IN HOUSE TEL NUMBER: **01664 503000**

CANCELLATION LINE: **01664 503027**

OUT OF HOURS TEL NUMBER: **111**

(If it’s not an emergency but you need medical help fast or want to call the GP Out of Hours service call 111 for free)



**Sage Cross Street, Melton Mowbray, Leicestershire, LE13 1NX**

**Tel: 01664 503000**

**Asfordby Branch Surgery**

**Regency Road, Asfordby, Leicestershire, LE14 3YL**

**Tel: 01664 503006**

[**www.lhmp.co.uk**](http://www.lhmp.co.uk)

**General Email: medicalsecretaries@nhs.net**

**OUT OF HOURS TELEPHONE NUMBER: 111**

Follow us on Twitter:  
@LathamHouseMP  
  
Follow us on Facebook:  
@Lathamhousemedicalpractice





or online abuse. More information about our policy is available here <https://www.lhmp.co.uk/information/zero-tolerance/>

Patients using physical or verbal violence or abuse can be de-registered and arrangement made for their continuing medical care to be managed through the ELRCCG’s contract with the provider of this service currently situated in Leicester

Charles Berry House

43 East Bond Street

Leicester

LE1 4SX

**Patient Survey**

We aim to ask our patients annually for their experiences of the service we offer and this is conducted through a patient survey. The findings of our surveys will be discussed within the Practice and Patient Reference Group and results of the National Survey can be accessed online.

Website - [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

##### Sharing your Feedback

[[https://www.gpwebsolutions-host.co.uk/custom_link_widget/px.gif](https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=42848)We value your feedback and would encourage you to share your experience of Latham House Medical Practice at the NHS Choices website.](https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=42848)[https://www.gpwebsolutions-host.co.uk/custom_link_widget/px.gifhttps://www.gpwebsolutions-host.co.uk/custom_link_widget/px.gif](https://www.lhmp.co.uk/)

<https://www.nhs.uk/services/gp-surgery/latham-house-medical-practice/X42848/leave-a-review>

**Patient Reference Group (PRG)**

A Patient Reference Group (PRG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service provided by the Practice.

Visit our website for more information: <https://www.lhmp.co.uk/patient-reference-group/>

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Welcome to the Latham House Medical Practice

Latham House Medical Practice has been serving the market town of Melton Mowbray and the surrounding area for 89 years and our aim is to offer high quality General Practice services and involve patients' in decisions and choice in their care.

We provide as many services as possible to our patients from a wide range of clinicians at our premises. We are proud to be unique and are able to offer patients some surgical procedures at our Practice including vasectomies, dermatology, ENT and Musculoskeletal services. We encourage our 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.

Latham House Medical Practice is proud to work as part of the Melton, Syston and the Vale Primary Care Network (MSV PCN)

This booklet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference.

You can also find updated information about the Practice from our website: [www.lhmp.co.uk](http://www.lhmp.co.uk)

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. A list of our current team is available from the registration team.

A smaller 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 seen in the Practice for a few years.
* We always provide a consultation with the most appropriate clinician depending on your needs when you contact us.

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Opening hours:

Monday 08:00am to 06:30pm

Tuesday 08:00am to 06:30pm

Wednesday 08:00am to 06:30pm

Thursday 08:00am to 06:30pm

Friday 08:00am to 06:30pm

Saturday CLOSED

Sunday CLOSED

Asfordby opening hours:

Monday 08:30am to 11:30am

Tuesday 08:30am to 11:30am

Wednesday 08:30am to 11:30am

Thursday 08:30am to 11:30am

Friday 08:30am to 11:30am

Saturday CLOSED

Sunday CLOSED

The nearest local NHS walk-in centers are:

**Melton Mowbray Urgent Care Centre**

Melton Mowbray Hospital

Thorpe Road

Melton Mowbray

LE13 1SJ

Opening Hours: Monday to Friday – 06:30pm to 09:00pm

Sat/Sun/Bank Holiday – 09:00am to 07:00pm

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🕿: 0300 456 2370

**Fax:** 0300 456 2365

**Minicom:** 0300 456 2364

**Email:** pohwer@pohwer.net

**Skype:** pohwer.advocacy

**Website:** [www.pohwer.net](http://www.pohwer.net)

**Text:** 81025 with your name & number

**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 IT & Data Quality Manager.

**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 on paper files. This information is treated confidentially. Certain anonymized data may be used for clinical audit.

