



Heatherbrook

Providing the best care possible while advancing medical training



Includes:

- Registration information
- Self-referral services
- PPG info
- Key policies and practices
- Corporate information
- Willows Health practices hours, parking, & public transport info
- Comments/complaints info



Patient Registration Process

Register at: Use the 'Join our practice' button on our website below or search bit.ly/3FPMV4v

Address: 296 Clarendon Park Rd,
Leicester LE2 3AG, UK

Phone: 0116 319 6093 (Reception)

Emails: wh.feedback@nhs.net

Website: willowshealthcare.org

Practice code: C82103

Useful telephone numbers

District Nurses	0300 300 7777
Social Workers	Elderly Care - 0116 454 1004
Coroner's office	0116 225 2534
Ambulance	Admission: 0115 967 5099 Booking: 0300 303 1563
Police	0116 222 2222
Local Hospitals	0300 303 1573



Patient & Practice Expectations



We agree to:

- Treat you with courtesy and understanding
- Discuss the management of your problems with you and take appropriate action with your agreement
- Keep you informed of the services we offer and any appropriate information that affects your health and treatment
- Run surgeries and clinics on time and in case of delays to keep you informed
- Provide a home visit at doctor's discretion if ill health prevents you from attending the surgery
- Deal with requests for repeat prescriptions according to our practice standards
- Welcome any suggestions on how we can provide a better Service.

You agree to:

- Treat us all with courtesy and understanding
- Request home visits only when you are too ill to come to the surgery
- Inform the surgery as soon as possible if you cannot keep an appointment
- Only request a visit out of surgery hours if it is an emergency. If you are not sure, ring and discuss with the doctor who will be able to advise you
- Remember to request a repeat prescription in good time in line with the surgery standards
- Inform us if you change your name and/or address as soon as possible
- Ask if you are not sure about advice or treatment you are given

The practice has zero tolerance to patients who are abusive or violent towards the staff and doctors.

WE WELCOME YOUR COMMENTS AND SUGGESTIONS





Important Policies

Safeguarding

Safeguarding children and young persons, and all vulnerable patients, is a fundamental goal for Willows Health. This policy has been written in conjunction with our legislative and government guidance requirements, our local Clinical Commissioning Group child protection procedures and relevant internal policies. This policy document is the practice-agreed policy, applicable to all clinicians and staff as well as official visitors to the premises, and it represents the means by which the practice intends to keep children safe.

Zero Tolerance

The Practice has a Zero Tolerance Policy and will not tolerate violence, abuse, harassment, offensive behaviour with regard to gender or race, sexuality, disability, religion or age. Any violation of this policy will result in immediate removal from our list.

Confidentiality

All information about patients is confidential: from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the practice. This includes information about patients' families or others associated with them.

Comments & suggestion box

The Practice has a comments and suggestion box in the waiting room. We welcome any suggestions from patients on how to improve our service.

Training Practice

The practice is a teaching practice and supports the University of Leicester in providing opportunities for students to work with patients in developing the skills required to become a doctor. This can include medical students training to become Doctors in primary and secondary care, Pharmacists and PA (Physician assistant)

Patient Charter

You have the right to be treated with courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, or the nature of your health problems. In return, we expect the same courtesies towards our staff.

Over 75s

Consultations for over 75s must have an accountable GP, and include a health check when one is requested. If, in the reasonable opinion of the practice, it is necessary, the patient will be seen at their home.

Patient and practitioner

Every registered patient will be assigned an accountable GP. A patient has the right to express a preference of which accountable GP they will receive or one will be assigned by the practice. The accountable GP will ensure that the available services required by the patient are provided, will cooperate with other health and social care professionals involved and that the patient is informed of any significant period where a replacement

Important Policies



accountable GP is needed, including the details of the accountable GP. All within reason.

Patients not seen for significant periods of time

If a patient who has attained the age of 16 but not the age of 75 and has not been seen by the practice for 3 years the practice will provide a consultation. If the patient has attained the age of 75 and hasn't been seen by the practice for 12 months the practice will provide a consultation.

