

Following the initial advice NHS Direct on 111 may book an appointment at one of the 4 HUB's in Leicester.

If you feel you need urgent medical treatment you can also contact the Out-of-Hours deputising service on 0845 045 0411 or visit the Urgent Care Centre at Leicester Royal Infirmary (this is not the Accident and Emergency department).
If you feel your condition to be life threatening please call 999.

Repeat Prescriptions

If you take medicines regularly these will be recorded on the tear-off slip attached to your prescription. Please use this slip whenever you request further medicines. If you lose this slip, you may fill out a repeat prescription request from, which is available at reception. Return your slips to the surgery either by hand or by post and they will be processed in 48 hours. You can also order repeat prescriptions on-line. Repeat prescriptions can then be collected from the surgery during normal working hours. You do not need to see the GPs for repeat prescriptions unless specifically asked to do so. Requests are carefully assessed by the doctors, who may ask you to book an appointment, if they feel that it is time to review your medication.

Computer and Confidentiality

All our doctors, nursing and other staff who have access to your computer or paper records have a very strict code of confidentiality. You have a right of access to any information held about yourself. Applications to be made to the Practice Manager.

Disabled Access

Ar-Razi Medical Centre has suitable access and washroom facilities for disabled patients.

Travel Advice and Vaccinations

This is available by appointment only with the practice nurse. Please ensure you enquire about the need for vaccinations at least 6-8 weeks before you travel as some vaccines will not be active before travel.

Complaints

There may be occasions when something goes wrong, for which there is an established procedure by which complaints by any patient or member of the Practice about any patient or member or procedure of the Practice can be made. If you have a problem with the Practice, please follow the approved procedure in order to register your complaint. In the first instance it may be appropriate to speak with the Senior Receptionist or a member of the Practice Management team by telephone or in person, as this may help to resolve your concern quickly and informally. Naturally in those rare instances where this may not be sufficient, we will fully investigate your complaint and provide a substantive response in writing, usually within ten working days. More details of our complaints procedure can be provided on request.

The Practice has implemented the NHS policy of "Zero tolerance of aggression", and patients who are verbally or physically aggressive will be removed from the practice. In the event of threats to our physical safety we will summon the police immediately, along with maintaining continuous audio-visual recording by CCTV in and out of our premises.

www.ar-razi.com



Ar-Razi Medical Centre

1 Evington Lane – Leicester – LE5 5PQ

Tel: 0116 2490 0000 **Fax:** 0116 249 0088

Email: ArRaziMedicalCentre@GP-C82105.nhs.uk

Our Doctors

Dr AK Vania

M.B.Ch.B M.R.C.P.(UK), D.F.F.P.
Diploma in Cardiology

Dr N Juneja

MBBS BMedSci DRCOG MRCGP

Dr H Ali

MBChB MRCGP MPharm CoBC (Acupuncture)

Our Clinical Staff

Smita Kothari

Health Care Assistant (HCA)

Victoria Allen

Midwife

Mahendra Parmar

Nurse

Our Practice Manager

Salim Mangera

www.ar-razi.com

Opening Hours

Monday – Friday
8am – 6:30pm

Surgery Times

We offer appointments (subject to availability) from Monday to Friday in the morning from 8am throughout the day. All pre-booked routine appointments are for 10 minute consultations.

When calling for medical attention the receptionist may ask a few details. They have been trained for this so that we can help in the most appropriate way.

How to contact us

For appointments please ring 0116 249 0000 and select the appropriate option between 8am–8:30am. For non urgent enquiries please ring between 8:30am and 6pm. Calls are now recorded for monitoring and training purposes.

Our Aim

Our doctors, nurses, administrative and attached staff do their best for patients within the time and resources available in the National Health Service. You can expect a level of care from this Practice that is of the highest standard, based on mutual respect and trust, delivered in a friendly and professional environment. We endeavour to see all patients within 15 minutes of their appointment time. Effective healthcare is dependent on a successful partnership between the patient and the primary healthcare team. This means requesting help in an appropriate manner from the appropriate resource. The Practice offers both NHS and private services and it is important that you understand how to use each.

How to Register a Patient

If you reside within our practice area and wish to register with our practice, please bring with you your NHS Medical Card and 2 forms of identification, one of which must show your current home address.

Before booking an appointment

Please consider whether the following options would be more appropriate: -

1. Look at the NHS Direct Healthcare Guide or similar patient information leaflets to obtain information about the symptoms that concern you. You will often be able to treat the usual childhood and common illnesses yourself
2. Speak to your Pharmacist regarding medicines, as they are highly trained and will generally be happy to advise you.
3. When the surgery is closed, and you are not sure if you can wait until the surgery re-opens, ring NHS Direct for advice, on 111
4. If in doubt you may consider speaking with a receptionist to discuss who may be the most appropriate person to deal with your request.

This may be one of the following:

- A telephone consultation with a clinician
- A nurse appointment, for example to check blood pressure, ears, asthma, diabetes, wounds, and for vaccinations.
- An administrative request.
- A routine or urgent appointment with a GP.

Emergencies and urgent appointments

Please contact the practice as early in the morning as possible if you feel you need an

URGENT consultation, this will allow staff to offer you an appointment more easily if the clinic is already busy. Serious emergencies such as acute chest pain, collapse, breathing difficulties, sudden paralysis of part of the face or body are usually best dealt with in hospital so you may wish to speak to the ambulance service initially.

What we expect from you

- Please arrive early for your appointment.
- Doctor appointments are booked at 10-minute intervals so try to only address one ailment per appointment.
- Do not ask the doctor for repeat prescriptions, this takes up valuable time, and we already have a repeat prescription system.
- Try and give the doctor as much relevant information as you can about your illness, so that he can give you a correct diagnosis.

These measures are to help us provide the best quality of service and care for our patients.

Home visits

Home visit requests must be made before 10.00am whenever possible to allow the GP to organise his/her day effectively. The GP will contact the person making the request before deciding whether a visit is the right course of action. We follow National guidelines to assess the medical need for a home visit, which usually means bed-bound or terminally ill people.

Out of hours

If the practice is closed, and you need urgent medical advice please telephone NHS Direct on 111. Speak to them for initial advice unless you need to speak to the doctor on-call directly.