



M E D I C A L P R A C T I C E

Sage Cross Street, Melton Mowbray, Leicestershire, LE13 1NX
Tel: 01664 503000 Fax: 01664 501825

Asfordby Branch Surgery
Regency Road, Asfordby, Leicestershire, LE14 3YL
Tel: 01664 503006 Fax: 01664 501825

www.lhmp.co.uk

OUT OF HOURS: 0845 045041

NHS **Direct 0845 4647**
www.nhsdirect.uk



*Please see overleaf for Area covered by Latham House Medical Practice

Latham House Medical Practice is the largest single group practice in the country. We are the only practice serving the market town of Melton Mowbray, Leicestershire, Leicester and the surrounding area. Latham House Medical Practice was established in 1931, it's aim is to provide as many services as possible, by a wide range of clinicians, to their patients, from within their premises. The Practice encourages their clinicians to have specialist areas of interest and we still believe the best services we can offer to patients is by doctors holding registered lists, so that patients can forge long lasting relationships with the doctor of their choice.

**The Latham House Medical Practice is open from 8.30am to 6.30pm.
A duty doctor is on site 8am – 8.30am and 6pm – 6.30pm.**

Appointments are available at various times between: 8.30 am - 5.30 pm at the main site at Melton Mowbray and between 9.00 am – 10.30 am at the Asfordby branch surgery.

Extended hours – appointments are also available Mondays 7.50am – 8.00am and 6.30pm – 7.00pm, Thursdays 6.30pm – 7.00pm.

***Area covered by Latham House Medical Practice:**

Ab Kettleby	Goadby Marwood	Scalford
Asfordby	Great Dalby	Shoby
Asfordby Hill	Grimston	Six Hills
Ashby Folville	Harby	Somerby
Ashwell	Hoby	South Croxton
Barsby	Holwell	Sproxtton
Bescaby	Hose	Stapelford
Branston	John O’Gaunt	Stathern
Bretingby	Kirby Bellars	Stonesby
Brooksby	Langham	Teigh
Buckminster	Little Dalby	Thorpe Arnold
Burrough on the Hill	Long Clawson	Thorpe Satchville
Burton Lazars	Lowesby	Thrussington
Chadwell	Marefield	Twyford
Cold Overton	Nether Broughton	Waltham
Coston	Old Dalby	Wartnaby
Eastwell	Owston	Welby
Eaton	Pickwell	Whissendine
Edmondthorpe	Ragdale	Wycomb
Freeby	Rotherby	Wyfordby
Frisby-on-the-Wreake	Saltby	Wymondham
Gaddesby	Saxby	
Garthorpe	Saxelby	<i>*We no longer accept new patients from Upper Broughton</i>

General Practitioners

Dr Brian Kirkup *BSc MB BS MSc(Sports Med)*

Dr Jessie Harris *MB ChB*

Dr John Harvey *MB ChB MRCP MRCGP*

Dr Elizabeth Loughridge *BMedSci BM BS
DRCOG MRCGP*

Dr Andrew Wyatt *MB ChB MRCGP DipIMC
RCSEd*

Dr Dean Bennison *BM MRCP MRCGP*

Dr Fiona Wong *MA MB BChir DCH DGM
MRCGP DipFFP*

Dr Sacheen Hirani *MB ChB DRCOG DFFP
MRCGP DPD*

Dr Geetisha Hirani *MB ChB MRCGP DFFP*

Dr Paul Atkinson *MBChB MRCGP MSc (Sports Med)*

Dr Bashab Miri *MBBS FRCS MRCGP*

Dr Fahreen Dhanji *MBChB MRCSEd DOHNS
MRCGP DRCOG*

Dr Katherine Berry *BM MRCP MRCGP DFFP*

Dr Gangadhar Dabali *MD MBBS*

Dr Matthew Riley *MBChB MRCGP*

Dr Alex Pearce-Smith *BMBS MRCGP DCH DFRH*

Dr Miranda Jones *MBBS MRCGP BMEDSci (Hons)
DFSRH DRCOG*

Dr Smile Paliath *MBBS MRCGP DGM DFRH*

Dr R C Pemberton *MB Bch DOccMed MRCGP*

Dr G B Panray *MBChB BSc MRCGP*

Practice Nurses

Hazel Armstrong RGN

Melanie Handley RGN

Jo Brewis RGN

Lesley Dayman RGN

Penny Wilson RGN

Maggie Boddington RGN BA(Hons)

