

HOME VISIT:

Home visits will be triaged by the Doctor to assess suitability. To help the doctors please come to the surgery if you possibly can, where better facilities are available. Doctor can see five patients in the time it takes to visit a patient at home. At the surgery you will be seen quicker than waiting for a visit. Please telephone for a HOME VISIT before 10.30am as this helps the Doctor plan their day.

PLEASE NOTE: IF YOU LIVE OUT OF OUR CATCHMENT AREA THE DOCTORS WILL NOT BE ABLE TO PROVIDE HOME VISITS

WHAT TO DO WHEN THE SURGERY IS CLOSED:

If you require medical help over weekends and bank holidays between 6.30pm-8.00am weekdays and 24 hours at weekends ring 111 for telephone advice who can give you advice over the phone, or arrange a face to face appointment at a local urgent care facility which could be either

Loughborough Urgent Care Centre
Hospital Way, Loughborough
LE11 5JY Tel: 01509 611600

OR

LRI—Urgent Care Centre Leicester

TO SPEAK TO THE DOCTOR ON THE PHONE

If we are unable to give you an appointment that day but you feel that you need to see a GP we will ensure that you are able to discuss your concerns with a doctor that day. If you ring the surgery you will be given a time to ring back to speak to the doctor.

ACCIDENT & EMERGENCIES

In the event of serious injury or illness, you should go directly to the A & E department at the Leicester Royal Infirmary. If you require an ambulance ring 999. If you are unsure then please contact 111 for advice.

REPEAT PRESCRIPTIONS

Please give 72 hours notice or less for repeat prescriptions to be checked, issued and signed, some prescriptions are now sent electronically to your chosen Pharmacy.

The repeat prescription slip request should be handed in or posted to the surgery require your prescription. If you supply a S.A.E. we will post it back to you.

You can now order your repeat prescription on-line please enquire at reception for further details.

THIS PRACTICE SUPPORTS THE GOVERNMENTS NHS ZERO TOLERANCE ZONE CAMPAIGN

Action will be taken where a patient is violent or abusive to a GP, staff member or other persons present on the Practice premises. The patient will be removed from the GP's list.

SUGGESTIONS, COMMENTS & COMPLAINTS

We want to provide our patients with an excellent service. We may not always succeed, but you can help us improve. We welcome your ideas and suggestions. If you wish to make a complaint please speak to or write to our Strategy Manager Sheila Adcock. at Ratby Surgery.

or

You can seek independent advice from :

Pohwer
P.O.Box 14043
Birmingham
B6 9BL
Tel 0300 456 2370
email: pohwer@pohwer.net

If you wish to escalate your complaint further you can contact the Ombudsman as follows:
www.ombudsman.org.uk

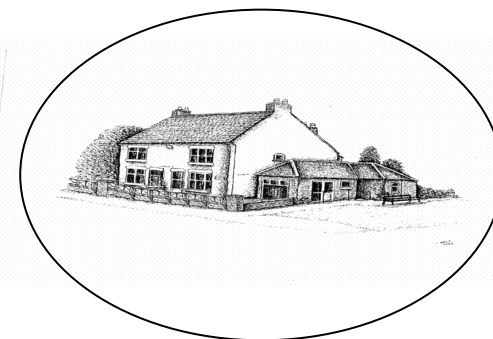
CARERS:

If you are caring for a family member/ relative please notify us of this at the time of registering with the practice so that we can register you as a carer.

PRACTICE AREA:

Ratby, Kirby Muxloe, Groby, Leicester Forest East, Lubbethorpe, Glenfield, Markfield, Thornton, Anstey, Botcheston and Desford.

RATBY SURGERY



**122 Station Road
Ratby
Leicester
LE6 0JP**

**Tel: 0116 239 4960
Fax: 0116 239 4061**

**Surgery is open
Mon 8.00am - 8.00pm
Tues-Fri 8.00am - 6.30pm**

**Surgery Times
Mon-Fri 8.30am - 12.00pm
Mon-Fri 2.30pm - 5.30pm**

**Mon. extended hours 6.30pm - 8.00pm
Late appointments are available by
prior arrangement up to 6.30pm
Disabled Access available**

Web site-www.ratbysurgery.nhs.uk



DOCTORS:

Dr James Ogle **Male**
Qualifications : **MBChB, BSc, MRCGP**
Areas of interest: Chronic Kidney Disease , Diabetes,
and Cardiovascular disease .

