

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol
- Mild laxatives
- Anti-diarrhea medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines that are out of date
- Take all unwanted and out-of-date medicines back to the pharmacy for disposal

Zero Tolerance Scheme

The scheme aims to protect Doctors and their staff and patients who use the surgery from people whose behaviour is regarded as unacceptable, abusive, physically or verbally threatening; Such patients will be removed from the practice list.

Services not Covered by the NHS

There are certain medical examinations not provided by the NHS (for example HGV tests or fitness to drive) Insurance medicals and Occupational health assessments these fall out of NHS cover and so a charge will be required for these services.

Dr I. M. Raja & Partner
Little Horton Lane Medical Centre

A guide to our services

Telephone: (01274) 721924

Opening hours:

**Monday & Tuesday 8:00am-7:45pm ,
Wednesday, Thursday and Friday
8.00am until 6:00pm**

Website: www.drrojaandpartner.co.uk

Welcome

We are a friendly, approachable, forward-thinking practice. We are committed to providing high quality GP services; keeping up-to-date with current guidelines and research. We have an excellent team of doctors, nurses, health care assistants, practice manager, reception and secretarial staff who all work very well together to give you the best possible service. We have a very close working relationship with our district nursing and health visiting teams which allows us to provide high quality care to our patients.

Registering with the Practice

As part of the registration procedure new patients, aged 5 and over, may see the practice nurse or Health care assistant for a new patient check. This includes checking your blood pressure, urine, measuring your height and weight and giving advice on a healthy lifestyle.

The nurse will also note any current problems or allergies in your medical history.

For each person registering, we will require either a medical card

with the section "What to do if you change your doctor" completed, or a completed GMS 1 form; these are available from reception. You must also provide evidence of your address and identity.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Surgery Hours

8:30am—6.00pm except on Monday when we hold a late evening surgery.

Surgeries operate throughout the day.

How you can help us?

If you are unable to keep your appointment please inform us as soon as possible.

Arrive on time for your appointment

Our team

The partners

Dr. Imran Majeed Raja (male)
MBBS (1991)

Dr. Alam Khokhar (male)
MBBS (1996) MRCP (2007)

Practice Nurse Jane Aveyard

Health care assistant

Mrs. Iwona Dylag-Barszcz

Practice Pharmacist

Mr. Asghar Rahman

Practice Manager

Susan Odonoghue

How you can help us?

If more than one patient needs to be seen, please book one appointment per patient

If you are unable to keep your appointment please inform us as soon as possible.

Arrive on time for your appointment

Home visits are only to be requested when the patient is unable to attend the surgery.

Ideally make requests for visits before 10am

Requests for late visits are only for urgent cases only, not routine problems

Please try to keep children under control in the surgery.

We ask that patients treat staff and doctors with courtesy and respect. The job of a receptionist can be difficult; our staff are trying to do their best for you.

Disability and Discrimination

We will provide care, now and in the future, to all our patients without discrimination and irrespective of patient's age, sex, race, beliefs or special needs.

We expect that patients will show no discrimination towards other surgery users, members of the practice team or our colleagues in the NHS.

Patient Participation Group

If you are interested in becoming a member of our Patient Reference Group and helping to shape the nature of health services provided in your local community, please contact the practice manager. The group's activities include things like obtaining the patient's view on practice services, carrying out surveys e.g. patient satisfaction and health needs of patients, health promotion, and designing new services or initiatives.

Confidentiality

The practice complies with Data Protection legislation and we make every effort to preserve patient confidentiality. We ask you for personal information to ensure that you receive appropriate care and treatment. For the practice to function effectively it is sometimes necessary for medical information about you to be shared between members of the practice team. It will be shared with others only to provide further medical treatment for you, e.g. from hospital services, or to enable you to access other services, e.g. from the social work department.

Chaperones

We have female chaperones within the surgery that can accompany you during an examination.

We also have a private room available to discuss any matters.

Please note that any results are only given to the patient, unless the patient is a child.

Complaints

We aim to give a friendly and professional service to everyone who attends our practice. However, if, for any reason, our service should fall below our patients' satisfaction, we take all complaints very seriously. If you would like to make a complaint regarding the surgery or the services we offer, please contact the Practice Manager, in writing, she will make every effort to respond to your concerns as soon as possible. All complaints will be treated as confidential.

Patient charter

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details. For further information on any of our policies, please contact the practice manager.

Our practice



General Information

What to do when the Surgery is closed?

If you require urgent advice or a home visit when the surgery is closed then please telephone 111 for the Out of Hours provider

Please remember that Accident and Emergency is for urgent life threatening conditions and severe injuries only. If your problem isn't life threatening then it is best to call the Out of Hours provider on 111.

NHS 111

This is a 24-hour confidential helpline. You can telephone for advice if you are feeling ill and are unsure what to do, or for health advice on particular health conditions e.g. diabetes or allergies. They can also help you find your nearest pharmacist or dentist.

You can call anytime night or day on 111. Or visit them online at

www.nhs.uk/111

There is a comprehensive guide to self treatment at www.nhs.uk/111

Appointments

Please ring at 8:00am for appointments. The receptionist, who is bound by the same rules of confidentiality as

clinical staff, will take a brief description of the problem. If you would prefer not to disclose this information please say so. They will advise you on the best person who can help you. Medically urgent cases will always be seen if you cannot keep your appointment please let us know as soon as possible We do offer pre-booked appointments up to 4 weeks in advance

Repeat prescriptions

If you take medication on a long- term basis, you can ask for a repeat prescription by completing the prescription request slip (found on the back of your prescription) and post it in reception in the post box provided, during working hours, your prescription will then be ready to collect 48 hours after placing this request. We do not take repeat prescription request over the phone.

Prescriptions can be collected from the surgery by a pharmacy and they will often deliver medicines to patients. Please make arrangements for this by contacting the pharmacy of your choice.

Clinics Antenatal

This clinic is run by the midwife If you become pregnant, you will be referred to them by the doctor, you will then be contacted with an appointment for the midwife where you will be asked a few questions and have some general health checks. You will be seen regularly throughout your pregnancy and will be given a number to contact your midwife.

Health Visitors

The Health Visiting Team have a clinic for general advice and baby weighing. Health Visitors do checks on small children and are a valuable source of information and advice on pregnancy, childhood immunisations, antenatal classes, feeding problems, behavioural problems, toilet training, sleep problems and developmental problems. They can be contacted on **(01274) 221223**.

Community Matron

Our Matron works along side our doctors visiting patients that are unable to attend the surgery. He can prescribe medicines, take bloods and blood pressure and perform many other tasks to help the GP's.

District Nurses

They can be contacted by telephoning the Single Point of Access on 01274 256131 this service is 24 hours every day including weekends. Services provided by the district nurses include assessing the health needs of the housebound including the provision of equipment to maximise independence, monitoring long-term health problems in housebound patients, care of the terminally ill patient and support for their family, wound care, hospital after-care and continence management.

Health Plus Advisor

This advisor is here to help with completing various forms, gives advice on;
Income Support
DLA
Immigration
Tax Credits
Housing Benefits etc
Please contact our reception for an appointment.

Life Coach

You can be referred to the Life Coach by the Doctor they provide counseling and advice. weight management advice.