Confidential and patient identifiable information—your rights in relation to disclosure of such information:

The practice, as part of its provision of General Medical Services, holds confidential and patient identifiable information. There are times when, during diagnosis, care, treatment of an individual, support of vulnerable children or adults, preventative medicine, wider Healthcare and Medical purposes, and very rarely under exceptional public interest circumstances, this information may be shared with other Health Professionals, Police and the Courts. The practice and staff adhere to Caldicott Principles on confidentiality, The Data Protection Act 1998, The Health and Social Care Act 2001, and the NHS Code of Practice on Confidentiality. You as a patient have the choice to restrict the disclosure

and/or use of information. It is important when such constraints are imposed that neither patient safety nor clinical responsibility for healthcare provision has been compromised or neglected.

Information is NOT shared with any third party outside the Health Service (e.g. Insurance, Employer, Solicitor) without your explicit consent

Summary Care Record (SCR):

The SCR is a summary of your medical history that can be shared between healthcare staff treating patients in an emergency or out of hours, with faster access to key clinical information. More information can be found by visiting: www.nhscarerecords.nhs.uk

Care Data:

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. More information can be found by visiting: www.nhscarerecords.nhs.uk

Medical Interoperability Gateway (MIG):

Whilst the summary care record mentioned above shares a small portion of your medical record across the whole NHS, the MIG shares a much fuller view of your records but only with local NHS providers and when you give explicit consent at the point of care.



About Willows Health



Who are we?

Willows Health covers 9 GP practice locations, over 45k patients across Leicestershire, and a host of national-first digital and traditional healthcare projects. This includes a wide range of educational collaborations, from nurse training to clinical research with universities. It also covers medical training and education from the public to professional CPD.

What do we do?

We are first and foremost a group of Primary Care surgeries that have banded together to take advantage of economies of scale in an environment that has been getting rougher for GPs and the NHS generally for several years.

We are also active in public health ,research, gerontology, minor surgeries, and several other related aspects of medical provision.

For general feedback, please email wh.feedback@nhs.net

Practice	M-F open hours	Feedback email address	Practice code	Car parking	Nearby bus stop	Address
Clarendon Park MC	8am - 6:30pm every weekday	wh.clarendonpark@nhs.net	c82122	Onsite Parking.	Clarendon Park Road	296 Clarendon Park Road, Leicester, Leicestershire, LE2 3AG
Dishley Grange Maxwell Drive	8:30am - 1pm 2:00pm - 6:30pm	dishleygrange.noreply@nhs.net	c82103	Onsite Parking.	Morrisons	32 Maxwell Drive, Loughborough, Leicestershire, LE11 4RZ
Dishley Grange – Cross Street	8:30am - 1pm Mon-Fri 2:30pm - 6pm Mon, Wed, Fri	dishleygrange.noreply@nhs.net	c82103	Limited Parking	Shepshed Road	5 Cross Street, Loughborough, Leicestershire, LE12 5LB
Dispensary times	9-1 Mon-Fri 2-6 Mon, Wed, Fri					
Heatherbrook Surgery	8am - 6:30pm every weekday	heatherbrook.surgery@nhs.net	C82623	Limited Onsite Parking, parking available around the surgery.	Kingsbridge Crescent / Beaumont Lodge School	242 Astill Lodge Road, Leicester, Leicestershire, LE4 1EF
Pasley Road	Mon-Weds, Fri 8:30am - 6:30pm. Thurs 8:30am - 1:30pm	pasleyhealthcentre.noreply@nhs.net	c82626	Onsite Parking.	Littlejohn Road	Pasley Road Eyres Monsell, Leicester LE2 8BU
Sayeed MC	8am - 6:30pm every weekday	thepracticesayeed.staff@nhs.net	c82060	Parking on the main road outside the surgery and surrounding area.	East Park Road	352- 354 E Park Road, Leicester, LE5 5AY
Springfield Road Health Centre	Mon-Weds, Fri 8:30am - 6:00pm Thurs 8:30am - 12:00pm	willowbrook.results@nhs.net	c82029	Onsite Parking.	London Road	Springfield Road, Leicester LE2 3BA
The Willows	8am - 6:30pm every weekday	willowsmedical.noreply@nhs.net	Y00137	Limited Onsite Parking, Ample parking on the main road by the surgery.	Coleman Road	Willows Medical Centre, 184 Coleman Road, Leicester, LE5 4LJ
Willowbrook MC	7:30am - 6:30pm every weekday	willowbrook.results@nhs.net	c82029	Onsite Parking.	Bowhill Grove	195 Thurmcourt Road Leicester, LE5 2NL
Ar-Razi	7:30am—6:30pm Mon-Wed 8am—6:30pm Thu, Fri	ar-razi.medicalcentre@nhs.net	c82105	limited on-site	Roundhill road/ Evington Valley Road	1 Evington Lane, Leicester, Leicestershire, LE5 5PQ

