

Welcome to Longford Primary Care Centre and Bell Green Health Centre



Longford Primary Care Centre (main site)

Longford Road
Longford
Coventry
CV6 6DR
Tel: (0333) 332 3888

Bell Green Health Centre (branch site)

Roseberry Avenue
Bell Green
Coventry
CV2 1NE
(024) 7668 9310

www.longfordprimarycarecentre.nhs.uk

The Partners

Dr Syed M Haider **Male**
MRCGP 2004
GMC: 5208524

Dr Okoko Kalu **Male**
RCGP 2007
GMC: 5160144

Practice Nurses

Mrs. Graidhne Nakhla	Female	ACP
Mrs Sunita Kalair	Female	Nurse
Mrs Linda Souter	Female	Nurse

The Administration Team

Practice Manager	Imteyaz Sheikh
Asst Practice Manager	Zoe Downs (based at Bell Green)
Practice Secretary	Andrea O'Leary
Safeguarding	Andrea O'Leary / Mavis Hill

Longford Primary Care Centre :

Reception Team:

Senior Receptionist	Julie Ash
Receptionists	Margaret Mulcahy Linda Corcoran Claire Davis
Prescription Clerk	Sharon Davies

Bell Green Health Centre :

Reception Team:

Senior Receptionist	Emma Powell
Receptionists	Halimah Mehmood Emily Podmore Hanaa Hussain
Prescription Clerk	Kim Forde

HEALTH PROFESSIONALS WORKING WITHIN THE PRIMARY CARE TEAM

The Primary Care Team based in the health centre give patients the opportunity to access treatment locally for Podiatry, Incontinence Service, Tissue Viability Service, IAPT etc.

Podiatry

Podiatry service runs weekly clinics at the health centre. Referral is via your GP.

Incontinence Service

Incontinence service run weekly clinics at the health Centre. Referral is via your GP.

Tissue Viability Service

The Tissue Viability Nurses run clinic 3 times a week from the Health Centre. They provide assessment and management for ulcerations etc. Referral is via your GP.

District Nurses

The District Nurses visit patients who are unable to leave their homes. They provide nursing care and undertake general assessments.

Community Midwives

The midwives run antenatal clinics weekly in the practice. They look after expectant mothers throughout their pregnancies and for 10 days after the birth.

IAPT (Improving Access to Psychological Therapy and Counsellor)

IAPT and the counsellor run weekly clinics in the practice. IAPT can be a self-referral or a referral from the GP. The GP can also refer you to the Counsellor.

How to Register with the Surgery

You can join our practice online by visiting [clicking here](#)

You can also call in to the surgery reception and collect the necessary registration form called a GMS1. You will need to provide proof of identity with a passport or valid driving licence and proof of address with a utility bill (not a mobile phone bill). It will be necessary for you to have a new patient check with the practice nurse or if you are new medication a double appointment with the GP. Children do not need a new patient check.

All patients are assigned a GP, you have the right to express a preference of which GP you wish to register with – please inform the Reception Team of this who will record this information on your registration record. Patients aged 75 and over will be informed of their Accountable GP in writing.

Surgery Opening hours Longford

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 1.00pm
Friday	8.00am - 6.30pm

Surgery Opening hours Bell Green

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 1.00pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

Appointments

All consultations (face to face and telephone) are by appointment. Please try to give us as much notice as possible for routine appointments, so that we can offer a wider range of times and the doctor of your choice. Appointment slots are generally 10 minutes in duration, if you feel you need more time, please request this when booking your appointment.

If you cannot keep your appointment, please let us know so that someone else can use the slot. If you do not attend three appointments within a 12-month period, and these appointments have not been cancelled, you may be asked to register with another practice.

Emergency Appointments

If you feel your problem is urgent and cannot wait, you will be seen the same day but not necessarily by the doctor of your choice.

Home Visits

Home visits are for patients who are too ill to come to the surgery or are housebound. If you need a home visit, please telephone before 10.00am. Further information regarding symptoms will be requested by the receptionist to enable the doctors to determine the priority and timing of visits. Please remember the doctor can do more for you in the surgery than at home, so it is in your own interest to attend the surgery if at all possible.

Practice Nurse Clinics

Our practice nurses see patients with various chronic diseases including;

- Hypertension
- Asthma / COPD
- Diabetes
- Heart disease
- Spirometry

They also perform cervical smear tests, swabs, dressings.

Vaccinations

Children

Vaccinations are carried out during normal surgery times with the practice nurse. It is extremely important for all children to be vaccinated and the doctors strongly recommend these are given.

Adult vaccinations

We carry out full travel immunisations by appointment with the practice nurse and are able to advise you on the vaccinations required for all areas. We do not offer yellow fever vaccinations or prescribed malaria prophylaxis.

Influenza Vaccinations

Each autumn we carry out an influenza vaccination programme, for the elderly and chronically sick. If you suffer from asthma, diabetes, a heart condition, bronchitis, you are pregnant, a carer or if you are over 65 years of age and would like a flu injection, please contact the surgery in September for an appointment. If you are unable to come to the practice due to being housebound, it may be possible for a nurse to visit you at home.

Other Services

We offer an NHS Healthcheck to all patients over the age of 50. Why not have a health check with our practice nurse, you can book an appointment via the reception.

Non NHS Services

Certain services are not covered by the NHS such as insurance reports and pre-employment medicals. We use the BMA recommended pricing structure.

