

Getting a prescription

All prescriptions are first issued by GPs or nurse prescribers after you are diagnosed at the practice. You can get the prescription in a number of ways:

1. By registering online at www.saffronhealth.co.uk/how-do-i-register-for-online-services/



2. By phoning **0116 216 0358** for our 24/7 automated appointment and repeat prescription service.



3. By ordering using the NHS App (www.nhs.uk/nhs-app/)

4. By using the Saffron Health reception number at **0116 244 0888** and pressing Option 1 between 10.30am and 3.30pm (This is also for a prescription query).

5. By posting or taking your repeat prescription form to Saffron Health reception (this is the form you receive every time your drugs are dispensed by your chosen pharmacy).

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PROSTaid is a local Leicestershire Charity for men run by prostate cancer patients, families, friends and urological professionals.

- We fund three prostate cancer nurses with UHL NHS hospitals.
- We fund five local support groups to give your support with your treatment.
- We have the highest number of men diagnosed with prostate cancer in the UK 40 per week.
- (National average 9.6 per week CRUK)

We will give you all the information you need to make your choice of treatment as well as the opportunity to put you in touch with other local men who have been successfully treated.

Contact our Leicester nurses on:

0116 2588 328

(please leave a message) or via our online form (use QR code]

or Northampton nurse on: **07783 849 022**



E-Mail info@prostaid.co.uk

www.prostaid.co.uk

PROSTaid Reg Charity No 1116935,
Charitable company No 5953090

PROSTaid®

IT'S A MAN THING!

getting the facts about prostate cancer

We receive **no government funding**, we rely on local support, so a kind donation will help us, **thanks**

Reg charity 1116935

**PLEASE
DONATE
TODAY!**

www.justgiving.com/prostaid



Find a
Support
Group

**PROST
AID
SUPPORT
GROUPS**

www.prostaid.co.uk/support-groups/



This leaflet is supported by PROSTaid to benefit patients at Saffron Health

Here to help at Saffron Health



How to contact us

Registering as a Saffron Health patient

To get an appointment you will first need to be registered as a patient. There are two ways to register:

- Go to The Saffron Health reception and fill in a registration form (bring photo ID if you can)
- Go online to www.saffronhealth.co.uk and fill out the online form.



Getting an appointment

By phone, ring: 0116 244 0888. If you ring 8am to 9am the phone lines are very busy so please use our "ring back" service to save waiting.

If a call is not urgent or you don't need an appointment on the day you are phoning, please try after 10.30am when the phones aren't as busy.

By going online

www.saffronhealth.co.uk/how-do-i-register-for-online-services/



Our new system Accurx is a quick and easy way to request an admin query or a medical non urgent call back.

<https://florey accurx.com/p/C82046>



Next step

You will be directed to a member of the Saffron Health team to help you with your needs. You will not necessarily see a GP, but you will be given the best available care, monitored by your GP.

Getting an URGENT appointment

To get an urgent appointment, there are Walk-In Healthcare Hubs at:

Loughborough Urgent Treatment Centre

Located in Loughborough Hospital, Hospital Way, Loughborough LE11 5JW

Phone: 015099611600 Monday to Sunday: 24 hours including Bank Holidays (does X-Rays)

Or you can book an appointment at these local Healthcare Hubs through phoning Saffron Health at 0116 244 0888

Saffron Health

509 Saffron Lane, Leicester, LE2 6TD
Mon-Fri 6:30pm to 10:00pm
Weekends and bank holidays 12:00pm to 8:00pm

Belgrave Health Centre

52 Brandon Street, Leicester, LE4 6AW
Mon-Fri 6:30pm to 10:00pm
Weekends and bank holidays 12:00pm to 8:00pm

Merlyn Vaz Health and Social Care Centre

1 Spinney Hill Road, Leicester, LE5 3GH
8am to 8pm, seven days a week

Westcotes Health Centre

Fosse Road South, Leicester, LE3 0LP
8am to 8pm, seven days a week

Or, contact **NHS 111**. Ring **111** for a Health Hub appointment) and if you need urgent medical advice over the phone.

Get involved and have your say?

Join the PPG (Patient Participation Group)

For more information:

The Patient Care Co-ordinator, Georgina.

Where to go for an urgent Mental Health Emergency

Ring **0808 800 3303** for **The Mental Crisis Healthline** run by Leicestershire Partnership Trust, open 24 hours 365 days of the year, including Bank Holidays.!

The importance of attending an appointment

It's important to attend when you have made your appointment. If you don't, it prevents another patient from getting an appointment time.

Cancelling an appointment

In good time, either:

- Come into Saffron Health reception
- Ring Saffron Health at **0116 244 0888**
- Text in good time to **07833 292 824** with your name and date of birth

Getting more help (beyond getting the appointment)

- You can phone Saffron Health reception at **0116 244 0888** and ask to be contacted by the Patient Care Co-ordinator, Georgina.