Gail Keep

Joanne Cowling RGN

Lyndsey Robinson RGN

Sally Ann Robinson

Sarah Wilson RGN

Diane Smith RGN

Robert Tudor RGN

Fiona Munday RGN

Kerry Eaves RGN

Esther Bowden RGN

Penny Watson RGN

Moira Downing

Sarah Mabbott

Practice Management

ALISON HIPKIN

Practice Manager

Lois Callaghan

Assistant Practice Manager/Finance
Manager

Elga Zivtins

Patient Services Manager/Assistant
Practice Manager

Sally Gemmell

Reception Manager

Debbie Perry

IT Manager

How to register

Thank you for registering with Latham House Medical Practice. You now have the opportunity to state which General Practitioner you would prefer to see for all your general medical services. To ensure you and your new GP develop a long-lasting relationship with continuity of care, we would like you to choose your preferred doctor from the list that is available from the staff. A branch surgery at Asfordby provides a local service for patients who prefer not to travel to the main surgery in Melton Mowbray.

The Practice does not de-register patients if you have not been to the Practice for a few years. We always provide a consultation with the most appropriate clinician, depending on your needs.

How to see your Doctor

If you think you have an **urgent medical problem** for which you cannot wait for a routine appointment with your doctor, the receptionist will arrange for you to be seen and assessed by one of our specially trained nurses. They can meet most requirements of patients who need to be seen urgently and, if you require urgent intervention by a doctor, this will be arranged for you, or if you need to be seen routinely by your doctor, this will also be arranged for you.

This system of handling urgent requests enables the doctors to plan their appointments for their patients benefit, ensuring they have enough time for pre-booked appointments, and enables access to a GP within 48 hours.

Routine appointments for patients can be booked by the receptionists, in person, or on your doctor's appointment line. We feel that, wherever possible, it is best for you to see the doctor with whom you are registered, as they know you and your medical history.

For appointments please telephone 01664 503000

Our receptionists are available to help you between 8.30 am and 6.30 pm Monday to Friday.

Duty Doctor:

There is a duty doctor on the premises for emergencies between: **8.00am to 8.30am and 6.00pm to 6.30pm.**

This ensures we can respond to your care requirements out of hours.

Emergencies/what to do out of surgery opening times

Out of Hours are available from 6.30pm to 8.00am on weekdays and 24/7 on weekends and bank holidays.

If you have a medical emergency when the surgery is closed, you should contact the **Leicester Communications Centre (Out of Hours telephone number 0845 045 0411)** they will ensure that your medical needs are dealt with in the most appropriate manner.

Alternatively, if you telephone the surgery on **01664 503000** when we are closed, you will hear a message detailing the telephone number of the Out of Hours / Duty Doctor.

You may also obtain advice from **NHS Direct 0845 4647**

Home Visits

To enable the doctors to plan their day we ask that all requests for home visits are telephoned through on **01664 503000 before 10.30 am.**

Doctors will visit patients who are too ill to be brought to the surgery. All doctors prefer to see patients within our premises, as we have better facilities for examination and treatment than in your own home, so you will be asked to come down to the surgery whenever possible. Lack of transport is not sufficient reason for requesting a home visit.

Mothers often worry about bringing babies and children to the surgery if they are unwell. It is usually quite safe to do so. If you are concerned that your child has an infectious disease, the receptionist will arrange for you to be seen without waiting with other patients. Your doctor will advise you on the telephone if you have any doubts.