**Access to medical information**

Should you require access to your medical information, you can either do this online or make a request in writing. Please note that depending on the type of information required there might be a charge which needs to be met prior to releasing this information. Our staff will be able to offer further help and advice to you. Visit our website for more information or alternatively there is a standard form available at Main Reception.

**Zero Tolerance**

Latham House Medical Practice operates a zero tolerance policy to any abuse or bad behaviour towards its staff, doctors or other patients. This could be physical, verbal

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**Compliments, Comments or Complaints**

Compliments: We welcome compliments about our service so that we know what we are doing right and these are also shared with the practice team, which gives them a real lift. There is a suggestion / comments box located opposite the reception desk for this purpose or you can feed back via our website or email us directly at **medicalsecretaries@nhs.net**.

Comments: We welcome your views and constructive suggestions which will help us improve our service to you. There is a suggestion / comments box located opposite the reception desk for this purpose.

Practice Complaints Procedure: We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If this is not possible and you wish to make a complaint, please inform us as soon as possible – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily.

Complaints can be made verbally, in writing or electronically and addressed to the Operations Manager. It will be a great help if you are as specific as possible about your complaint.

Our complaints form is available at: <https://www.lhmp.co.uk/information/complaint-form/>

Any form or concerns can be emailed to us at [Latham.complaints@nhs.net](mailto:Latham.complaints@nhs.net)

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

NHS Complaints Advocacy

PohWER

PO Box 14043

Birmingham

B6 9BL

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**Loughborough NHS Walk-In Centre**

Pinfold Gate

Loughborough

LE11 1BE

Opening Hours: Open 24 hours a day

**Oakham Urgent Care Centre**

Rutland Memorial Hospital

Cold Overton Road

Oakham

LE15 6NT

Opening Hours: Monday to Friday – 05:00pm to 09:00pm

Sat/Sun/Bank Holidays – 09:00am – 07:00pm

Catchment Areas – Areas covered by Latham House Medical Practice

Ab Kettleby Owston

Asfordby Pickwell

Asfordby Hill Ragdale

Ashby Folville Rotherby

Ashwell Saltby

Barsby Saxby

Bescaby Saxelby

Branston Scalford

Brentingby Shoby

Brooksby Six Hills

Buckminster Somerby

Burrough on the Hill South Croxton

Burton Lazars Sproxton

Chadwell Stapleford

Cold Overton Stathern

Coston Stonesby

Eastwell Teigh

Eaton Thorpe Arnold

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Edmonthorpe Thorpe Satchville

Freeby Thrussington

Frisby-on-the-Wreake Twyford

Gaddesby Waltham

Garthorpe Wartnaby

Goadby Marwood Welby

Great Dalby Whissendine

Grimston Wycomb

Harby

Wyfordby

Hoby

Wymondham

Holwell

Hose

John O’Gaunt

Kirby Bellars

Langham

Little Dalby

Long Clawson

Lowesby

Marefield

Nether Broughton

Old Dalby

\*we no longer accept patients from Upper Broughton

**East Leicestershire & Rutland Clinical Commissioning Group:**

Leicestershire County Council

Room G30

Pen Lloyd Building

County Hall

Glenfield

LE3 8TB

🕿: 0116 295 3405

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Patients’ Responsibilities

* 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. If you have a few issues to discuss, we might offer to see you again to plan your care. Please notify us if you are unable to keep an appointment.
* The home visiting service is for patients whose medical conditions make it impossible for them to attend surgery. Requests for home visits should be made between 08:00am to 11:00am. Clinicians prefer to see patients within our premises so they can have further tests and investigations when required.
* Repeat prescriptions should be obtained routinely through the repeat prescription office. Please make an appointment with your own Doctor when requested, to review your medication.
* The Duty Doctor Service is strictly for **MEDICAL EMERGENCIES** only.
* Online services are available to our patients for routine appointments and to order authorised repeat prescriptions. This helps you make appointments at your convenience when we are not available to answer the phone – please use these services responsibly.
* It is the patient’s responsibility to ensure your information held by the Practice is up to date including mobile phone numbers and home addresses.
* Please extend the same courtesy to us and our staff that we extend to you. Along with other NHS organisations we have a ZERO tolerance Policy. If a patient is physically violent or uses threatening behavior towards a Doctor, or other member of the Practice staff, we do have the right to remove them from the Practice list. Shouting and swearing at Practice staff will not be tolerated.

