

# THE SURGERY

**DR. KISHORCHANDRA. S. MORJARIA (Male)**

M.B.B.S.,D.F.F.P.

**DR. HEMLATA. K. MORJARIA (Female)**

M.B.B.S.,D.F.F.P.

**10 BROADHURST STREET  
LEICESTER  
LE4 6NF**

**Practice Manager Usha Patel (Phlebotomist)**

**Medical Receptionists**

**Gita Mistry (Phlebotomist)**

**Kamini Bakrania (Phlebotomist)**

**Nishma Mistry (Phlebotomist)**

**Ila Patel (Phlebotomist)**

**Languages spoken by staff at the surgery:-**

English, Gujarati, Hindi, Telugu, Kutchi, Marathi and Arabic

(Interpreting services is available for other languages through Language Line)

 **+44(0)- 0116 2662662 / 2250979**

 **+44(0) 0116 2669109**

 **+44(0) 07804924836**

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



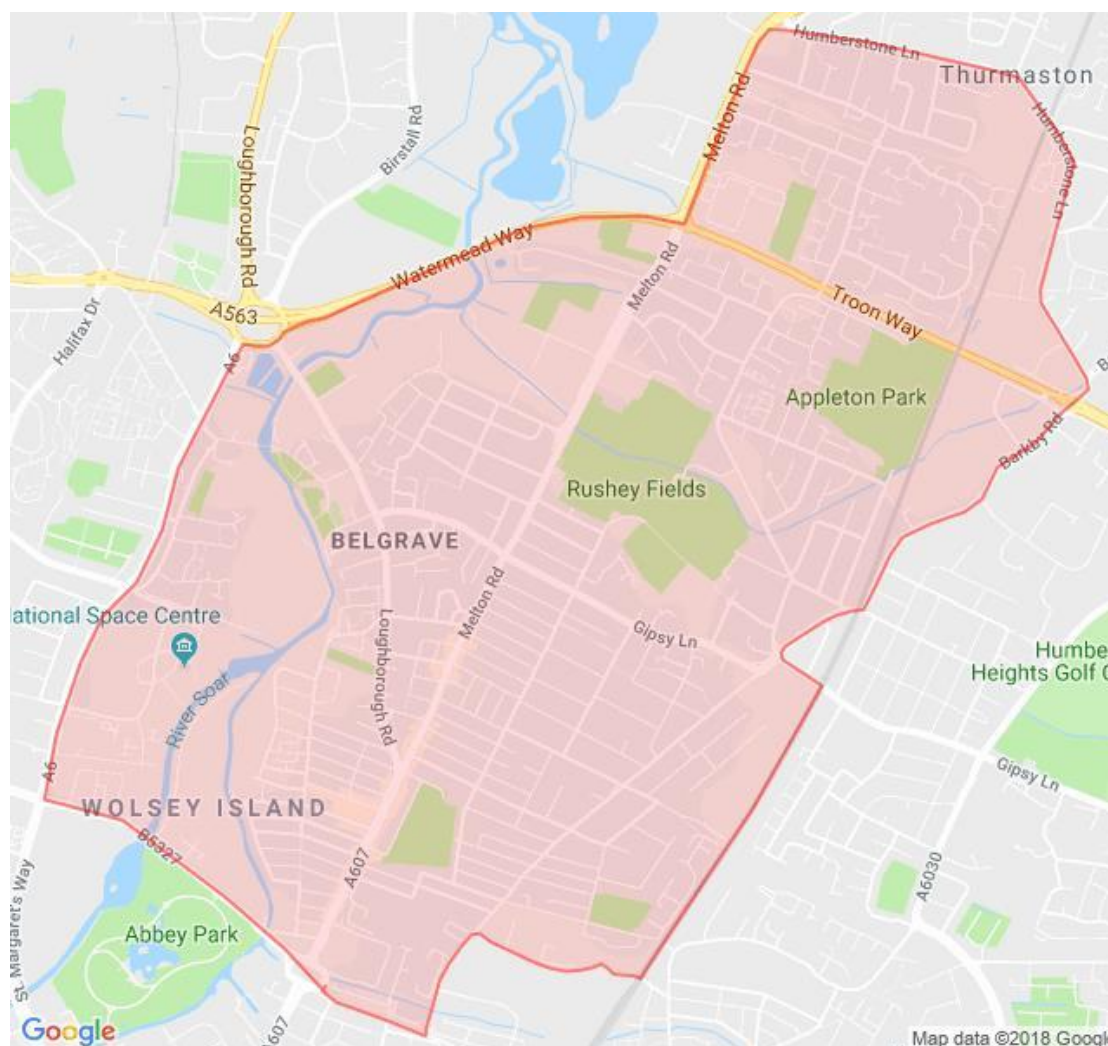
## WELCOME

Our Practice is committed to provide a high quality and professional service to meet the various needs of our patients by trained, dedicated and committed doctors and staff.