Online Booking Facilities are now available

Please go to www.lhmp.co.uk for details of how to register. There is a registration process that must be completed prior to accessing our services online. Please speak to a member of staff and bring photographic ID with you for all adults over 16 years.

The form you have been given is the information you need to 'REGISTER'. Please go onto www.lhmp.co.uk – sign in and click on **Register** – follow the wizard. please choose the online service you require and follow the second part of your registration process.

- Book an appointment
- Request your repeat prescription
- Change your personal details
- Online routine blood test

If you experience difficulties with any online service, please email debbie.perry@lhmp.co.uk

How to obtain results of investigations

Please telephone the sub-receptionists of your registered doctor to obtain the results of hospital tests requested by the doctor or nurse. It is important to telephone for the results of your tests so any abnormal test can be dealt with appropriately. It is the patient's responsibility to contact the surgery for the results of any tests we have performed.

Dr K Berry, Dr H A Pearce-Smith Dr R C Pemberton	01664 503010
Dr P Atkinson, Dr S Hirani, Dr M Jones	01664 503121
Dr J M Harvey, Dr B Miri	01664 503030
Dr D Bennison, Dr G Dabali, Dr B Kirkup, Dr G Panray	01664 503140
Dr J Harris, Dr G Hirani, Dr EA Loughridge, Dr F Wong, Dr F Dhanji, Dr S Paliath	01664 503115
Dr T A Wyatt, Dr M Riley	01664 503026

Minor Treatment Unit

Our Minor Treatment Unit is open from 8.30 am to 6.00 pm and is staffed by trained nurses, who will offer treatment, help and advice. Should you think you need to be seen, following a minor accident that you cannot treat yourself, you can attend in person, or telephone Melton 01664 503000 to make an appointment. The Minor Treatment Unit is equipped to a very high standard, making the investigation and treatment of patients easier within our premises than in your own home.

Other clinics available to our patients

Family planning
Hypertension
Liquid Nitrogen
Coronary heart disease
Child health surveillance
Travel Clinic
Peripheral vascular disease

CHAT Clinic
Diabetes
Minor surgery
Asthma
Cervical smears
Blood pressure
NHS Healthchecks

Teaching/training and recording of consultations

The Practice currently teaches a range of professionals within our premises (registrars, nurses and healthcare assistants). Occasionally, you will be asked if you are happy for another professional to be present during your consultation, or if you object to the consultation being recorded on our video equipment. The training we offer is invaluable to these professionals and we hope that you will be happy supporting their education. Consultations cannot be recorded without your consent. We hope that you will consent, when asked, but your care will not be affected if you refuse to do so.

Training /Research

This Medical Practice is **RESEARCH ACTIVE**, and is part of the Primary Care Research Network (NHS National Institute for Health Research). From time to time we might write to you, enquiring if you would like to take part in a study. These have been carefully selected to help improve the health and wellbeing of the nation. Taking part is voluntary, and your decisions will always be respected.

Repeat prescriptions

Please order your repeat prescription when you have a week to ten days worth of tablets left. Tick only the items you require on your order form then post it in the grey box in the main entrance, on the repeat prescriptions reception desk, or through the normal postal system.

A new prescription will be available for you to pick up from the prescriptions department in 48 working hours, unless you have identified a local chemist to pick your medicines from. If you wish to pick up your prescription directly from one of the local pharmacies:

Boots (Pharmacy Walk) Lloyds Boots (Asfordby)
Boots (Cheapside) Superdrug Day/Night Pharmacy

Please write the pharmacy name on the bottom of your order form.

Any item not on your repeat prescription **cannot** be ordered via this system, you must speak to your GP. If you have any queries, please speak to the repeat prescriptions department when dropping off your prescription request.

