

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 and 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 4 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 address 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 Doctors in Training (qualified doctors) and help guide them towards being fully qualified GP's.

Opening times for the 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

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please call
111 or visit www.nhs.uk

Meet the Team

Partners

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

Salaried GP's

Dr Sadaf Kader
Dr Priya Lad
Dr Harriet Lloyd-Owen
Dr Sunny Makan
Dr Sonal Mistry
Dr Marshal Shoshore
Dr Shamina Tayub

Registrars

We always have at least 3 GP Doctors in Training who change every 4—12 months

Nurse Practitioners

Rachel Briggs
Louise Bowie
Jo Hepworth
Jo Wragg

Practice Nurses

Sarah Kent
Amy Stevenson

Physician Assistant

Angelina Patel

Nurse Associate

Nikki Allen

Health Care Assistants

Natalie Gunn
Abbie-May Harrison
Julie Matysik
Nazreen Satwilkar

Practice Business Manager

Robert Whitehead

Assistant Practice Manager

Sara Poultney

Services in House

NHS Health Checks
Hypertension
Coronary Heart Disease
Warfarin Monitoring
Diabetes
Blood Testing
Minor Surgery

External Services

Joint Injections	Physiotherapy
Asthma/COPD	Antenatal Care
Family Planning	Audiology
Cervical Screening	Dermatology
Childhood immunisations	Ophthalmology
Vaccinations	Hand Surgery

Appointments

We offer appointments either on the day and within 3 or 10 days. Appointments should be requested via the form at www.bushloesurgery.co.uk. The triage team will allocate as telephone or face to face as appropriate.

Please let us know if you need an interpreter

If you require help with this, please call us on 0116 344 0233

Pre-booking Appointments

Nurse appointments are usually available 6 weeks in advance. Healthcare Assistants (for blood test 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.

Prescriptions

We no longer accept requests over the phone. Please use the online form on the website, SystmOnline, your NHS app or complete the order form on your last prescription.

Please speak to us if you have any concerns.

Urgent Appointments

All appointment requests are triaged by a receptionist and GP to ensure patients can consult with the right clinician at the right time in the right mode.

Please give full details in your request so we can do this appropriately.

Extended Opening Hours

Saturday 9.00am—2.00pm

These are for pre-bookable appointments only. Walk-ins will not be accepted.

Getting Test Results

Test results we request 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.

Calling the Surgery

Most requests should be carried out online to help keep the call queues down for those that need to access us by phone.

You can request a call back rather than waiting in the queue.

