closed	Closed	Closed
Sunday	Closed	Closed	Closed

During Monday to Friday when we are closed at lunchtime and between 8.00 to 8.30 am and 5:30 to 6:30pm, please call **0845 045 0411**

After 6:30pm Monday to Friday, Weekends and Bank Holidays please call NHS **111**

If you have a medical emergency please call **999**

SUMMARY CARE RECORD

There is a new Central NHS Computer System called the Summary Care Record (SCR). It 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.

WHY DO I NEED A SUMMARY CARE RECORD?

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

This information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you

WHO CAN SEE IT?

Only healthcare staff involved in your care can see your Summary Care Record.

DO I HAVE TO HAVE ONE?

No, it is not compulsory. If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery. Please ask at reception.

Patient behaviour

The surgery holds a **ZERO TOLERANCE POLICY**. We will not tolerate aggressive or physical behaviour to our members of staff. If any patient is seen to behaving this way they will be removed from our practice list. Remember our staff are only doing their job trying to help you.

Online Services

We offer online services here at Groby surgery where you can order medications, book advance appointments and view your medical records on-line (subject to terms & conditions), without ringing the surgery. Please collect a form from reception, we will require photographic ID.

Self Care

Treat yourself at home with a stocked up cupboard of medicine for minor injuries and illnesses like coughs and colds.

Don't forget your local pharmacy provides confidential, expert advice and medical treatment for a range of common illnesses.

Use over the counter medications for self care as an alternative to prescribing by your GP. This is because they are much cheaper from your pharmacy or supermarket.

It costs the NHS approximately three times more to prescribe these medicines than it does to buy them over the counter.

What is NHS 111

NHS 111 is the free number to call when you have a non urgent healthcare need. It directs you to the right local service, first time.

It is available across the whole of England making it easier for you to access urgent healthcare services when you need medical help fast.

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

TAKE CONTROL OF YOUR HEALTH AND WELLBEING

For more information visit NHS Choices:

<https://www.nhs.uk>

DATA PROTECTION AND GENERAL DATA PROTECTION REGULATION (GDPR)

We have a legal obligation under the Data Protection Act to ensure that all information held and processed about you complies with the principles of the Act. Sometimes the law requires us to pass on information, for example, sudden death. We only ever pass on information about you if people have a genuine need for it and it is in your best interest that information is disclosed. Most data we disclose is anonymised i.e. your personal details are not disclosed.

If we do need to disclose information about you to other parties, for example, for medical research purpose, it is usually with your written consent. Anyone who receives information from us is also under a legal duty to keep it confidential. Contact our Practice Manager for more details.

Appointments

Appointments are available on the day with a GP, please call the surgery at 8.30am for the morning clinic and at 2.00pm for the afternoon clinic. Or you can pre-book an appointment in advance with a GP or Practice Nurse. You can also register for our online services, please collect form at reception. You do not need an appointment to request repeat medication, sick notes, or chase an existing referral.

Home Visits

Please contact the surgery before 10.00 am on the morning to request a home visit or telephone consultation.

New Patient's Registration

We are accepting new patients living within the Groby area. You will need to complete a registration form along with proof of address and your ID.

Test Results / X-ray Results

We ask you to contact the surgery after 11.00am to discuss any results.

Repeat Prescriptions

Repeat prescriptions will take 48 hours to process at the surgery. There may be additional processing time at the Pharmacy that you use for the issuing of your medication. We will require a written request, or you may sign up to order your medication on-line. Please allow enough time when ordering your Medications.

Please be aware that any prescriptions issued by the hospital will have to be processed by the Hospital. Pharmacy.

Change of contact details

If you change either your name, address or telephone number please inform the surgery as soon as possible, so we can keep your record's up to date in case we need to contact you.

Travel Immunisations

We do most travel vaccines here at the surgery but some are not available on the NHS and therefore would be chargeable. You will need to complete a travel form 6-8 weeks before travel. Please ask at reception.

Patient Confidentiality

Groby Surgery follows the patient confidentiality policy as outlined by the CCG. Any request for a report or copies of notes requires a signed patient consent form and may incur a charge. Please ask reception for further details.

Complaints, Comments and Suggestions

At Groby Surgery, we sincerely hope that our patients are happy with the care and advice they receive, we welcome your views and comments. We hope that you will raise any concerns with our staff at the time they occur. Alternatively, you can fill in our friends and family form, please ask at reception.

Patient Participation Group (PPG)

We have our own PPG group here at Groby Surgery and we welcome new members, we meet ever 2 months, If you are interested Please put your name forward at reception.