About The Contractor

Willows Health is a division of
Leicester City Health, company #09490005, 184 Coleman Road,
Leicester, England, LE5 4LJ.

Leicester City Health

Address: 184 Coleman Rd, Rowlatts Hill, Leicester LE5 4LJ
Phone: 0116 246 1311
Website: willowshealthcare.org
Email: wh.feedback@nhs.net

Partners/Directors of LCH



Prof Rishabh Prasad MBBS MBChB MA MSC FRSA FRCGP	Dr Vinay Gupta MBChB Bsc. (Hons), MRCGP	Dr Fahad Rizvi MRCS MRCGP DAnaes MBBS	Dr Avinashi Prasad MBBS MBChB DrCOG	Dr Tariq Kapasi MBBS MBChB MA MSC FRSA FRCGP
--	---	---------------------------------------	-------------------------------------	--



Teams

Community Nurse Team:

The team consists of a Nurse Team Leader, Staff Nurses and Health Care Assistants. Their duties include visiting patients who need nursing input in their home giving practical assistance and professional advice. They may be contacted through the surgery or directly on 0300 300 7777.

Health Visitor Team:

The Health Visitor team play a major role in providing routine development checks for young children, and general health advice. They can be contacted on 0300 300 0007.

Midwifery Team:

The Community Midwives hold antenatal clinics at the surgeries and visit people at home. The Midwives and the Doctors offer full antenatal, postnatal home visiting and baby check-ups.

Your PPG needs you!

We are relaunching our PPG

For more information you can visit our website:
www.willowshealthcare.org
or email: wh.ppg@nhs.net

What is the PPG?

The Patient Participation Group (PPG) is a collection of patients who care about the way our surgery works and the service it provides. We create a dialogue between patients, doctors and staff to help the practice work as well as it possibly can. The Practice is keen to encourage more patients to join the PPG.

Benefits!

There is no cost involved and no call upon your time. By joining, you will receive copies of the PPG newsletter, be notified about quarterly meetings, and receive information concerning Practice surveys and consultations.

Want to become a member?

If you would like to apply to become a member of the PPG, please ask for an application form at reception.



Scan the QR code or go to
<https://bit.ly/2W8pORP> to sign up online



THE CARE QUALITY COMMISSION (CQC)

The Care Quality Commission is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Their role:

They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what they find, including performance ratings to help people choose care.

For further details about the CQC, visit: <http://www.cqc.org.uk>

Contact Details:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

Fax: 03000 616171

Email: enquiries@cqc.org.uk

Our CQC rating:

The CQC visited our surgery on the 28th November 2016 to assess the quality of our services to ensure that we are: Safe, Effective, Caring, Responsive to people's needs and Well-led. Based on their observations on the day of the inspection along with information provided by the surgery, our patients and other organisations; we were very pleased to receive an overall **GOOD** rating.

Care Quality Commission

The independent regulator of all health and social care services in England. The Care Quality Commission monitors, inspects and regulates hospitals, care homes, GP surgeries, dental practices and o...

