

**Welcome to  
Family Health Care at  
Heath Lane Surgery, Earl Shilton  
Phone: 01455 844431  
Fax: 01455 442297  
[www.heathlanesurgery.co.uk](http://www.heathlanesurgery.co.uk)**

Heath Lane Surgery is a fully equipped practice within NHS Leicester County and Rutland. It covers Earl Shilton, Barwell, Elmesthorpe, Thurlaston, Kirkby Mallory, Stapleton, Peckleton, Stoney Stanton, Sapcote, Sharnford, Aston Flamville and parts of Hinckley.

### **OPENING HOURS**

**Weekdays** 7.30 am – 6.30 pm

### **SURGERY HOURS**

**Appointments available from 7.30am Monday – Friday with  
'phone lines open from 8.00am. One evening a week  
appointments available until 6.30pm. Please book via reception or the practice website.**

### **DOCTORS**

**Dr Gethin Jenkins (m)**

MBBS MRCS LRCP DRCOG  
St. Bartholomew's 1976

**Dr Steven Morgan (m)**

MBBS MRCP Guy's 1982

**Dr Colin Moncrieff (m)**

MBChB DA MRCP DRCOG Glasgow 1981

**Dr Jenny Tura (f)**

MBChB Leicester 1984

**Dr William Priestman (m)**

MBChB MRCP MRCP Leicester 1998

**Dr Maxine Cleaver (f)**

MBBS Newcastle 1998

**Dr Unnati Patel (f)**

MBChB MRCP DRCOG, DFFP Leicester 2001

**Dr Richard Lawrence (m)**

MBChB MRCP Leicester 2011

## **RIGHTS & RESPONSIBILITIES OF PATIENTS**

Please help us to provide a good service by:-

- Informing us promptly of a change to your address or telephone number. A change of address may mean you are outside of our catchment area. If you are in doubt please ask.
- Please let us know if you are unable to attend for your appointment

### **ZERO TOLERANCE**

We take seriously any threatening, abusive or violent behaviour against another individual. If a patient is violent or abusive we may exercise our right to take action to have them removed from our list of patients

### **CONFIDENTIALITY**

We aim to treat all patients with courtesy and respect, and recognise the commitment for confidentiality to patients of all ages including those under 16 years. Information held may be used for management and audit purposes. However, it will only be made available to those involved in your care. If you would like to see your records, please ask at reception for an application form explaining the process and the fee charged.

### **HOW TO FIND US**

The surgery is located on Heath Lane, near to the junction with Wood Street, Earl Shilton.

## **OUR HEALTH CARE TEAM**

### **Practice Management**

Ann Walsh is our Practice Manager and is responsible for the administration of the practice. If you have any suggestions or complaints please write to her or make an appointment to see her or see your doctor.

### **Practice Nurses**

Jacqueline Pattinson RGN Asthma Dip, Smoking Cessation advisor  
Jane Pearce RGN, DN Cert., FP Cert., CHD Dip, Diabetes Dip, Women's Health Dip.  
Nicola Gibbons RGN, RM, FP Cert., CHD Dip, COPD/Asthma Dip  
Janet Cameron RGN, RM, BA (Hons), PGD Midwifery Studies, Diabetes Dip.  
Alison Crowe RGN  
Lorraine O'Keefe Health Care Assistant  
Glynis Campbell, Health Care Assistant

Our nurses help to run clinics for health promotion, blood tests and travel immunisations. They give advice on contraception, diet, stress management, alcohol control and weight loss. They are happy to give advice on minor ailments and to arrange treatment where necessary.

### **Community (District) Nurses**

These nurses care mainly for people at home and are closely involved with the practice. Messages for these nurses may be left by 'phoning them on 01455 441938.

### **Health Visitors**

The Health Visitors are based at Weavers Close Family Centre, Earl Shilton. Details of clinics and other Health Visitor services can be obtained from our reception, but if you need to contact the Health Visitors in person please 'phone Weavers Close on 01455 443993 and leave a message on the answer phone.

### **HOW TO REGISTER**

When you register please make an appointment for all members of your family over 5 years old to see the nurse. We will take details of past and present medical history and our nurse will provide a health check. This will help us to decide how best we can help you from the start. Our aim is to provide a high standard of medical and nursing care.

