

Useful Contact Numbers

Health Visitors	0116 215 3240
Ambulance Bookings (non urgent transport to Hospital appointments), patients have to fit the criteria to use this service)	0345 266 9662
Asda Pharmacy Oadby	0116 272 9518
Boots Pharmacy Oadby (The Parade)	0116 271 7514
Oadby Village Pharmacy	0116 272 0876
Sainsbury's Pharmacy Oadby	0116 272 0460
Severn Chemist Oadby	0116 271 9053
Leicester Royal Infirmary	0300 303 1573
Leicester General Hospital	0300 303 1573
Glenfield Hospital	0300 303 1573
NHS Direct Advice	111
Social Services	0116 253 1191
District Nurses	0300 300 7777
Out Of Hours Service	0845 045 0411

DATA PROTECTION

The information we hold about you is subject to the rules and regulation of the Data Protection Act. This sets out how we can use your personal health information. We will not share your information with other parties unless they are involved in your care, for example letters referring you to a specialist in a hospital.

All NHS staff have a legal duty to keep information about you confidential. If you have any questions about how we use your personal health information, or would like to see your health records, please contact the practice in the first instance.

Evenings & Weekends

Oadby Urgent Care Centre

The Urgent Care Centre has medical staff available 8am–9pm on weekdays and 8am–8pm weekends and bank holidays. This service is used for the treatment of minor injuries and illnesses. You can also obtain a direct referral by contacting 111 beforehand

18 The Parade, Oadby, LE2 5BJ.

Urgent Treatment & Advice

If you have an illness or problem that is urgent and cannot wait until the surgery re-opens please call **111**.

Accident & Emergency

Call 999 in the event of an emergency. The nearest Accident and Emergency Department to Oadby is the Leicester Royal Infirmary. **Infirmary Square, Leicester, LE1 5WW.**

Local Pharmacy

If you are suffering with a minor illness or virus, your local pharmacist may be able to advise on what to do and if necessary advise what medication is best to take. (Please

Complaints Procedure + Compliments

If you would like to raise a concern or complaint please speak to a member of the Patient Services Team who will be happy to help you. In the event that your complaint is not resolved at that time, then a member of the Complaint Resolution Team will aim to get back in touch with you within 24 hours.

If you would like to give us any positive feedback please contact our Patient Services Team.

TEL: 0116 271 2175

www.thecentralsurgeryoadby.co.uk

Reviewed 07.12.2023

Central Surgery

Partner: Dr S Khan

See overleaf for GP list

Brooksby Drive
Oadby
Leicester
LE2 5AA

TEL: 0116 271 2175

www.thecentralsurgeryoadby.co.uk

Surgery Opening Times

Monday	8am – 6.30pm
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm
Friday	8am – 6.30pm

Phone lines & Reception desk opens at 8am

Please note our phone lines are closed from:
12.30pm–1.30pm - Mon, Tues, Weds, Thurs
And 12pm–1pm - Fri

Practice Staff

GPs

Dr S Khan (f)	Partner GP
Dr H Saigal (f)	Salaried GP
Dr R Islam (f)	Salaried GP

Practice Pharmacist

Tahir Khalifa (m)
Hemali Vather (f)

Nursing Team

Helina Musker (f)	Lead Practice Nurse
Emma Talbott (f)	Healthcare Assistant
Mandy Charlton (f)	Phlebotomist
Anne Snell (f)	Advanced Nurse Practitioner

Long Term Locum Clinicians

Dr K Charles (f)	GP
Dr Louise Ryan (f)	GP
Dr AS (m)	GP
Emma Hinchcliffe (f)	ANP

Primary Care Network Team

Sue Renton	Social Prescriber
Nicola Jordan	Mental Health Nurse
Shabnam Jagot	Integrated Care Coordinator
Well-being Advisor Team	
First Contact Physio	

Managers

Martina Maplesden	Operations Manager
Becky Neal	HR Manager
Sona Khunti	Compliance and Governance Manager
Claire Macken	HR/ Finance
Susan Iliffe	Patient Services Supervisor
Chloe Coulson	Patient Service Team Leader
Ria Hadley	Patient Service Team Leader

Care Coordinators

Sian Day
Tanith Jarratt
Patient Services Advisor Team

Catherine Picton
Magda Chlipala
Naushin Sattar
Humaira Patel
Mariam Khan
Della Tucker

IT Team

Sam Tweddle	Senior IT Administrator
Sam Penrith-Jaques	IT / Reception Administrator
Joshua Hancock	IT / Reception Administrator



Repeat Prescriptions

If you are on long-term medication you can obtain repeat prescriptions by:

- ◆ Dropping in the repeat prescription request in to the Surgery either in person at reception or by posting in the secure post box.
- ◆ Ordering your medication online via the web-site (you will need to provide proof of address & photo ID in order to be signed up for this service, you can do this via AccuRx or come in to see us)



Our repeat prescriptions are processed within 48 hours. We advise patients to order 10 days before they are due to run out of repeat medications which gives plenty of time to for both the practice and the pharmacist to process.

Unfortunately we do not take requests for repeat prescriptions over the telephone, this is for safety purposes.

If you would like your prescription sent to a pharmacy electronically, please ask at reception for more information on this.

Appointments

Please call the practice number at any time and make this request over the phone on 0116 2712175

Once triaged, you will receive a response to your request from an appropriate clinician on the same day or signposted to the most appropriate service.

We also have a duty doctor available each day that deals with emergencies only.

Our Nurse and Healthcare Assistant appointments are all pre-bookable appointments. We will accommodate patients that need to be seen urgently by a Nurse upon request of a GP.

Results

Patients can request the results of their tests by telephoning the surgery or via AccuRx. If telephoning, we would kindly request that patients avoid 'peak times'.

Our Services

Working with such an extensive team of people means that we are able to provide a wide range of health services for our patients on site including:

- ◆ Childhood vaccinations
- ◆ Travel advice & vaccinations (please obtain a form from Reception we require you to hand this in 6-8 weeks prior to traveling)
- ◆ Monitoring of anticoagulation medication
- ◆ Private Medicals
- ◆ Long term condition reviews and monitoring

Self Treatment

For Minor Illnesses

Are you suffering with one of the illness listed below?

- ◆ Skin condition, such as mild acne and mild eczema
- ◆ Coughs and colds, including nasal congestion and sore throat
- ◆ Minor cuts and bruises
- ◆ Constipation and haemorrhoids (piles)
- ◆ Hay fever and allergies
- ◆ Aches and pains, such as headaches, earache and back pain
- ◆ Indigestion, Diarrhoea or Threadworms.
- ◆ Period pain and Thrush
- ◆ Warts and Verrucas, Mouth Ulcers and Cold Sores
- ◆ Athlete's foot
- ◆ Nappy rash and Teething

If so please contact your local pharmacy in the first instance. All pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help clear up the problem. If your problem is too complex for them to deal with then they will refer you to your GP Surgery where you can be seen by the Minor Illness Clinician. For more information on this please visit -

www.nhs.uk/Livewell/Pharmacy/Pages/Commonconditions.aspx