## HOW TO REGISTER

The practice list is currently open to register new patients. There are forms available from the reception which patients can come and collect with a view to register with the practices. In order to register with the practice, please check that your home address falls under the practice boundary outlined below. We do not register patients if they live outside the below practice boundary and will endeavour to support you register with another local surgery. Following the new patient registration, patients will be invited to come to the surgery and complete a New Patient Health Check.

Once the patient is fully registered with the practice, Patients will have an option to request appointments to see their preferred GP. All requests, where reasonable, will be accommodated.



## DISABLED ACCESS

We have a reasonable access for disabled patients, with a portable ramp, and a disabled toilet. Please notify the practice before attending for appointment and the staff will be more than happy to assist you should you need any assistance.

## SURGERY HOURS

### Dr. K. S. Morjaria (Male)

	Surgery Opening Hours	Appointments	Appointments	Emergency Appointments and Telephone consultations
<b>Monday</b>	8.00am-6.30pm	8am-12noon	2.30pm-6.00pm	12noon-1pm 6.00pm-6.30pm
<b>Tuesday</b>	8.00am-6.30pm	8am-12noon	2.30pm-6.00pm	12noon-1pm 6.00pm-6.30pm
<b>Wednesday</b>	8.00am-6.30pm	8am-12noon	2.30pm-6.00pm	12noon-1pm 6.00pm-6.30pm
<b>Thursday</b>	8am-12noon	8am-12noon	Closed	Closed
<b>Friday</b>	8.00am-6.30pm	8am-12noon	2.30pm-6.00pm	12noon-1pm 6.00pm-6.30pm
<b>Saturday</b>	Closed	Closed	Closed	Closed
<b>Sunday</b>	Closed	Closed	Closed	Closed

### Dr. H. K. Morjaria (Female)

	Surgery Opening Hours	Appointments (am)	Appointments (PM)
<b>Monday</b>	8.00am - 6.30pm	8am-9am	1.30pm-2.30pm
<b>Tuesday</b>	8.00am - 6.30pm	8am-9am	1.30pm-2.30pm
<b>Wednesday</b>	8.00am - 6.30pm	8am-9am	1.30pm-2.30pm
<b>Thursday</b>	8.00am - 12noon	8am-9am	Closed
<b>Friday</b>	8.00am - 6.30pm	8am-9am	1.30pm-2.30pm
<b>Saturday</b>	Closed	Closed	Closed
<b>Sunday</b>	Closed	Closed	Closed

#### Thursday afternoons

On Thursday afternoons when the surgery is closed from 12 noon to 6.30 pm and you need an urgent attention please ring:

**Willows Urgent Care Service: 0116 2202578.**

They will provide:

- (a) Non-clinical advice
- (b) Clinical advice from a Duty Doctor or Nurse.
- (c) An offer of consultation at:

Willows Urgent Care Service  
The Willows Medical Centre  
184 Coleman Road  
Leicester  
LE5 4LJ

- (d) A home visit by a Duty Doctor.
- (e) Referral directly to clinically appropriate service, such as to hospital or to the emergency services, home visiting services etc.
- (f) Referral to their own GP's surgery.

### How to book appointments

- You simply ring the surgery during surgery opening hours on:  
**0116 2250979 / 2662662**
  - **In an emergency** – same day with any available GP
  - **On any urgent matter** – same day with any available GP
  - **Routine problem** – within 2 working days with any available GP, or the earliest available appointment with your choice of GP. We also offer appointments to be booked up to 3 weeks in advance.
  - **Telephone Consultations** – are available on request
- Come to the surgery and book an appointment by speaking to the surgery staff.
- Online booking is also available, please enquire at the reception. (On Thursday afternoons you will be able to book & cancel appointments online and order your repeat prescription.)

### To speak with the Doctor

Please ring on **0116-2250979 / 2662662** between 12 noon to 1pm and 6.00pm to 6.30pm

### To speak to the receptionist

Please ring, **0116 2250979 / 2662662**. The lines are open from Monday to Friday between 8am to 6.30pm, except on Thursday when the lines are open from 8am to 12 noon.

**OUT OF HOURS 6.30 pm to 8am, WEEKENDS & BANK HOLIDAYS,**  
(Please use this service for advice / guidance) Please call **111**.

Also call **111** if you wish to book appointment at one of the Hubs in Leicester please see the attached leaflet. **111** is also available 24 hours as a helpline.

**For life threatening emergencies call 999**

**On Thursday Afternoon when the surgery is closed from 12 noon to 6.30 pm and you need urgent attention please ring:  
Willows Urgent Care Service: 0116 2202578**

### HOME VISITS

Home visits are intended for the very disabled housebound ill patients. The condition will be assessed over the telephone by the doctor before the visit is arranged. The doctor may give advice over the telephone if they think a visit is not necessary. Patient requesting a home visit should call as early in the day as is possible preferably before 10am in the morning following where you will be called back by a GP, who will then arrange a home visit appointment if there is a clinical need.

