

We are looking for new members to join our Patient Participation Group!

Our PPG is a group of patients who meet every 3 months on a Wednesday evening to discuss matters relating to the surgery and the service we provide to our patients. We discuss methods of improving the way we perform. If you would like to join our PPG or would like more information please contact the surgery and speak to Leighan our IT Lead for an information form. We are always happy to welcome new members.

Your surgery needs you!

Have you ever thought about joining our Patient Participation Group?



How our patients can help us -

- Please attend your appointment. If you are unable to attend please contact us to cancel to allow other patients to see us
- Please book urgent appointments for emergencies only
- Please allow our clinical co-ordinations to triage your appointment appropriately
- If you change your name, address or telephone number please inform us as soon as possible
- Only call the Doctor out of hours if you can't wait
- For minor ailments and injuries than do not warrant an A&E attendance try 'Urgent Care Centre' first at *Loughborough Hospital LE11 5JY. Tel: 01509 611600 or call 111.*
- Be polite to the staff as they are just doing their job. The practice operates a zero tolerance policy any patient that is violent or abusive to any member of staff may risk being removed from the practice list

Hope to see you soon! 😊

Whitwick Road Surgery
Dr N J Chawda
Dr M Searancke
Dr D Jones

Whitwick Road Surgery
Whitwick Road
Coalville
Leics LE67 3FA

Telephone: 01530 836507
Fax: 01530 836615
<http://www.whitwickroadsurgery.co.uk>



Whitwick Road Surgery 😊

Please take the time to read our Practice leaflets before completing your registration forms.

This leaflet includes important patient information.

We are a small practice who has been in our present location since 1988. We serve over 6,000 of the population of Coalville practice has ample car parking facilities which includes disabled car parking spaces on one of our two car parks, a large waiting area, a separate area with a book sale and areas to leave pushchairs and a chemist attached to the surgery. We have 2 GPs who are partners at the practice, 1 Salaried GP, 1 Advanced Nurse Practitioner and regular locums.

We only have three permanent Doctors **who work between the hours of 8.30am and 4.45pm. We do not offer any appointments outside of these times** therefore if you need earlier or later appointments we would advise looking at what services other surgeries around the area offer. You are not obliged to register with a certain surgery. As long as you are in the practices catchment area you can join their surgery. Different surgeries provide different services and we advise you choose a surgery which suits your needs best.

We have three Doctors Dr Jones and Dr Chawda and Dr Searancke. You can see any doctor and you do not need to see your allocated doctor only – they all have access to your medical records. **If you need an appointment the majority of our appointments are made by ringing at 8am on the day.**



Coffee Afternoons at the surgery.

Lisa our Local Area Coordinator hosts a coffee afternoon on the last Wednesday of every month. She can support you with:

You: thinking about how to make life better and looking at what you have to offer

Connecting with others:

linking people together and being part of your community

Information: finding out about what's happening in your area and getting the right help from services

Taking action: making positive steps



Whitwick Road Surgery
CQC overall rating
Good
8 July 2016



Practice Opening Times:

Monday—Friday

08.00 - 12.45 — 1.45 - 18.00 We are closed Bank Holidays

Appointments are always between 8.30am and 4.45pm.

This can vary depending on which Doctors are working.

Most appointments are made from 8.00am each morning on a first come first served basis so ring early to avoid disappointment. Nurse appointments are booked in advance so please call as soon as you know you need a nurse appointment to ensure you can get an appointment.

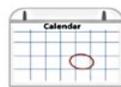
Friends and Family Results

The Friends and Family Test Score is calculated using the proportion of patients that would strongly recommend the practice minus those who would not recommend, or who are indifferent. Our Friends and Family results can be found on our website or in our reception.

The practice operates a **zero tolerance policy** and any patient that is violent or abusive to any member of staff may risk being removed from the practice list. Please speak to staff in a manner you wish to be spoken to.

★ Please visit our website <https://www.whitwickroadsurgery.co.uk/> for information including our online access which allows you to:

Appointments



Book appointments online

Prescriptions



Order repeat prescriptions online

Medical Record Summary



View a summary of your medical record online

Below are a few frequently asked questions and the answers which can provide more information.

Why does it take so long in a morning to get through to the surgery?

The practice operates a system where we triage all telephone calls in the morning to try and ensure that all appointments are appropriate. This is to try and ensure we direct patients to the appropriate service and keep as many appointments for patients who need to be seen on that day. Sadly, we find that our pre-bookable appointments are not often attended and as such we offer less of them. We do offer online services which includes booking appointments online. If you are interested in registering for our online services please ask a member of staff for details. Please bear with us on the phone and we will answer as soon as the first clinical coordinator available.

How do I register for the surgeries online access?

If you would like to register for our online services please ask staff for an Online Access Registration form. There is also lots of information about online services on our website and we can also provide you an information leaflet. Once you have completed the form you will need to bring it back with 2 forms of ID for us to check.

Why do you ask questions when booking an appointment?

Due to the continuing high demand for appointments and following recent patient comments about the problems obtaining an appointment, the Doctors have employed an Advanced Nurse Practitioner to try and increase the availability for everyone. To ensure that appointments are made for the appropriate person our clinical administrators will be asking you questions to ensure you are booked into the right clinician. Emma our Advanced Nurse Practitioner can see most queries including infections (chest, urine), rashes and allergic reactions, injuries, cuts, aches, flu and common cold and many more. The Doctor's appointments should be kept for medication reviews, frailty assessments, long term issues such as Cancer or Mental Health etc. If you are unsure who you need to see our clinical co-ordinations will inform you. The Doctors would be most grateful for your support in this new procedure to ensure maximum availability for appointments going forward.

If you have any questions you would like to ask please feel free to contact us by phone, in person or through our website.