Referring you for further opinions

The Practice doctors have a wealth of experience in different specialisms. Your registered doctor might refer you to another GP within Latham House for a specialist opinion. All specialisms offered have been accredited by the Primary Care Trust and enable us to offer our patients a quick appointment time within familiar surroundings.

Should your care need more complex intervention, you will then be referred to another site.

Changing doctors

Changing doctors is very easy; please speak to a member of staff who will organise this for you. If you have any suggestions or complaints to raise at this time, please inform the staff so that a member of the management team can help you. We operate an in-house complaints procedure which is overseen by the primary care trust.

Carers

We are committed to addressing the specific needs of carers, offering help and support wherever appropriate and practicable. If you think you are a carer, please let us know so we can update your records. (The practice has a form you can complete).

Disabled patients

We try to offer parking spaces for our less able patients in our car park and also place chairs with arms in our waiting rooms. We have three disabled toilet facilities within Latham House and one at Asfordby. Should you find our facilities are inadequate to meet your requirements, please speak to a member of staff or leave a suggestion in our suggestions box.

Primary healthcare team

East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG), is responsible for planning and overseeing healthcare services of our patients. Should you wish to contact them please visit

www.eastleicestershireandrutlandccg.nhs.uk

The ELRCCG also produces Your Guide to Local Health Services. The Practice is supported by a wide range of other health professionals in the community. In some instances your GP might need to refer you to them, and in other circumstances you can refer yourself. Please talk to a member of staff, if you need advice on how to contact the health visitors, district nurses, community psychiatric nurses or Macmillan nurse.

Dental problems

Dental emergencies cannot be managed within the doctors' surgery. If you are registered with a dentist, you will need to contact them when you have an emergency. If you are not registered with a dentist, please telephone NHS Direct 0845 4647, who will advise you on where to seek treatment.

Non-NHS Fees & Charges

The Government's contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment. In recent years, however, more and more organisations have been involving doctors in a whole range of non-medical work and sometimes a charge is made because the service is not covered by the NHS (for example, providing copies of health records or producing medical reports / certificates for insurance purposes).

Whilst our GPs will always attempt to assist patients with the completion of these forms, they are not required to do such non-NHS work. We aim for a turnaround period of 21 days, however, GPs have a very heavy workload and time spent completing these non-NHS forms and preparing reports takes the GP away from the medical care of his or her patients, so occasionally this is sometimes a little longer

A list of the charges made by the practice is available upon request and is displayed on our notice boards

Practice Charter

- Latham House Medical Practice is committed to continuous professional medical care of its patients.
- Patients have the right to be registered with a GP and to change their GP.
- We aim to treat patients courteously.
- Patients have the right to absolute confidentiality from all members of the Practice.
- Patients have the right to be involved in decisions that affect their own management.
- The Practice will inform patients of services available to them by means of its booklet and a notice board.
- The Practice will offer advice and seek to inform patients of steps they can take to promote good health and avoid illness.
- Your doctor will be available for telephone advice (or return your call) during surgery hours.
- Patients with urgent medical conditions will be given priority and will be offered an appointment as soon as possible that day.
- On weekdays, patients with a non-urgent medical problem will receive an appointment within 48 hours, or later if they wish.
- Doctors and nurses will aim to begin their surgeries at the appointed time. Any delay will be due to medical necessity. Where there is a delay in excess of 30 minutes for an appointment, we will endeavour to give an explanation and will offer an alternative appointment.
- Patients have the right to information about their illness and its treatment.
- Patients will be referred for a further opinion, acceptable to them, when their GP thinks it necessary.
- Patients may choose whether or not to take part in research or training.
- Repeat prescriptions requested with a repeat prescription card will be made available within two working days.
- All doctors and staff will be committed to continuing education and training in order to deliver the highest standard of medical care.