Dr Reema Parwaiz **Female**
Qualifications: **MBChB, BSc, MRCGP**
Special Interest: Children's Health, Women's Health

Dr Asim Parwaiz **Male**
Qualifications: **MBChB, MRCGP**
Special Interest: Mental Health, Ears Nose & Throat,
Children's Health

Dr. Paul Parwaiz: **Male**
Qualification: **LRCP., MRCS, Obstetrics**
 List, F.P. Certificate
Special Interest : Musculoskeletal disorders

NEW PATIENTS

If you live in our area and would like to register at this practice, please complete a registration form and Questionnaire also NHS Medical Card if you have one. This can be during our opening hours at reception or via our website. Appointments can be made in person or by telephone during opening hours. **Please help us by cancelling any appointments you are unable to keep.**

USE OF PATIENT INFORMATION:

As you may be receiving care from other providers as well as the NHS, in order to work for your benefit we may need to share some information about you. Information is only passed on where there is genuine need, the sharing of some types of very sensitive personal information is strictly controlled by law. Ratby Surgery has a computerized system for maintaining patients records. We are registered under The Data Protection Act. Further information can be obtained from the Practice Manager.

CLINIC TIMES

ANTENATAL CLINIC:

Wednesday 12noon—4.30pm

PRACTICE NURSE

The Nurse is available for help and advice on all aspects of: Family Planning, Cervical Cytology, PMT, Postnatal Advice, Pre-conception, Gynaecology, Teenage & Adolescent Problems, Cholesterol Advice, Diabetic, Asthma, Hypertension and other diseases management annual reviews. Smoking cessation, Travel & vaccination advice.

IMMUNISATION CLINIC:

1st and 3rd Monday of the month
2.30pm - 4.30pm

It is important that all parents ensure that their children are fully immunized.

BABY CLINIC / CHILD SURVEILLANCE::

Health Visitors will be present to advise and listen on topics including: Children's ailments and fever, Feeding, Colic, Nappy rash, Potty Training, Teething advice, Baby weighing, Hearing and simple behavior problems, for example bed-wetting, etc. Development checks are offered to all children. It is very important that parents ensure their children undergo all checks. This is done at the Health Visitor base on the 1st & 3rd Tuesday of the month 9.30am—11.30am
By appointment please ring 01455 441 887

HEALTH CLINICS:

We offer appointments with our Practice Nurse for the management of Diseases such as: CHD, Hypertension, Diabetes, Asthma, COPD, Well Man, Well Woman, Diet, More details are available at reception.

APPOINTMENTS

A normal appointment time is 10 minutes for one problem. If you require more time than is allowed by a routine appointment please ask the receptionist to allocate a longer appointment for you. Please also note that an appointment is for one person and one problem only. If you arrive more than 10 minutes late you will be asked to re-book.

TELEPHONE RECORDING– All incoming & outgoing calls are recorded for training & security purposes at the surgery.

HEALTH CHECKS

Patients 40–74 who have not been seen during the past 5 years are advised to have an appointment for a health check with our nurse.

Patients 75 or over who have not been seen during the past year are advised to have a health check with the nurse.

MOBILE TELEPHONE NUMBERS

By giving the surgery your mobile number you will agree to the Practice sending text messages when required, to remind you of an appointment or asking you to contact reception

WEB-SITE www.ratbysurgery.nhs.uk

You will be allocated a GP when you register, but you are able to see any Doctor at the practice

STAFF

PRACTICE MANAGER: Saeeda Parwaiz MISM

STRATEGY MANAGER: Sheila Adcock MISM

PRACTICE NURSE: Sarah Mazuryk

Mary Carr (locum)

PATIENT SERVICES MANAGER: Viv Cannon

RECEPTIONIST'S: Janet Lewis

Sarah Kirby-Forrest

MIDWIFE: Sonya Heard

HEALTH VISITOR: Helen Tipton

Catherine Hogan

This is an answer phone which is picked up daily
0116 215 3217