Repeat Prescriptions

Repeat prescription items can be ordered online using the NHS App (preferred method), by hand or through the post (with a stamped addressed envelope) from your local chemist or from the Practice Website. Details of how to apply online are available on our website:

www.longfordprimarycarecentre.nhs.uk

Patients on regular medication do not always need to see a doctor for a repeat of their medicines. If you are issued with a computer slip attached to your prescription, this should be returned to the surgery when you need further medication, after ticking the items you require.

Your prescription should normally be available 48 hours later. You can also leave your requests in our post box at the front of the building and we also have a post box just inside the double doors at Longford.

To avoid errors, **we do not accept requests for repeat prescriptions by telephone** or without a request slip.

Medication prescribed by clinicians will be reviewed on a periodic (usually annually) basis, however, this may vary dependent upon the medication / patient condition.

Emergency Contraception

Please read the following information carefully and do not hesitate to speak to the nurse or doctor if you have any questions. If you have any medical problems, you should inform the practice immediately to ensure that emergency contraception is safe for you.

Emergency pills and how they work

Emergency pills must be started within 72 hours (three days) of unprotected sex. They contain the hormone progesterone and work by making the lining in the womb unsuitable for a pregnancy to develop and sometimes by delaying the release of an egg from the ovary. This is NOT the same as an abortion.

How to take the pills

- You will be given two pills (Levonelle)
- Take both pills when they are given to you

What happens next?

Your next period may arrive earlier, on time or later than usual. It can also be lighter or heavier than normal. If your period is shorter or lighter than usual or has not occurred four weeks after taking the emergency contraception pill, please request a pregnancy test from the doctor, nurse, pharmacy or family planning centre.

Disabled Access

There is easy access for wheelchairs. The disabled access is via the main entrance. All consultations rooms are on ground level. There is also a specially adapted toilet for disabled patients. We have an induction loop, adapted reception desk, disabled parking and we are on

a good bus route. Please ask the staff for assistance if you encounter any difficulties.

Pharmacy

Our Longford site has an independent pharmacy located with the same building. Access to the pharmacy is from the front of the building.

Zero Tolerance

We operate a **Zero Tolerance Policy**. Physical violence and verbal abuse are a growing concern. GP's, Practice Nurses and other practice staff have the right to care for others without fear of being attacked or abused.

We ask that you treat your GP and practice staff in a respectful manner.

Any patient who is violent or abusive will be removed from the practice register immediately.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. If you have any concerns, please contact the Practice Manager: Mr. Imteyaz Sheikh.

Access to Patient Information

We may sometimes be required to share your clinical data with other health care professionals or **anonymously** with the ICB audit purposes.

Video

For teaching purposes, consultations are sometimes video-recorded. You will always be asked for your permission if the camera is in use.

Freedom of information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the “classes” of information the practice intends to routinely make available. For further information please contact the practice manager.

Self Help Information

Colds, Coughs and Stuffy Noses

These are caused by viruses and there is no cure. Antibiotics can only kill bacteria which are completely different organisms. To relieve, headaches, sore throats, and aching muscles, or to bring down the fever, take paracetamol.

Vomiting and Diarrhoea

To prevent dehydration drink plenty of fluids. Dioralyte or Rehidrat are available at the chemist and are useful for young children. If vomiting is a problem take small sips of fluid every few minutes. No milk or solids should be given for 24 hours. Symptoms should settle within 24/48 hours; however, if they persist see your doctor.

Back pain

Back pain usually begins as a strain caused by a poor lifting technique. Always bend your knees and keep your back straight when lifting. Rest your back on a firm bed and maintain good posture when walking. Painkillers and res are usually all that is required.

Burns and Scolds

Immediately run plenty of cold water over the affected area for at least 10 minutes. Then cover with a dry dressing. Larger burns or areas where the skin is broken will need medical attention.

Chickenpox

On the first day a rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three- or four-days, further patches will appear and earlier ones will turn crusty and fall off. Oily calamine lotion may be applied to soothe the often-severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash

appears and up to five days after this date. Children may return to school as soon as the last crusts have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four to five days from that date. The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. **Immunisation can prevent this disease.**

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious form two to three days before the rash appears until eight or ten days after that date. **Immunisation can prevent this disease.**

Mumps

Symptoms are swelling of the glands in front of one ear often followed after a couple of days, by swelling in front of the other ear. It is infectious from two to three days before the swelling appears until eight to ten days after that date. If the pain is severe, you should consult your doctor. **Immunisation can prevent this disease.**

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

The Family Medicine Chest

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock – or store them well out of reach of children.

Paracetamol Mixture: For relief of pain or fever in young children

Paracetamol Tablets: For adults and older children. Good for headaches, colds, sore throats and painful bruises.

Sedative Cough Linctus and Pastilles: For dry or painful coughs – but not coughs caused by common colds.

Menthol Crystals: Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub: Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Antiseptic Solution: One teaspoon diluted in warm water for cleansing cuts and grazes.

Calamine Lotion: For dabbing (not rubbing) on insect bites, stings and sunburn.

Rehydration Sachets: For treatment of diarrhoea.

Dressing Strips and Non-Allergic Tape: For minor cuts

3” Wide Crepe Bandage: To keep dressing in place. To support sprained or bruised joints.

Cotton Wool: For cleaning cuts and grazes.

Thermometer/Fever Scan: For Fevers.

Tweezers: For removing splinters.