Self Referrals



VitaMinds

Sexual Assault Referral Centre

The Red Cross' First call

The RVS hospital to home

LCC Lifestyle Referral Hub [NOT DG]

Loneliness Prescription service

Stop smoking

Physio

Turning Point (addiction)

Amica counselling

Moneyhelper

Samaritans helpline

Mental health support

CALM Helpline

Mental Health Foundation

Hospice Counselling Helpline

Financial support

Financial guidance

Sleep management

Staff support

Suicide prevention

Mental health guidance

Podiatry

Community Family Therapy Service

Council services

remploy

Mental health

chaplaincy for faith/spiritual support

Patients Spa number

<https://bit.ly/3lZ57AA>

[juniperlodge.org.uk/](https://bit.ly/3zNUUvy)

<https://bit.ly/3zNUUvy>

[royalvoluntaryservice.org.uk/](https://bit.ly/3zNUUvy)

<https://bit.ly/3igqFYh>

<https://bit.ly/3ibqm16>

0116 4540800

0300 300 0046

0330 303 6000

0116 2544388

www.amica-counselling.uk

0800 138 7777

116 123

samaritans.org

mind.org.uk

0300 123 3393

0800 58 58 58

020 7803 1100

0300 303 4434

thecareworkerscharity.org.uk

moneyhelper.org.uk

sleepio.com

llrstaffwellbeing.org

thecalmzone.net

mentalhealth.org.uk

<https://bit.ly/3obq4Lr>

0116 295 2909

my.leicester.gov.uk

remploy.co.uk/

<https://bit.ly/3CQtOWI>

+4401162584243

03003007777



FAQ

How to register

Any person living within the practice boundary area can register with practice. At the surgery you will be given a registration pack to complete for each patient. *[you may be required to come for a visit—repeat medications a month's supply for registration, bring a copy of your medication guide or medication box]* You can also register online at systmonline.tpp-uk.com/2/SelfRegistration

Getting an appointment

The Practice runs an advanced access appointment system whereby we endeavour to offer same day appointments and appointments within 2 weeks. **[at present it's remote-first]** Telephone consultations are available if requested. You will be expected to see whichever GP is available on the day. Should you wish to see your chosen GP we can pre-book appointments up to 1 week in advance. Simply telephone one of the above surgery numbers to book an appointment. If you are unable to keep your appointment please telephone us as soon as possible to cancel. *[you can also book via airmid/systmone]* The doctors reserve the right to refuse to see patients who are more than 10 minutes late for appointments. All patients with urgent problems may be seen the same day or signposted to a relevant service.

What to do if the practice is fully booked

all patients seeking an urgent appointment are advised to go to the HUBS to ensure that they are seen by a clinician.

Home visits

If you are unable to attend one of our surgeries and require a home visit please telephone 01509 646 550 before 11am the day you require the visit. Home visits are strictly for patients who are housebound. When we are closed, a recorded message on our answer phone will tell you which number to ring (please have a pen ready).

Disabled access

We ensure that patients and visitors with mobility difficulties can access our premises and we have a loop system installed for hearing impaired visitors.

Repeat Prescriptions:

Repeat prescriptions will be written at doctors' discretion and are normally for patients on long term treatment. To order one, please mark or write the items needed on a repeat prescription form and drop it at the surgery. Please allow 3 working days for the above. A postal service is available for repeat prescriptions if a stamped self-addressed envelope is provided. In this case, please allow one week from the initial request. The practice supports the recommended 28 day prescribing

FAQ



standard and can now send prescriptions electronically to the pharmacist of your choice. Prescriptions can also be requested online via our patient access service, but we ask that you provide the same notice as highlighted above to ensure your medication is ready in time. We regret that requests for repeat prescriptions will not be taken over the phone due to the clinical risks.

Emergency

For emergency services please call 111 or visit A&E.

Privacy

Only patients have access to their data, and can request at any time that their information be removed. Information on clinical systems is only accessed at need, and tracked on access to ensure privacy and security.

SystmOne

SystmOne is a pioneering clinical system which allows clinicians the ability to access a single source of information detailing a patient's contact with health services across their lifetime. register for SystmOne via systmonline.tpp-uk.com/2/Login.