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* The Practice will inform patients of services available to them by means of a Practice booklet, via our social media pages and on the Latham House website [www.lhmp.co.uk](http://www.lhmp.co.uk)
* The Practice offers advice and seeks 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).
* Patients with urgent medical conditions will be given priority, and will be offered an urgent appointment as soon as possible.
* Doctors and Nurses will aim to being their surgeries at the appointment time. Any delay will be due to medical necessity. Where there is a delay in excess of 30 minutes for an appointment we will endeavor to give an explanation and patient will be given the option to rebook their appointment or continue to sit and wait.
* Patients will be referred for a further opinion, when their GP thinks it necessary, and will be offered a choice of secondary care provision via electronic referral system.
* Patients may choose whether or not to take part in research or training.

* Repeat prescriptions requested will be made available within 48 hours for collection at the Practice or transfer to their nominated pharmacy (if collecting from your elected pharmacy check timescales with them).
* All Doctors and staff will be committed to continuing education and training in order to deliver the highest standard of medical care.
* If you have any problems or complaints or wish to access your medical records, please ask to speak to Reception or one of the management team.

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Our Team

**General Practitioners:**

Dr Paul Atkinson - MBChB MRCGP MSc (CEO, Caldicott Guardian)

Dr Kathryn Berry - BM MRCP MRCGP DFFP

Dr Gangadhar Dabali - MD MBBS

Dr Fahreen Dhanji - MBChB MRCSEd DOHNS MRCGP DRCOG

Dr Geetisha Hirani - MB ChB MRCGP DFFP

Dr Sach Hirani - MB ChB DRCOG MRCGP DPD

Dr Elizabeth Loughridge - BMedSci BM  BS DRCOG  MRCGP PgDip ENT

Dr Roshni Modi - MBBS MRCGP BSc(Hons)

Dr Smile Paliath - MBBS MRCGP DGM DFSRH

Dr Alex Pearce-Smith - *BMBS MRCGP*

Dr Matt Riley - MBChB MRCGP

Dr Rohit Singh – MBBS MRCGP

Dr Sue Barrow - MA (MedEd) MRCGP DOccMed

Dr Bashab Miri- MBBS FRCS MRCGP

Dr Maria Raja - MBChB BSc (Hons) MRCP (2012) MRCGP (2015) DRCOG

Dr Martha Reason - MBChB MRCGP

Dr Kaye Louise Sethi - MBChB MRCGP MRCPCH DRCOG

Dr Reshma Shah-MBBS BSc (Hons) DRCOG MRCGP

Dr Malvin Smith-MBChB MRCGP

Dr Jenna Wa -BmedSci BMBS MRCGP

**International GP:** Dr Krisztina Virag

**Registrars**

Dr S Mawji

Dr Maninder Singh

Dr Kiruthiga Sivakolunthu

Dr Aderonke Odusina

Dr Sakshi Sadhu

**Physician Associates**

Rimpal Nata & Shirley Mukarakate

**Paramedic**

Stewart Readhead

**Practice Pharmacists:**

Muhammed Pandor

Kedar Pancholi

Zafir Sheik

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Louise Shaw *Pharmacy Technician*

**Management Team:**

Kate Hunter *Executive Manager*

Sally Gemmell *Operations Manager*

Debbie Perry *IT & Data Quality Manager*

Ann-Marie Widdowson *Reception Manager*

Jim Male *Facilities Manager*

Angie Phillips *Communication & Engagement Officer*

Charlotte Sim *Financial Performance Manager*

**Practice Nurses:**

Jo Brewis *Clinic Nurse*

Moira Downing *Clinic Nurse*

Rachel Ellis *Clinic Nurse*

Sarah Mabbott *Clinic Nurse*

Gail Ogleby *Clinic Nurse*

Diane Smith *Clinic Nurse*

Toni Tipple *Clinic Nurse*

Sarah Culpan *Care Co-ordinator Nurse*

Claire Glenn *Care Co-ordinator Nurse*

Kerry Eaves *Head of IAC*

Michelle Orme *IAC Nurse*

Melanie Handley *IAC Nurse*

Gail Keep *IAC Nurse*

Vicky Brady *MTU Nurse*

Rachel Green *MTU Nurse*

Anna Marsh *MTU Nurse*

Sanchia Palmer *MTU Nurse*

Emily Thompson *MTU Nurse*

Penny Watson *MTU Nurse*

Caroline Worth *MTU Nurse*

Vivien Barrett *Mental Health Nurse*

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requirements, please speak to a member of staff or leave a suggestion in our comments box.

