

Teaching practice

The practice is a teaching practice and occasionally medical students may, as part of their training, be required to sit in with their trainee clinicians during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee clinician will not sit in on your consultation.

How to register at the practice as new patient

The quickest way to register at the practice is to go to NHS website, find your local GP, and register on <https://gp-registration.nhs.uk/C82116/gpregistration/lan.ding>. If you are unable to use the website, please contact the practice to obtain the registration form.

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 Gujarati. The reception staff can speak English, Hindi, Gujarati 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
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.

New Extended Hour Appointments

We are having extended hour appointments after 6:30pm on weekdays, and in daytime on Saturdays. There are GP, Nurse, Healthcare Assistant or Phlebotomist appointments available. There is limited availability. These are not at Highfield Surgery but at our PCN Partner Practices.

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>
<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</p> <p>Choking</p> <p>Breathing difficulties</p> <p>Chest pain</p> <p>Stroke</p>

Highfield Surgery Patient Information Leaflet



25 Severn Street
Leicester
LE2 0NN

Telephone: 0116 254 3253
Website:

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

GP services are provided to the following areas:



The practice team

This practice operates under Dr Rajiv Wadhwa and Dr Preeti Wadhwa's partnership agreement and provide services on behalf of the NHS.

GP Partners

Dr Rajiv Wadhwa (m)

MBBS, Bsc, MD, MRCP

Dr Preeti Wadhwa (f)

MBBS, FRCS, DRCOG, DFFP

Associated GPs

Dr C Sivakuma (m)

Dr S Mansingh (m)

Dr E Waraick (f)

Nurse

Mrs Tracey Gokani (f)

Mrs Deepa Gaikwad (f)

Other healthcare staff

Waheda Khalifa (f) – Phlebotomist

Muzaffar Chisti (m) – Healthcare Assistant

Sonam Vaghela – Clinical Pharmacist

Sajan Shah – Clinical Pharmacist

Rajwinder Nagra – Mental Health Facilitator

Mr Lakhmanbhai Kuchhdiya – PCN Physiotherapist

Mr Imtiaz Aslam – PCN Social Prescribing link worker

Rujina Ahmed - Midwife

Practice Manager

Weiwei Mao

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://systmonline.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.highfieldsurgerysevernstreet.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.highfieldsurgerysevernstreet.co.uk/ppg/patient-participation-group>

If you would like to join our PPG, please ask our reception for more info.

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

Highfield Surgery 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 30 Dec 2022.

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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://systmonline.tpp-uk.com/2/Login>

Please not we don't take any prescription request over the telephone.

Please also 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

Family and Friend Test

We value our patient feedback that help us tailor the service to fit into our patient needs. We recommend you leave online feedback via our online FFT survey on our practice website.

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, who can be from our local home visiting team, will telephone you to discuss your request.

We accept new patient registration out of our service area but agree to opt-out the home visit service.

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