Out of hours

Please call 111 to access an appointment at one of the HUBS. You can find a map of the hubs on our website.

HUBS

the CCG (Clinical Commissioning Group) commissioned 4 health care hubs which are overflow services for the GP practices in Leicester City. They are open from 8am – 10pm, 7 days a week, and provide a way for patients to see a GP within 3 days. When we are booked to capacity, we offer appointments at the HUBS so patients that can be seen more urgently. Loughborough Urgent Care Centre Oadby Urgent Care Centre Merlyn Vaz Hub (via appointment only) and Westcotes Healthcare Hub (via appointment only) Saffron Health Centre Hub Brandon Street Surgery Hub

Out of area patients

You will be required to change Doctors if you move out of the practice area which is Loughborough and its suburbs; the villages of Hathern, Shepshed, Long Whatton, Zouch, Normanton on Soar and Sutton Bonington. Out of area patients will be contacted by letter by PCSE and informed they are out of area. They will get 28 days to register with a new GP.

Chaperones

It is appreciated that during consultations sensitive matters may be discussed and/or medical external or internal examination may be necessary. For their own peace of mind, patients may feel free to ask for a member of staff to be present as a chaperone during the examination.



OTHER LOCAL NHS SERVICES

There are many other local NHS services you can contact for health advice, information or treatment including your local pharmacist. 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 and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (e.g antacids)
- Travel sickness tablets
- Sunscreen—SPF15 or higher
- Sunburn treatment (e.g calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember...

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read instructions and use suggested doses
- Watch expiry dates—don't keep or use out of date medication
- Take unwanted/out of date medication back to the pharmacy



Useful NHS apps

<https://www.nhs.uk/apps-library/>

Medical

NHS COVID-19	NHS App
ACR Digital Urinalysis	NHS Go
Baby and Child First Aid	Becca Breast Cancer Support App
Corona-Help.UK	Co-op Health
Echo Pharmacy	Digital Health Passport
First Aid by British Red Cross	engage warfarin self-care
Integrated Family Delivered Neonatal Care	Healthera
Medloop	GDM-Health
myGP	Living With
Yellow Card	

Support

MeeTwo	MoleCare
LymEx	Baby Buddy
Bluelce	Calm Harm
Catch It	Chill Panda
distract	engage warfarin self-care
eQuoo: Emotional Fitness Game	EXi
Family Assist	Feeling Good: positive mindset
HealthUnlocked	My House of Memories
My Possible Self: The Mental Health	MyCognition Home
Peanut	Pzizz
Rafi-Tone	Stress & Anxiety Companion
Student Health App	ThinkNinja
Thrive	WorryTree

Tracking

Kicks Count	Evergreen Life
Miiskin	mySugr
Mumoactive	OWise breast cancer



Got a concern or complaint?

If you have a comment or concern, we would appreciate the chance to resolve it directly. Please contact the practice directly at wh.feedback@nhs.net or the relevant email address:

- dishley.grange@nhs.net
- thewillows@nhs.net
- pasleyhealthcentre.noreply@nhs.net
- willowbrook.results@nhs.net
- heatherbrook.surgery@nhs.net
- wh.clarendonpark@nhs.net
- willowbrook.results@nhs.net
- thepracticesayeed.staff@nhs.net

If you feel that the matter cannot be resolved with the practice, you can also reach out to the Patient Advisory Line or PALS office. Details of this can be found on the NHS site or by calling 111.

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident or within 12 months of you becoming aware of the matter.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. We are able to provide you with a separate consent form and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in writing in your own format providing this covers all the necessary aspects.

You may also make your complaint directly to NHS England, who commissions our service:

- By telephone: 03003 11 22 33
- By Email: england.contactus@nhs.net
- By Post: NHS England, PO Box 16738, Redditch B97 9PT

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk



Leave a Review

Use your phones camera to scan the QR code below to leave a review for Heatherbrook



Thank You. We hope that the information on this leaflet will help you to make full use of the surgery and the services we provide.