

How to register at the practice as new patient

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Equality and Diversity

The Doctors and reception staff speak English, Hindi and Punjabi and can understand a little Bengali and Gujrati. The reception staff can speak English, Hindi, Gujrati and Urdu.

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics on Tuesdays. If you are unable to attend these clinics, please discuss with a member of our reception staff
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Monday	8 am – 6:30 pm
Tuesday	8 am – 6:30 pm
Wednesday	8 am – 6:30 pm
Thursday	8 am – 1pm, afternoon closed (Temp for staff training)
Friday	8 am – 6:30 pm
Sat & Sun	Closed

We close in bank holidays. For other closure date for Staff training, please check on our website.

Improved access/Extended hours

Merlyn Vaz Health and Social Care Centre
1 Spinney Hill Road, Leicester, LE5 3GH

Westcotes Health Centre
Fosse Road South, Leicester, LE3 0LP

Belgrave Health Centre
52 Brandon Street, Leicester, LE4 6AW

Saffron Health
509 Saffron Lane, Leicester, LE2 6UL

Are you using the right service?

<p>SELF-CARE</p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at www.nhs.uk</p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p>NHS 111 (24/7)</p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p>GP ADVICE</p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p>  <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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Manor Park (Parker Drive) Medical Practice

Patient Information Leaflet



577 Melton Rd, Leicester, LE4 8EA
Telephone: 0116 254 3253



122 Parker Dr, Leicester, LE4 0JF
Telephone: 0116 235 3148

Website:

<https://www.highfieldsurgerysevernstreet.co.uk/>

Check whether we provide service to cover your area:

<https://www.nhs.uk/service-search/find-a-gp>

The practice team

This practice operates under the new partnership under an urgent care taking contract and provide services on behalf of the NHS. For more info, please visit <https://www.leicestercityccg.nhs.uk/changes-at-manor-park-medical-practice/>

GP Partners

Dr Rajiv Wadhwa
Dr Sumit Virmani
Dr Anu Rao
Dr Kuljit Johal

Associated GPs

Dr B Daudia
Dr S Obeja

Nurse

Kerrie Gilbert – Lead Nurse
Laura Storer
Helene Glover
Emma Cooper

Healthcare Assistant

Jill Burditt
Razia Sultana

Interim Practice Manager

Anabel Sharma
Weiwei Mao

Deputy Practice Manager

Anil Goyal

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please use Patient Online Access Service: <https://systemonline.tpp-uk.com/2/Login>

Should you be unable to access the website, please ring the Practice and a member of our administrative staff will be able to assist you. It is the quickest way to access the services you may need.

The practice website

<https://www.manorparkmedicalpractice.co.uk/> contains all the relevant practice information that you are likely to require.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at <https://www.manorparkmedicalpractice.co.uk/page/s/Patient-Participation>

Alternatively, contact the Practice Manager (temporary) who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

The Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233
Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated 14th Feb 2022.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in reception.
- Online – Please log in and order via SystemOnline Website: <https://systemonline.tpp-uk.com/2/Login>

Please allow 2 working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact the **reception before 10am** to request a call-back after logging a call. A clinician will then telephone you to discuss your request.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk