



# Patient Information Sheet

Due to the Covid-19 pandemic we have implemented telephone consultations with all patients. This process ensures that we reduce unnecessary footfall throughout the Practice ensuring a safer environment for those patients who do need to attend the surgery.

We would like to thank our patients for their understanding and patience during this difficult time.

## How to contact us.

### For Coronavirus – Covid-19 queries:

If you are unwell and think that you may have Covid-19 Symptoms, but are not sure what to do please go online at: [111.nhs.uk](http://111.nhs.uk) - If you do not have internet access please call 111.

Please note, if you are immunocompromised (E.g. on steroid, chemotherapy or methotrexate) please contact 111 immediately if your symptoms significantly worsen.

**For ALL other enquires, including prescriptions and all appointments please use one of the following methods:**

### Phone us

**Main Switchboard Number: 01664 503000**

### Contact us on-line

**Engage Consult**, is an online communication service. You can use this messaging service to ask for help about a non-emergency medical problem or for general advice from your doctor or other members of the Latham House team, including prescriptions.



By signing up to use this service, you can get advice from Latham House Medical Practice without having to visit or telephone the surgery.

Engage Consult can be used from any mobile phone, tablet or computer.

Visit our website at [www.lhmp.co.uk](http://www.lhmp.co.uk) to register and get help today.

### Email us

If your query is **non-urgent**, you can email us using the following address: [medicalsecretaries@nhs.net](mailto:medicalsecretaries@nhs.net)

### Contact your Dr's receptionist

Alternatively if you know which suite your doctor works from please contact:

<b>Suite 1</b>	<b>Dr Singh, Dr Pearce Smith or Dr Dhanji</b>	<b>01664 503010</b>
<b>Suite 2</b>	<b>Dr P Atkinson, Dr S Hirani or Dr M Patel (cover for Dr Reason)</b>	<b>01664 503121</b>
<b>Suite 2A</b>	<b>Dr E A Loughridge/Dr K Berry, Dr S Paliath or Dr G Hirani</b>	<b>01664 503115</b>
<b>Suite 3</b>	<b>Dr R Modi, Dr Smith, Dr R Shah, Dr M Raja/Dr Wa or Dr S Barrow</b>	<b>01664 503030</b>
<b>Suite 8</b>	<b>Dr M Riley or Dr G Dabali</b>	<b>01664 503026</b>

# Prescription Information

To ensure safe practice during the pandemic, our prescriptions staff will no longer be handling face to face prescription queries.

If you have a question for a member of our prescription team you can use one of the following options:

1. Call our main switchboard on 01664 503000
2. Contact us via our online service Engage Consult.

**Engage Consult** is an online communication service.

You can use this messaging service to ask for help about a **non-emergency** medical problem or for general advice from your doctor or other members, including prescriptions of the Latham House team.

By signing up to use this service, you can get advice from Latham House Medical Practice without having to visit or telephone the surgery. For more information regarding this please go to the Latham House Web site: [www.lhmp.co.uk](http://www.lhmp.co.uk)

3. If you would like to be able to order your repeat prescriptions online - saving you a trip to the Practice, please apply for our online service called SystmOnline.

The majority of repeat prescriptions can be managed through this on line access facility.

As a result of the Covid-19 outbreak we are making it easier for patients to register for online services instead of having to visit the Practice with forms of ID.

Visit our website to find out more <https://www.lhmp.co.uk/online-facilities/>

If you would like to have some help registering for online access please call **01664 503000** and a member of our administration team will organise this for you.

4. Email us - Alternatively, if your prescription query is non-urgent, you can email us using the following address: [medicalsecretaries@nhs.net](mailto:medicalsecretaries@nhs.net)

**NB: This is for prescription queries only.** Medical advice will not be given from this address.

## Posting Paper Prescriptions

Paper prescriptions can be posted through our Practice letterbox situated on the exterior wall of our building.

Paper Prescriptions can still be posted at our Asfordby surgery, these will be collected daily.

**Please order your next prescription 7-10 days before you are due to run out.**

## Local Pharmacies

<p><b>Boots Pharmacy Walk</b> LE13 1NX Tel: 01665 560306</p> <p>Monday to Friday 9 am – 12:30 pm 2:30 pm – 5 pm</p> <p>Saturday Closed Sunday Closed</p>	<p><b>Boots Market Place</b> LE13 0TP Tel: 01664 563088</p> <p>Monday to Saturday 9 am – 2 pm 3 pm – 5:30 pm</p> <p>Sunday Reduced Hours</p>	<p><b>Boots Bradgate Lane</b> LE14 3YD Tel: 01664 812284</p> <p>Monday to Friday 9 am – 2 pm</p> <p>Saturday 9 am – 1 pm</p> <p>Sunday Closed</p>
<p><b>Lloyds</b> LE13 1XH Tel: 01664 560702</p> <p>Monday to Saturday 10 am – 1 pm 2 pm – 5 pm</p> <p>Sunday Closed</p>	<p><b>Superdrug</b> LE13 1XP Tel: 01664 562051</p> <p>Monday to Friday 8:30 am – 1 pm 2 pm – 5:30 pm</p> <p>Saturday 9 am – 1 pm 2 pm – 5:30 pm Sunday Closed</p>	<p><b>Melton Pharmacy</b> LE13 0QZ Tel: 01664 568555</p> <p>Monday to Friday 9 am – 1 pm 2 pm – 6 pm</p> <p>Saturday 9 am – 1 pm Sunday Closed</p>
	<p><b>Day Night Pharmacy</b> LE13 1XH Tel: 01664 482433</p> <p>Monday to Saturday 9:15 am – 7:45 pm</p> <p>Sunday Closed</p>	