THE CENTRE SURGERY

Hill Street, Hinckley, Leicestershire, LE10 1DS

Tel: 01455 632277

www.thecentresurgery.co.uk

OPENING HOURS

MONDAY TO FRIDAY: 08:00 AM — 18:30 PM

SATURDAY AND SUNDAY: CLOSED

 The phone lines open from 08:00am.

**OUR PRACTICE TEAM**

**CLINICAL:**

**Dr Pragna Solanki ( Wed + Fri)**

**BM (Southampton 1993) DFFP, MRCGP, DRCOG**

Areas of interest: Enjoys all aspects of General Practice

**Prof Carlos Echeverria (Mon & Tues)**

**QUALIFICATIONS: Medico Cirijano (1992 Universidad de Los Andes), PHD, FACP**

Areas of interest: Sleep Medicine

**Nikki Morris - Advanced Nurse Practitioner (Mon - Thur)**

**Debbie Bates - Advanced Nurse Practitioner (Mon, Thur, Fri)**

**Laura Cameron - Practice Nurse Lead (Mon + Wed)**

**Elisabeth Bull - Practice Nurse (Tue, Thur + Fri)**

**Rebecca Harris - Practice Nurse (Wed)**

**Bina Miah - Health Care Assistant (Tue, Wed, Thur, Fri)**

**Sophie Gillett - Health Care Assistant in training (Mon, Tue, Wed, Thur)**

**PCN staff: Social Prescribers x3, Paramedic x1, Clinical Pharmacists x1, Health and Wellbeing Coach x1 (working selected days)**

**External staff: Mental Health Facilitator, Midwife**

**ADMINISTRATIVE:**

**Louise Atkin - Practice Manager**

**Katie Hollis - Practice Lead Administrator**

**Chloe Myers - Complaints Manager / Data Quality Supervisor**

**Collette Sharpe - Care Coordinator**

**Alison Pearce - Reception Supervisor**

**Patricia Mansfield - Receptionist / Compliance Officer**

**Elisabeth Dale - Receptionist**

**Deborah Elliott - Receptionist**

**Sharon Hickey - Receptionist**

**Eleanor Jones - Receptionist**

**Tracy Yates - Receptionist**

**ZERO TOLERANCE**

This Practice operates a Zero Tolerance Policy towards any aggressive or abusive behaviour and we expect all patients to act in an appropriate and respectful manner towards our staff.

A patient who exhibits behaviour towards a member of staff, or other patients, which falls into the aforementioned categories will be removed from our Practice list and the Police may be called.

**OUR VALUES**

At The Centre Surgery we strive to be a friendly, forward thinking Practice serving the community of Hinckley & Bosworth. We are constantly looking for ways to better our services for the benefit of our patients and believe that it is important to incorporate patient feedback into our improvement strategies to allow patients a say in their own healthcare.

We aim to ensure each patient feels that they are receiving the very best care our Clinicians can provide and that they are respected and supported through any bouts of illness they may have.

**REGISTERING WITH THE PRACTICE**

Any patient living in the area who falls under our boundaries (which can be found on our website) can choose to register with the Surgery. You will be asked to attend Reception and complete our New Patient Registration Forms as well as provide a form of photo ID.

**APPOINTMENTS**

The Surgery offers both routine face-to-face and telephone appointments which can generally be pre- booked up to 12 weeks in advance. You may make a routine appointment with whichever Clinician you choose but it is always recommended that you see the same Clinician for the same problem to allow continuity of care. Please be aware that certain Clinicians may have a longer wait time than others.

We also operate a same-day urgent triage clinic where patients can call from 08:00am for URGENT ONLY problems and be booked in with the On-Call. These appointments usually fill up quickly and it is recommended to ring as close to 08:00am as possible. Please be aware that our Reception Team has been instructed by our Clinical Team to triage these appointments and therefore if your problem does not fit into the criteria, you may be signposted to a more suitable appointment.

The Surgery also offers a number of extended access appointments with our Nursing Team between 07:00am - 08:00am during certain days of the week. Please enquire upon telephoning if you would prefer one of these appointments.

The Surgery offers a monthly Steroid Injection clinic with Dr Echeverria for patients who may require long-term pain relief. These appointments require a consultation with the GP in the first instance to enable them to determine if an injection is the appropriate course of action. Once you have been triaged you can be booked into the first available clinic for your injection.

**PRESCRIPTIONS**

You can no longer request repeat prescriptions over the telephone. You will need to order your medications in one of the following ways:

The drop off box near Reception

Online via your Online Services accounts

In person at the Reception Desk

Please be aware that we have a 48hr turnaround time for prescriptions and advise that you submit your requests 7 days before you run out to prevent delays.

**DROPPING OFF SAMPLES**

Samples must be dropped of at the Surgery by 14:00pm ready for collection (this includes routine urine, stool and sputum samples). If you suspect you have a UTI, your sample MUST be dropped off by 12:00pm for on the day action by our Clinical Team.

You must ensure your sample is labelled correctly when dropping it off, otherwise it will be rejected by the laboratory.

**TEST RESULTS**

Please be aware we do not accept calls for test results before 11:00am to ensure our lines remain free for appointment requests.