## SEEING A DOCTOR

### Appointments

All surgery times are by appointment. Please book via the website, call at reception or 'phone to make an appointment. Some appointments can be booked in advance, others are available "on the day" by 'phoning after 8 am on the day that you wish to see a doctor. If you wish to see a particular doctor please inform the receptionist. Please let us know if you require any additional assistance to access our services – we are willing to help.

### Sick Children

We will always see sick children as soon as possible if brought to the surgery. This may well be quicker than a home visit. However, if you are in doubt about bringing your child out, please 'phone and ask to speak to a doctor.

### Home Visits

These are for patients who are housebound or too ill to go out. If you need a home visit please 'phone before 11 am if possible. Remember it is easier to conduct a full examination in the surgery.

### Telephone Advice

If you need advice from the doctor or nurse by 'phone, please try to ring between 9.30 am and 12 noon. You may be asked to ring back if they are consulting. Alternatively, you may ring NHS DIRECT on 0845 4647 for general medical advice or access NHS Direct on line: [www.nhs.direct.nhs](http://www.nhs.direct.nhs)

### When The Surgery Is Closed

For urgent advice and treatment when the surgery is closed, telephone 0845 0450411. Leicestershire Out of Hours are responsible for this service. For general medical information or advice, you may call NHS DIRECT on 0845 4647.

## PRESCRIPTIONS AND RESULTS

### Test Results

Results arrive from the hospital at midday and need to be checked by the doctors, so please ring after 2pm.

### Repeat Prescriptions

Please try to use the re-order slip on the right hand side of the prescription. Please allow up to 48 hours from request to collection excluding weekends. If you supply a stamped addressed envelope we will post your prescription to you.

## PROMOTING GOOD HEALTH

This practice aims to promote positive and preventative health care, providing a number of clinics and special services in addition to surgeries. Please help us to promote good health and prevent disease by making use of all the services available.

## SPECIAL SERVICES

### Ante-natal Clinic

At this practice, ante-natal care is shared between the practice midwife/community midwife and hospital consultants. Clinics are on Mondays & Thursdays. Post-natal check clinics are from 1.30 - 3.00 pm on Thursdays.

#### **Asthma Clinic**

To attend this clinic please make an appointment with the nurse and bring your inhaler with you.

#### **Blood Tests**

Blood tests are available at the surgery from 8.30 - 11.30 am Tuesday, Wednesday, Thursday and Friday by appointment.

#### **Child Health Care Clinic**

These run in conjunction with the health visitors. You will be sent appointments at appropriate times.

#### **Counselling**

We have 5 Common Mental Health Therapists attached to the practice. Referral for this service is through your GP.

#### **Blood Pressure**

We have a BP machine in the waiting area for your use at your convenience.

#### **Physiotherapy**

A physiotherapy clinic is run by Nicky Holt, who is available for both NHS and Private referrals.

#### **Diabetic Clinic**

If you are diabetic, please make an appointment with the nurse for a check at least annually, bringing a urine sample with you. If you are the son or daughter of a diabetic please make an appointment to be screened.

#### **Young Persons Clinic**

We run a young persons clinic, which is a confidential call-in clinic for any young people who attend William Bradford Community College, on Mondays between 1 and 2 pm at the College.

#### **Health Checks**

Health checks are encouraged for all our patients. If you are between 16 and 75 and would like a health check and advice on your health, make an appointment with the nurse. Please bring a urine sample when attending your check. If you are over 75, we offer an annual health check with the nurse at the surgery or at home if you are housebound. If we are aware that you are a carer you will be offered an annual health check.

#### **Immunisation of Children**

Clinics are held on Tuesdays from 1.30pm onwards. Appointments are sent out by the Health Authority; please bring your computer card with you. If you are unable to attend the appointment due to illness, a further appointment will be sent.

#### **Immunisation for Foreign Travel**

Please make an appointment with the nurse for between 6 - 8 weeks before travelling.

#### **Minor Surgery**

Our specially equipped treatment room allows us to do some minor operations under local anaesthetic.

#### **Well Man/Woman, Heart & Hypertension Clinics**

These offer cervical smears, breast checks, blood pressure, urine and weight checks and updating of tetanus cover. Appointments are with the nurse.