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| **Home Visits**  Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.  **Evenings & Weekends [Out of Hours]**  **Luton and Dunstable University Hospital**  **Lewsey Road**  **Luton**  **LU4 0DZ**  **Tel. 01582 561385 - Opening times: 24 hours**  **NHS 111 Advice Line**  111 are a 24-hour service offering NHS medical advice. If needed, an appointment can be made with the Out of Hours GP Service.  **Repeat Prescription**  Repeat prescriptions will be issued at the doctor’s discretion and are normally for patients on long-term treatment. Requests for prescriptions must be made in writing using the repeat prescription slip. We are unable to take orders or issue repeat prescriptions over the phone or at weekends, public holidays or out of normal hours. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.  Repeat prescription slips may be dropped into the surgery, posted or Faxed to **01582 582074**. Please request repeat medication well in advance and remember to make an appointment to see the doctor before your review date expires.  The surgery offers the Electronic Prescription Service (EPS), allowing patients to collect some acute and repeat prescriptions directly from their nominated pharmacy.  The centre is able to transmit prescription requests directly to the pharmacy. Please discuss this with your pharmacist if you are interested in setting this up. |

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| **Macintosh HD:Users:vinnypatel:Desktop:CQC Consulting work 2016:WEBSITE IMAGES:Image 7.jpg**  **Clinician’s Hours**  **& Preventive Services**  stanway_picture  *Sick Child & Urgent Appointments*  *Cases will be seen as soon as possible if the patient calls the surgery in emergency. Please remember you may not always see the doctor of your choice.*   |  |  |  |  | | --- | --- | --- | --- | | **Day** | | **Consultation Hours** | | | AM | PM | | Monday | | 9am-12pm | 3pm-6pm | | Tuesday | | 9am-12pm | 3pm-6pm | | Wednesday | | 9am-12pm | 3pm-6pm | | Thursday | | 9am-12pm | 3pm-6pm | | Friday | | 9am-12pm | 3pm-6pm | |  | | | | | **Preventive Services** | **Name of holder** | | **Operation Day**  **Clinic Hours** | | Vaccinations | Practice Nurse | | Mon-Fri | | Diabetes Clinic | Practice Nurse | | Mon-Fri | | Family Planning | Practice Nurse | | Mon-Fri | | Asthma | Practice Nurse | | Mon-Fri | | Childhood Imms | Practice Nurse | | Mon-Fri | | Smears | Practice Nurse / GP | | Mon-Fri | | Smoking | Practice Nurse | | Mon-Fri | | Mother & Baby | Practice Nurse / GP | | Mon-Fri | |

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| **Lister House Surgery, Luton**  473 Dunstable Road, Luton,  Bedfordshire, LU4 8DG  Tel: 01582 578989 Fax: 01582 582074  [www.listerhouseluton.co.uk](http://www.listerhouseluton.co.uk)  **PRACTICE LEAFLET** |
| **GENERAL Practitioners**  Dr Andrew lhonor (Senior Partner-Male)  MBBS FRCOG FWACS FMCOG -- GMC number- 4136695  Dr O J Isiavwe (Partner-Male)  MBBS 1987-- GMC number- 4769020  Dr Charles Esene (Partner-Male)  MBBS 1987 -- GMC number- 4769020  **PRACTICE Nurses**  Zubeda Shakil (Female)  Anita Asamoah Amanuah(Female)  Farzana Parveen (Female)  **Healthcare Assistant**  Robeena Nadeem (Female)  **PRACTICE Manager**  Shifa Khan (Female)  Macintosh HD:private:var:folders:h2:jc67l6zd0wv73hbt0r860vtc0000gn:T:TemporaryItems:zjHl2lgef9cYrQL0JFa7kzbw2vuEpBFPkB7P0zt9OXdE9g5shnN1i...png [Also the Complaints Manager]  **Surgery Opening Times:**  **Monday – Friday: 8.30am – 6.30pm** |
| **To book an appointment & queries**  **Please phone the centre during opening hours:**  We are closed  Sunday’s & ALL National Bank Holidays  For advice on illnesses and local health services  Website: <http://www.nhs.uk/pages/home.aspx>  **The surgery has suitable *access for disabled patients via the front entrance and our consulting rooms are on the ground floor*.**  **Appointment**  Please phone the surgery if you require seeing a Doctor. We anticipate providing appointments for the same day. A separate leaflet is available for the appointments and time.  Whenever possible, we will book your appointment with the doctor of your choice. Please let reception know your preference at the time of booking.  If there is no face-to-face appointment available on the day you will be requested to call for the next available session.  **Accident & Emergency 999**  If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or call 999  **Luton and Dunstable University Hospital**  Lewsey Road, Luton  LU4 0DZ  **Tel. 01582 561385 - - Opening times: 24 hours**  **Practice Catchment Areas [Boundaries]**  Bury Park, Barton Road, New Bedford Road, Hatters Way, Dunstable Road  **SystmOnline Access**  Once registered to Patient Online Service, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online. [www.systmonline.tpp-uk.com](http://www.systmonline.tpp-uk.com)  Please ask the reception staff for more details.  Macintosh HD:private:var:folders:h2:jc67l6zd0wv73hbt0r860vtc0000gn:T:TemporaryItems:Systmonline logo.png**In case of emergency, call 999 for an**  **Ambulance Or visit Accident and**  **Emergency** | |

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| **Carers**  The surgery is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on www.drcbeds.org.uk  Tel. 01582 470900 [Disability Resource Centre Luton]  **Confidentiality**  We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The surgery will ensure that patient confidentiality is maintained at all times by all members of the surgery team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.  **Zero Tolerance**  We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the surgery premises.  **Freedom of Information**  The Freedom of Information Act 2000 obliges the surgery to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the surgery intends to routinely make available.  **Named GP**  All our patients have a named GP who is responsible for your overall care at the surgery, you should contact the surgery if you wish to know who this is, and that if you have a preference as to which GP that is, the surgery will make reasonable efforts to accommodate your request.  **Clinical Commissioning Group**  **CCG: Luton Clinical Commissioning Group**  The Lodge,  4 George Street West  Luton  LU1 2BJ  Tel. 01582 532017  General Enquiries: Email. [lutonccg.contactus@nhs.net](mailto:lutonccg.contactus@nhs.net)  Website: [www.luton](http://www.luton)ccg.nhs.uk |

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| **Investigations and Specimens**  Please call the surgery between 2pm – 4pm Mon-Fri for investigation results.  **Change of Personal Details**  Patients are asked to notify the surgery as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.  **Sickness Certification**  If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer.  If you are absent from work for seven days or more, because of illness, you may require a doctor’s certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued  If for whatever reason, you require a doctor’s certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.  **Chaperone**  Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any  Examination.  **Late Arrivals for Appointments**  If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.  **How to Complain**  In the first instance if you have a complaint or concern, please email or write to us for the attention of the Practice Manger at:  473 Dunstable Road, Luton, Bedfordshire, LU4 8DG **or** email us at: I.house@nhs.net  There is also a ‘Complaints and Comments leaflet’ available from reception.  **How to Register**  Please call or attend our surgery to complete the **GMS1 Form**. You can also download this form via: www.nhs.uk/Servicedirectories/Documents/GMS1.pdf  We may ask for ‘Proof of Identity’ when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months]. |