**Language**

The Practice can offer a translator service for patients whose first language is not English. Please inform the Reception Team if you require a translator for your appointment with any Clinicians so your records can be updated.

If you have any access problems with our services, either physically or how we communicate with you, please let us know so that your access needs can be addressed.

**Facilities and Services available at the Practice**

We have:

• Rooms available for access by disabled people;

• A room available for nappy changing;

• A room to discuss matters in private on request;

• A comfortable waiting area (our Practice is cleaned and checked every day);

• Access to translation services.

**We will keep you informed through:**

• Our up-to-date health and Practice information booklets;

• Notice boards and television screen in the waiting room;

• Our website and other social media – Facebook, email and texts.

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 confidentiality from all members of the Practice.
* Patients have the right to be involved in decisions that affect their health.

* Patients have the right to information about their illness and its treatment.

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**Carers**

We are committed to addressing the specific needs of carers, offering help and support wherever appropriate and practicable. If you are a carer or if you think you are a carer, please let us know so we can update your records.

Visit <https://www.lhmp.co.uk/other-services/carers/> for more information.

**Enhanced Summary Care Records**

This allows out of hours and emergency care providers to obtain further information about you including:

* Significant past medical history
* Procedures
* Immunisations
* End of Life care information
* Anticipatory care information
* Communication preferences

This is an opt in process so you have to agree for your record to be enhanced but it may make it easier for out of hours providers to treat you in an emergency.

**Disabled patients/Accessible information:**

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients. A wheelchair is available for those with difficulty in walking - this can be obtained through our Reception Staff.

* There are designated parking spaces in the car park.
* Support is available to help the hard of hearing have clearer conversations.
* Surgery rooms located on the first floor are accessible by using the lift.
* We provide chairs with arms in our waiting rooms.
* Provision of information in large type font.
* Access to braille translation services.
* Directional signs in colors and shapes to guide our around out main premises.
* There are also disabled toilet facilities throughout the surgery.

If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you. Should you find our facilities do not meet your

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**Reception Staff and Administration Staff**

Our Reception Staff are here to help you. When telephoning for medical attention our Reception Staff will ask for a few details. The Doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality. #Bekind

How to see your Doctor

**Urgent matters**

Between 08:00 am -12:00 noon we have an Immediate Access Clinic (IAC) where patients can sit and wait if they feel that their medical problem cannot wait for a routine GP appointment. A mix of GP’s and nurses work in IAC and you will be booked to see the most appropriate person. You will be asked to give reception the reason for your visit to help get you to the right person.

**Routine Appointments**

Routine appointments can be booked online, by the receptionists 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 with as they know you and your medical history.

**How to get in touch**

* **Online at Engage Consult**
* For appointments please telephone **01664 503000**
* **Dedicated online communications service for hard of hearing and deaf patients:** [Hardofhearing.support@nhs.net](mailto:Hardofhearing.support@nhs.net) **or call** 0121 707 8685 – Communication Plus.

Our receptionists are available to help you between 08:00am and 06:30pm Monday to Friday

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The Practice uses a text appointment reminder service and may also contact you via text with NHS campaign information (stop smoking, flu). Please see a receptionist if you wish to opt OUT of this service.

**Duty Doctor**

There is a duty doctor on the premises for emergencies between 08:00am and 06:30pm.

**Emergencies/What to do when we are closed**

Out of hours are available from 06:00pm to 08:00am weekdays and 24/7 on weekends and bank holiday (or when the Practice is closed for training purposes).

If you have a medical emergency when the surgery is closed, you should contact the Leicester Communications Centre (Out of Hours – 111) they will ensure that your medical needs are dealt with in the most appropriate manner.

Alternatively, if you telephone the surgery main number when we are closed, you will hear a message detailing the number of the Out of Hours/Duty Doctor. You may also obtain advice by telephoning **111.**

**Home Visits**

To enable that Doctors can plan their day we ask all requests for home visits are telephoned through on 01664 503000 between 08:00am and 11:00am.

We now have access to the Acute Visiting Service (AVS), to visit patients who are at risk of being admitted to hospital. Your Doctor will assess your needs for a home visit.

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

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**Repeat Prescriptions**

The Practice now uses the electronic prescription service (EPS), which enables patients to have their repeat prescription requests managed online and set for collection from your nominated Pharmacy.

This will mean you can order your request medication online and do not have to come into the Practice to collect the prescription.

