



Leicester City  
Clinical Commissioning Group

Including  
evenings,  
weekends  
and bank  
holidays



**GP**  
appointments  
available all day,  
every day at the  
Leicester City  
Healthcare  
Hubs



To book an  
appointment,  
call NHS 111

**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**

**Please keep for future reference**

If you are registered with a GP practice in Leicester City, you can now benefit from an appointment with a GP or prescribing nurse at one of four healthcare hubs. These are for when your own practice is unable to provide a convenient appointment. All of the hubs are open during evenings, weekends and bank holidays, with the Westcotes and Merlyn Vaz hubs also offering appointments throughout the day.

### Westcotes Health Centre

Fosse Road South,  
Leicester, LE3 0LP

**Monday to Friday**  
8:00am to 8:00pm

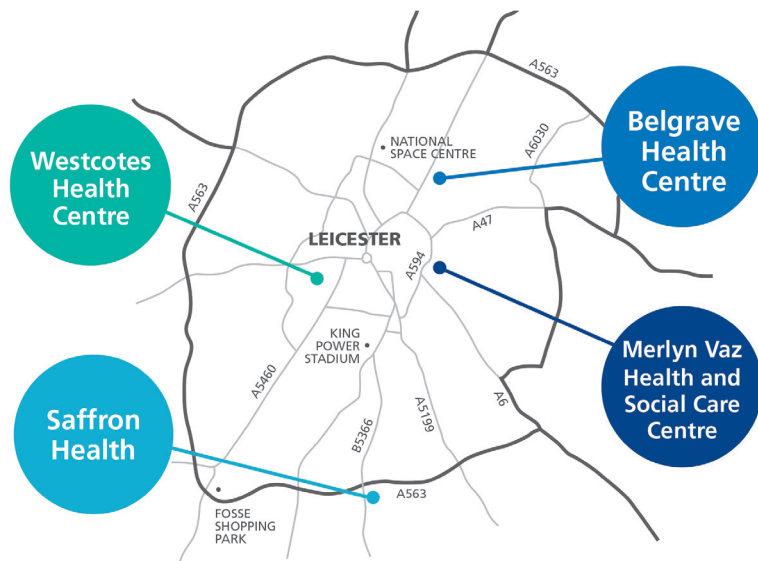
**Weekends and Bank Holidays**  
8:00am to 8:00pm

### Belgrave Health Centre

52 Brandon Street,  
Leicester, LE4 6AW

**Monday to Friday**  
6:30pm to 10:00pm

**Weekends and Bank Holidays**  
12:00pm to 8:00pm



### Saffron Health

612 Saffron Lane,  
Leicester, LE2 6TD

**Monday to Friday**  
6:30pm to 10:00pm

**Weekends and Bank Holidays**  
12:00pm to 8:00pm

### 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

### What is a healthcare hub?

There are four healthcare hubs in Leicester City. They are based in the heart of our local communities around the city, providing appointments with a GP or prescribing nurse on behalf of all Leicester City GP Practices. The services are called healthcare hubs because they are the central location where these extra appointments take place.

You will continue to be registered at your usual GP practice. Details of your consultation at the hub will be provided to them so that your medical record is up to date.

### How can I get an appointment?

Your own GP practice should always be your first port of call when you are unwell as in many cases you will have built up a good relationship with them and they are responsible for coordinating all aspects of your care.

If your own practice cannot provide a convenient appointment for you, and your health condition requires you to see a GP or prescribing nurse quickly, the best way to make an appointment is to telephone NHS 111.

It is really important that patients make the most of this additional GP and nurse time that is available. There are many things you can do

to help us with this. You can plan ahead, order repeat prescriptions in plenty of time, prevent ill health by having the flu jab and use NHS 111 to get advice about which part of the health service is best to use.

### What can I expect when I arrive at the hub?

When you arrive for your appointment you will need to be registered to use the service. To do this, you will need to fill out a form, which may take a few minutes. You will need to do this every time you use the hubs.

You will continue to be registered at your usual GP practice. Details of your consultation at the hub will be provided to them so that your medical record is up to date.

The health professionals treating you at the hubs will need to see the medical record that is stored on computer at your own GP practice so that they can make well informed decisions about the care that is best for you. This information will be treated in the strictest confidence.

When you register, you will need to give permission for the person treating you to look at this information. For reasons of clinical safety, if you do not give permission, we will be unable to register you.

The service does not unfortunately provide home visits at the present time.

### Can I walk in to a hub?

You can only walk in at the hub located at the Merlyn Vaz Health and Social Care Centre. You can walk in from 8am to 8pm, 365 days a year. However, we would advise that you pre-book an appointment to keep your waiting time to a minimum.

### If I need a prescription, is there a chemist open nearby?

The hubs will be able to provide you with a list of nearby chemists with opening hours and telephone numbers.

### Confidentiality and Data Protection

At all of the hubs, just as in your own GP practice, we take confidentiality very seriously. All staff realise the importance of this and it applies throughout all of the hubs. Information is not given out to third parties without the consent of the patient. This is regardless of age and applies just as much to young people requiring help with sensitive issues such as contraception as older patients.

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and the hubs are registered under the Data Protection Act. For the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.



You can find out more about the healthcare hubs, including up-to-date opening times and developments to services, by visiting [www.leicestercityccg.nhs.uk/healthcare-hubs](http://www.leicestercityccg.nhs.uk/healthcare-hubs)