Patient Responsibilities

- Please extend the same courtesy to us and our staff that we extend to you.
- Patients should show the same commitment to improving their own and their family's health as they expect from their Doctor.
- Please use the practice facilities and services in a responsible manner.
- Please be punctual for appointments. Remember each appointment is for one person only.
- Please cancel your appointment if you are unable to attend for any reason.
- The home visiting service is for those who are TOO ILL to attend surgery. Requests for home visits should be made between 8.30 am and 10.30 am.
- Repeat prescriptions should be obtained routinely through the repeat prescription office. Please make an appointment with your doctor when a treatment review is due.
- The duty doctor service is strictly for **MEDICAL EMERGENCIES ONLY**.

Violent or abusive patients

The Practice operates the "NHS zero tolerance" campaign for managing violent or abusive patients. Patients using physical or verbal violence or abuse can be de-registered and arrangements made for their continuing medical care to be managed through the ELRCCG's contract with the provider of this service, currently situated in Leicester.

Patient surveys

We aim to ask our patients annually for their experiences of the services we offer and this is conducted through a patient survey. The findings of our surveys will be discussed within the Practice and Patient Participation Group and results of the National Survey can be accessed on line www.nhschoices.nhs.uk

Confidentiality and use of medical information

Doctors and their staff are bound by the need to maintain confidentiality of any clinical information regarding their patients. This means that they are unable to give out any information without the consent of the patient. Please respect this code when enquiring about relatives.

Your medical records are held mainly on computer, although some are in paper files. This information is treated confidentially. Certain anonymised data may be used for clinical audit.

Access to medical information

Should you require access to your medical information, you need to make this request in writing, marked for the attention of the Patient Services Manager. Please note that there might be a charge raised which needs to be met prior to releasing this information. Our staff will be able to offer further help and advice to you, there is a standard form available at Main Reception. Please mark any requests for the attention of the Patient Services Manager.

Patient Reference Group (PRG)

Latham House Medical Practice has its own Patient Group, who meet once a month to discuss patient issues with a view to improving patient services locally. A newsletter is produced by the PRG and can be found throughout the surgery.

Freedom of Information Act

Should you wish to view our Freedom of Information Act publication scheme, you should make this request in writing marked for the attention of the Practice Services Manager.

Complaints/Suggestions

Should you have any concerns about the Practice and how we have treated you clinically or administratively, you can raise your concerns with the management team. We operate an in-house complaints procedure and any member of staff can issue you with an information sheet on what you should do. Any suggestions for improving the services we offer are also gratefully received, and there is a suggestion box located in the main reception area, or you can write to the Patient Services Manager. Or alternatively you can write to the ELRCCG to

Customer Services
NHS England
P O Box 16738
Redditch
B97 6PT

☎ 0300 311 2233 email: contactus@nhs.net

If you remain dissatisfied with the response to your complaint, you have the right to ask the Ombudsman to look into matters. They can only review your complaint if you have already raised it with the organisation or practitioner concerned and you are dissatisfied with their formal written response. You must ask the Ombudsman to review your complaint within two months of receiving a final formal written response from the organisation or practitioner about whom you made your complaint.

*NHS Complaints Advocacy
PohWER
P. O. Box 14043
Birmingham
B6 9BL

* previously known as ICAS now called PohWER

☎ 0300 456 2370 Fax: 0300 456 2365 Minicom: 0300456 2364
Text – send your name and number to 81025
Email – pohwer@pohwer.net
Skype: pohwer.advocacy website: www.pohwer.net

The nearest local NHS walk-in centres are:

Loughborough NHS Walk-in Centre
Pinfold Gate
Loughborough
LE11 1BE

Rutland Memorial Hospital
Cold Overton Road
Oakham, Rutland
Leicestershire
LE15 6NT

A & E Leicester Royal Infirmary
Infirmary Square
Leicester
LE1 5WW

East Leicestershire & Rutland Clinical Commissioning Group:

ELRCCG
Suite 2 & 3
Bridge Business Park
674 Melton Road
Thurmaston
Leicester LE4 8BL

 0116 295 5105

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01664 503000

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0845 0450411

NHS DIRECT: 0845 4647

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