You should request your repeat medications when you have a week to 10 day’s supply left. This will enable your prescription to be produced by your Doctor (we process requests within 48 hours) and then to be dispensed by your nominated pharmacy. Tick only the items you require on your repeat prescription from online (or if still using paper please post it in the grey box in the main entrance, or through the normal postal system).

For items not on repeat prescription, you will need to speak to our prescriptions department who will arrange for you to speak with either one of our Pharmacists or your registered Doctor. 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. Should your care need more complex intervention, you will then be referred to another site. Your GP will use the electronic referral system (e-RS), to help you choose your preferred hospital and appointment availability.

**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 they can help resolve these for you.

(We operate an in-house complaints procedure which is overseen by the NHS England).

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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**

The 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.

**Other Clinics available to our patients**

* Diabetes
* Minor Surgery
* Asthma
* Cervical Screening
* NHS Health Checks
* Ear Syringing
* Simple wound clinics
* Mental Health Nurse
* Family planning
* Coils
* Hypertension
* Liquid Nitrogen
* Coronary heart disease
* Child health surveillance
* Travel clinic
* Peripheral vascular disease
* Cardiovascular disease
* Chronic kidney disease
* 24 hour Blood Pressure Management
* CHAT Clinic (confidential advice for teenagers)

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infectious disease, the Receptionist will arrange for you to be seen without waiting with other patients.

**Online booking facilities are now available**

Online Services are enhancing the quality of care that practices can offer their patients by giving them online access to their health, increasing choice and convenience.

At Latham House Medical we offer two services. SystmOnline and Engage Consult.

These services are independent of each other and involve separate sign up processes, but work very well when patients have access to both.

There is a registration process that must be completed prior to accessing our services online.

Please visit <https://www.lhmp.co.uk/online-facilities/> for details on how to register for online services and also for how to request access to view a child’s medical record...

**How to obtain test results**

We now offer a SMS text messaging service of blood test results routinely.

## **Receiving test results by SMS text:**If you have registered your mobile number with our Practice as a means of communication then you will now benefit from the convenience of receiving your test results via our SMS text messaging service.

This means that when your results are back and reviewed by a Doctor, you will be sent a text message telling you your results along with any message from your Doctor.

This allows the doctors and other staff in the practice to send a message to you directly from our clinical system with a copy of the message automatically being saved in your medical record. This will allow outgoing messages only. There is more information available at <https://www.lhmp.co.uk/text-message-service-now-available-for-blood-test-results/>

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**Accessing your results by telephone**

Please telephone the Sub-Receptionist of your registered Doctor to obtain the results of any tests requested by the Doctor or Nurse. It is important to telephone for the results of your test results so any abnormal tests can be dealt with appropriately. It is the responsibility of all patients to contact the surgery for the results of any tests we have performed

|  |  |
| --- | --- |
| Dr H A Pearce-Smith, Dr F Dhanji, Dr R Singh | 01664 503010 |
| Dr S Hirani, Dr P Atkinson, Dr M Reason | 01664 503121 |
| Dr G Hirani, Dr S Paliath, Dr K Berry, Dr E Loughridge,  Dr K Sethi | 01664 503115 |
| Dr R Modi, Dr M Smith, Dr M Raja, Dr S Barrow,  Dr R Shah, Dr J Wa | 01664 503030 |
| Dr M Riley, Dr G Dabali | 01664 503026 |

**Primary healthcare team**

East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG), is responsible for planning and overseeing healthcare services of our patients.

[www.eastleicestershireandrutlandccg.nhs.uk](http://www.eastleicestershireandrutlandccg.nhs.uk)

ELRCCG also produces Your Guides 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:

* Health Visitors
* District Nurses
* Community Psychiatric Nurses
* Macmillan Nurse
* Physiotherapist

Please visit <https://www.lhmp.co.uk/patient-self-referral/> or ask reception for more information.

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**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 111, who will advise you on where to seek treatment.

**Non-NHS Fees & Charges**

The Government’s contract with GP’s covers medical services to NHS patients, including the provisions 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.

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 their patients, so occasionally this is sometimes a little longer.

A list of charges made by the Practice is available upon request, and is also displayed on our noticeboards and on our Practice website <https://www.lhmp.co.uk/information/non-nhs-fees-charges/>

**Minor Treatment Unit**

Our Minor Treatment Unit is open from 08:00am to 18:30pm and is staffed by trained Clinicians 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 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.

**Teaching/training and recording of consultations**

The Practice currently teaches a range of professionals (Registrars, Nurses, Health Care Assistants, Medical Students and Pharmacists etc.) 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

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