We request that you allow a week before calling for blood test results. If the results are abnormal / require action, the Surgery will contact you.

**HOME VISITS**

Our Clinical Team can do visits to your home if you are truly housebound. We also offer annual reviews at home for patients who are housebound as well as vaccinations such as flu etc. Some procedures such as taking bloods may be carried out by the District Nursing Team and in this instance the Practice will arrange the necessary referral. If you think you may need a Home Visit, please ring the Surgery at 08:00am on the day so that our On-Call Clinician can triage your request.

**COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service that you have received from the Surgery, please let us know. Whilst we hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned, we do understand that this is not always the case.

If you wish to make a formal complaint please contact the Surgery as soon as possible after the event. Complaints should be addressed to the Complaints Manager, Chloe Myers who will carry out the investigation of your complaint.

Upon receipt of your complaint, a letter of acknowledgement will be sent out to you within 3 working days from the Complaints Manager. This will then be followed by a letter of response within 28 working days. This response will also be read and approved by the Practice Manager (and the Clinical Lead where relevant) prior to being sent.

Our response will investigate all aspects of the complaint and detail how each point has been considered and any conclusions or actions taken in response to the complaint. It will also provide you with the details of the Parliamentary Ombudsman and how to contact them, should you remain unhappy following the conclusion of the investigation.

If you are complaining on behalf of a patient please ensure that a consent form is provided which is signed by the patient allowing us to disclose medical information to you (unless they are incapable of providing this due to illness).

**PATIENT PARTICIPATION GROUP (PPG)**

The PPG is a group of patients, carers and Practice staff who meet to discuss Practice issues and patient experience to improve the service. Our PPG group is headed up by our Reception Supervisor, Pat Mansfield, and are currently working via Zoom Calls in the current Pandemic climate. If you would like more information on the PPG or are interested in joining, please telephone the Surgery and speak to Pat Mansfield.

**OUT OF HOURS APPOINTMENTS**

The Out of Hours is a service run on weekends by DHU Healthcare and is made up of local GP’s and Nurses. This service is run from The Centre Surgery premises but is not affiliated with the Surgery.

However, for patients who prefer a weekend appointment or sooner appointment than the Surgery can offer, patients can be referred for an OOH appointment for certain conditions. Please ask our Reception Team for more information.

**CONFIDENTIALITY**

Our patients have a right to confidentiality and should feel reassured in the knowledge that the Practice adheres strictly to the Data Protection Act. It is the duty of everyone working in the NHS, both Clinically and Administratively, to ensure that any information you provide is kept confidential and our staff receive regular training in this area.

**ACCESSING RECORDS**

You can request access to your ‘Full Clinical Record’ via your online services account. Patients are also entitled to one free hard copy of their full medical record (please ask at Reception if this is something you require). Any further copies will incur a charge.

**ONLINE SERVICES**

If you wish to register for Online Services please speak to our Reception Team. You will need to provide a form of photo ID to set up your account and you will then be able to order repeat medications and view your medical record.

**DISABLED ACCESS**

The Surgery is based within the Hinckley Health Centre. There are allocated spaces for disabled access which are situated close to the main entrance of the building. Wheelchair access to the Surgery is via the ramp leading to the upper level of the Hinckley Health Centre, although should you need to enter from the lower level, there is also a lift available. There is also a disabled patients toilet available near the Reception Area.

**CARERS**

If you are caring for a family member, friend, or neighbour, you are entitled to be registered as a Carer. If you think you may fall into this category please ask at Reception. The Surgery can provide additional information and support should you require.

**PATIENT CONTACT DETAILS**

It is important that you inform the Surgery if any of your patient details change to ensure that we have the most up-to-date information on record in case we need to contact you. If you move house or change your telephone number, please remember to update the Surgery as soon as you can.

**DNA’S**

Hundreds of appointments are lost yearly due to patient DNA’s. Whilst we understand that it is not always possible to keep an appointment, particularly if you are unwell, we do ask that you inform the Surgery so that this appointment can be offered to another patient in need.

**CHAPERONES**

We want all our patients to feel safe and supported during their appointments. If you would like a Chaperone, particularly for intimate or personal examinations, please inform the Reception Team upon booking or speak to the Clinician prior to the examination.

**WHAT TO DO WHEN WE’RE CLOSED**

In the evenings and at weekends when the Surgery is closed, if you require medical attention that cannot wait until the Surgery re-opens, please telephone NHS 111 who will triage your needs and provide you with the necessary advice. You may be directed to: wait until the Surgery reopens if your symptoms are not severe; attend a Walk-In clinic; or in extreme cases, go to or A&E.

**NAMED GP**

Patient’s have a right to express a preference to see a particular GP. The Practice will always attempt to accommodate this where possible for routine appointments providing the GP has no reasonable grounds for refusing treatment, or does not perform the services that the patient requires. Please be aware that whilst every patient has a ‘Registered GP’, this will not prevent you from being able to see other Clinicians; though we do advise that you book follow up appointments with the same Clinician to allow for continuity of treatment.

**COMMENTS AND SUGGESTIONS**

The Practice is committed to improving patient care and we believe one of the best resources for this is our own patients. We welcome your feedback and constructive criticism and would ask that you get in touch if you have any suggestions.