

Our surgery core values

Quality – in everything we do, ensuring our service is safe, effective and efficient

Compassion – in all our communication with patients and their carers

Patient-centred – as our perspective when planning and delivering care

Candour – so that we're honest when things go wrong and learn from our mistakes

Learning & Education – driving continuous improvement, both individually and as an organisation

Teamwork – where each member is valued, respected and empowered so that together we achieve more

Get involved... Patient Participation Group (PPG)

We have an established PPG to help us consult with patients on the facilities and provision of services. We meet approximately 6 times per year at 6pm on Tuesday evening at the surgery. Should you wish to be a part of this panel, please come into our surgery and request details, or email us on bushloesurgery@nhs.net

Complaints

All staff at Bushloe Surgery try to provide the best possible service to patients. However, there may be times when you might not be happy with the treatment received. Please ask to speak to the Assistant Practice Manager, Sara Poultney who will be happy to discuss your concerns with you. You can also email or write to the surgery at the addresses below.

For urgent medical assistance, that will not wait until the surgery is open, please call 111 or visit www.nhs.uk

Bushloe Surgery
Two Steeples Medical Centre
Abington Close
Wigston
LE18 2EW

bushloesurgery@nhs.net



Welcome to Bushloe Surgery.

Our vision is to see the patients of Bushloe Surgery at the Two Steeples Medical Centre enjoying healthy lives through the provision of outstanding primary care.

Our helpful, caring and enthusiastic staff strives to achieve this through high quality healthcare that is patient-centred and user friendly.



As an established training practice we take on GP Registrars (qualified doctors) and help guide them towards being fully qualified GP's.

Opening times for both surgery and phone lines are:

Monday to Friday 8.00am to 6.30pm

Closed Saturday and Sunday

Call us on: **0116 344 0233**

Visit our website: www.bushloesurgery.co.uk

For urgent medical assistance that cannot wait until the surgery is open, please call

111 or visit www.nhs.uk



Meet the Team:

Partners

Dr Sam Adcock
Dr Sarah Levy
Dr Huw Miles
Dr Richard Palin

Salaried GP's

Dr Roopa Chauhan
Dr Emma Hayward
Dr Sadaf Kader
Dr Priya Lad
Dr Harriet Lloyd-Oweb
Dr Shamina Tayub
Dr Sunny Makan

Practice Nurses

Sarah Kent, Amy Stevenson

Registrars

We always have at least 3 GP Registrars who change every 4 –12 months

Assistant Practice Manager

Sara Poultney

Nurse Practitioners

Rachel Briggs, Louise Bowie, Val Derave,
Joanne Hepworth

Physician Associate

Angelina Patel

Health Care Assistants

Nikki Allen, Natalie Gunn, Abbie-May
Harrison, Julie Matysik

Practice Business Manager

Robert Whitehead

Services:

Bushloe Surgery:

NHS health checks
Hypertension
Coronary Heart Disease
Warfarin Monitoring
Diabetes
Blood Testing
Minor Surgery

Joint Injections
Asthma/COPD
Family Planning
Cervical Screening
Childhood immunisations
Vaccinations

External Services:

Physiotherapy
Antenatal care
Audiology
Dermatology
Ophthalmology
Hand Surgery

Appointments

We offer appointments on the day for Minor Illness Clinics or where appropriate, with a GP.

Please call 0116 344 0233

For non-urgent appointments, please use Contact the Practice on our website. Our receptionists can complete this for you if you do not have internet access .

Pre-booking Appointments

Nurse appointments are usually available 6 weeks in advance. Healthcare Assistants (for blood tests and Health Checks) are bookable 8 weeks in advance.

Home Visits

A GP will call you initially to decide if a home visit is required. We cannot provide home visits if you live outside our catchment area.

Telephone Consultations

GP appointments are usually by telephone first. If the GP wishes to see you, they will arrange a convenient time for you to come to the surgery. Our Reception team will ask you questions about your query to book you an appointment with the most appropriate clinician.

Our phone system allows you to request a 'call back' if you do not want to wait in the queue. The system will hold your place and will call you back once your call reaches the front of the queue.

If you need an interpreter, please let the receptionist know and we can organise this.

Getting your repeat prescription

* Complete the order form on your last prescriptions * Order via the NHS app * Call the surgery (after 10am) * Use Contact the Practice on our website

Please allow 3 working days for your request to be processed.

Urgent Appointments

All appointments are triaged to ensure that patients are able to consult with the right clinician, at the right time in the right mode.

Our receptionists will ask you questions about your reason for calling to do this.

Extended Opening Hours

Monday 6.30pm — 8.00pm

Saturday 9.00am — 2.00pm

Pre-bookable appointments only and available 2 weeks in advance.

Getting Test Results

Test results are usually received back at the surgery one week after being taken. Once reviewed by a Doctor, they will be available to view in your online health record. If your results are normal, we would not contact you.