## Other Clinics:-

### Mental Health counselling

Monday 1.00pm— 3.00pm

### Antenatal Clinic

Tuesday 9.15am—2.00pm

### Health Visitor

Alternate Thursday Childhood Immunisation  
9.30—11.30am.

For Children aged 0-5years child health surveillance  
At Sure start in Cossington Street & Woodbridge Road

### Cervical Cytology

Cervical smear (ladies check-up) this is done by a female Doctor.

### Phlebotomy

Monday 9am- 11.00am

Wednesday 9am- 11.00am

Friday 9am- 11.00am

### Travel Vaccinations

Pre-bookable as needed.

**Patients with ongoing Chronic Diseases will have an annual clinical & Medication review for the following Conditions:** (by appointment only)

#### **From January—March :-**

Asthma

COPD

Spirometry

*Peripheral Arterial Diseases*

*Chronic Kidney Disease*

*Coronary Heart Disease*

*Stroke/Tia*

*Heart Failure*

*Hypertension*

#### **From April—September**

*Cancer*

*Dementia*

*Depression / Mental Health*

*Epilepsy*

*Hypothyroidism*

*Atrial Fibrillation*

*Osteoporosis*

*Diabetes*

*Obesity*

#### **October—December**

*Rheumatoid Arthritis*

*Learning Disability*

*6 Monthly Diabetes & CKD review*

## **ZERO TOLERANCE**

The surgery operates a zero tolerance policy, if a patient is violent or abusive to the Doctors, staff or other persons on the practice premises, the offender will be removed immediately from the doctors list and will be reported to the police.

## **HOW TO ORDER A REPEAT PRESCRIPTION**

We request that your repeat prescription request should reach us **48 hours** before you need your medication by ticking on the right hand side of the tear off slip, either by yourself, your authorised family member or the local

pharmacist or by postal paid SAE. Also Online prescription request is available please ask at the reception. You can register/nominate a pharmacy of your choice where you want your prescription to be sent electronically.

**On Thursday Afternoon when the surgery is closed you can order your prescription online and collect it from your nominated pharmacy.**

### **Patient Feedback**

A Patient's Suggestion Box is situated in the Reception area. The practice also has a Patients Complaints Procedure. Please ask at Reception for details

### **Rights and responsibilities of the patients**

- Keep to the time of the appointment.
- Reschedule or cancel your appointment if you are unable to attend so that the appointment can be offered to other patients.
- Order your repeat prescription 48 hours before you need your medication.
- Please try to keep all telephone conversation as brief as possible so that the telephone line can be available for other patients too.
- Individual appointments are for one individual patient only.
- We expect you to treat the doctor and the staff with courtesy and respect.
- Please tell us immediately if you change your name, address, telephone number etc.

### **How your medical records are used to help you:-**

- Assisting with the teaching and training of health care professionals (but you can choose whether or not to be involved personally)
- Assisting with health research, (if you need to be personally involved with the research, you will be contacted to see if you are willing to participate. You will not be identified without your agreement).

### **Keeping your records confidential**

Your doctors their staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information and comply fully with the new General Data Protection Regulation (GDPR).

In some instances you may be receiving care from other people as well as the NHS therefore we may need to share information about you with them, so that we can all work together for your benefit. Anyone who receives confidential information about you from us is also under legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to the third parties without your permission.

### **Access to Medical Records**

The Data Protection Act 1998 and General Data Protection Regulations 2018 specifies that individuals have the right to access information about themselves including medical records either in electronic or paper format. This is known as the "right of subject access". There are some exceptions to this ruling:

- Access may be refused if healthcare professionals believe the information in the records is likely to cause serious harm to the patient or another person;

- Details about third parties (information which may identify someone else, unless that person gives permission) might be removed from the records.
- If applying for access on behalf of someone else, written consent or a power of attorney is required.

### **Summary Care Records**

The New NHS Summary Care Record has been introduced to provide an option of who you would like to share your health information with. The Summary Care Record contains basic information such as: allergies you may have, unexpected reactions to medications and any prescriptions you have received. The reason behind this is to allow the Accident and Emergency department and the Out of Hours services to help treat you in a safe and effective manner. They will only be able to access records with your authorisation. Each time you access an out of hours service you will be asked whether they are able to access your records unless it's an emergency e.g. if you're unconscious. You have the right to refuse access if you think it's unnecessary to see your records. Those under the age of 16, their parent(s)/guardian(s) will need to select the appropriate option. For further information please request for a leaflet in reception.

### **Electronic Data Sharing Model**

The NHS usually shares the information from your records through fax, email, phone or post. This may sometimes cause a delay in the treatment you receive.

Broadhurst Street Surgery uses a secure computer system called SystmOne which allows the share of full electronic records across a range of NHS care services. This patient record sharing system will allow patients to decide whether they would like their information to be shared from the surgery this is called sharing out or from the other services this is called sharing in. Please ask the reception team should you wish more information.

### **Results**

All abnormal investigations and hospital letters requesting further action will be notified by the Practice by telephone or a letter.

### **Sick Notes (MED3)**

If you are unwell and not able to go to work you must inform your employer. A self-certification form will need to be filled and given to your employer. This will cover the first week of absence from work, it includes bank holidays and weekends. The self-certification form can be obtained from your employer, DSS website and from practice. You need a Doctor's note from 8<sup>th</sup> day if you are unwell to go to work.

### **Named Accountable GP**

From April 2014, all patients including children have a named GP who will have overall responsibility for the care and support that our surgery provides to them.

### **What does Named Accountable GP mean for our patients**

As one of our patients you will be given a named GP. This does not mean you can only see this GP.

Your named GP will have overall responsibility for the care and support that

our surgery provides to you. They will also work with other relevant health and care professionals, who are involved in your care, to ensure that your care package meets your individual needs.

### **Patient Participation Group (PPG)**

The aim of the PPG is to make stronger the relationship between patients and their practices, which is critical to the provision of modern, high-quality general practice. Working alongside the Practice staff it provides a representation for patients on what can be improved at the Practice, and what the patients can also improve. Group members are expected to attend meetings on a quarterly basis. This will allow a discussion to take place and help the surgery to provide the best service possible. Overall the main aim is to help patients get the best from their doctor and for doctors to get their best from patients. If you more information about the PPG please ask at the reception.

To contact the members simply put your suggestions in writing and give them to reception who will be more than happy to pass the information on.

### **Other local services**

As well as our practice, there are many other local NHS and non-NHS services you can contact for health and social care advice, information or treatment. Before you contact NHS Services, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. Your local pharmacist will be able to give health advice at any time and you don't need appointment. Also some pharmacies operate extended hours. Call NHS **111** for details. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.
- Tweezers and sharp scissors
- Indigestion remedy (for example, antacids)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine lotion)
- Travel sickness tablets
- A thermometer

### **Safety**

- Keep the medicine box in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose.
- Watch expiry dates – don't keep or use medicines past their sell-by date.
- Take all unwanted and out-of-date medicines back to the pharmacy.



## **LEICESTER CITY HEALTHCARE HUBS**

If you are registered with a Leicester City GP Practice, you can get a convenient appointment with a GP or prescribing nurse, including evenings, weekends and Bank Holidays, at one of four healthcare hubs (centres), just as you would with your own GP practice. Appointments can be booked in advance via NHS 111.

### **Locations and Opening Times:**

**Merlyn Vaz Health and Social Care Centre**—1 Spinney Hill Road, Leicester, LE5 3GH (Monday to Friday 8:00am to 8:00pm) (Weekends and Bank Holidays 8:00am to 8:00pm)

**Belgrave Health Centre**—52 Brandon Street, Leicester, LE4 6AW (Monday to Friday 6:30pm to 10:pm) (Weekends and Bank Holidays 12:00pm to 8:00pm)

**Westcotes Health Centre**—Fosse Road South, Leicester, LE3 0LP (Monday to Friday 8:00am to 8:00pm) (Weekends and Bank Holidays 8:00am to 8:00pm)

**Saffron Health**—612 Saffron Lane, Leicester, LE2 6TD (Monday to Friday 6:30pm to 10:pm) (Weekends and Bank Holidays 12:00pm to 8:00pm)

### **NHS Walk-in Centres**

**When this practice is closed**, you can have treatment for minor injuries and illnesses, 7 days a week, at NHS Walk-in Centres. You do not need an appointment.

#### **Oadby & Wigston Walk-in Medical Centre**

18 The Parade, Oadby, Leicester, LE2 5BJ

**Tel: 0116 271 1360**

**Opening hours: - 8am to 8pm, Monday to Sunday**

#### **Loughborough NHS Walk-In Centre**

Hospital Way, Loughborough Leicestershire, LE11 5JY

**Tel: 01509 568800**

**Opening hours: - 24hrs, 365 days**

### **The Commissioner**

**The services provider by the surgery is commissioned by the following organisation under the General Medical Services (GMS) contract:**

Leicester City Clinical Commissioning Group

6<sup>th</sup> Floor, St Johns House

30 East Street

Leicester

LE1 6NB

Tel: 0116 295 0750

Email: [ccg@leicestercityccg.nhs.uk](mailto:ccg@leicestercityccg.nhs.uk)

Website: [www.leicestercityccg.nhs.uk](http://www.leicestercityccg.nhs.uk)