

Monday to Friday 8.30am-5.00pm
Please call us on 0116 2212780

to make an appointment or to speak to a member of our team if you need any information on how to get access your record, need a user identification to access our on-line booking system or need further help or guidance regarding your care

Calling between 8am to 8.30 and 5.00 to 6.30pm Monday to Friday
Call **0845 603 1761**

Calling between 6.30 and 8.00am on weekdays and weekends?
Call the **NHS 111 Service on 111**
(this is a free service from Landline and mobiles)

In an emergency where life is at risk please dial 999

Out of hours Services are provided by the Leicester City Commissioning Group Trust & Prime care Organization

Clinics

We have a drop-in Nurse clinic at the Dawn Centre from 8.30am – 11.30am each morning, Monday to Friday, there is GP service on Tuesday morning.

Clinics at CBH are from 8.30 -11.30 and 2.00 – 4.30pm .Nurse and GP clinics are available each day apart from Tuesday morning when there is no GP clinic (held at DC instead) .Our Reception is open until 5pm Monday –Friday

Please either drop into our reception at either site from 8.30am each day or call our patient line from 8.30am each morning to make your appointment.

Please note that you can make a pre-bookable appointment for Charles Berry House a week in advance.



responding to need, improving health

Primary Health Care Service

“We aim to provide a high quality primary health care service for homeless people in Leicester”

Charles Berry House

Our family friendly venue

&

Dawn Centre

An adults only venue

Patient Line : 0116 221 2780

Monday to Friday 8.30am-5.00pm

For more details on the back cover

Fax: 0116 221 2783

www.inclusion-healthcare.co.uk

Patient Participation Group

We have an active Patient Participation Group (PPG),to see the minutes of our last meeting
If you are interested in joining our PPG we meet every 6 weeks (lunch is provided) for further
details contact Deborah Brunger on 0116 2212780

Additional Services

- Repeat Prescriptions at the discretion of the GP or Consultant Nurse (made available within 24 hours).
- Access to Ophthalmic Optician.
- Access to Midwife.
- Practice Therapist once weekly for common Mental Health problems
- Health Checks—blood pressure, asthma, diabetes, weight, urine tests
- Appointments with a Physiotherapists are available on Thursdays

Confidentiality & Patient Information

Everyone in the Practice follows a strict code of confidentiality & we are registered under the Data Protection Act. We have a policy of sharing information within the Team on a “need to know” basis but patient permission is always requested before giving information to outside agencies (unless a consent form has previously been signed by the Patient). If you would like access to your patient records please contact the Business Director who will explain how this is done.

Home Visits

Home visits are only made at the discretion of the Doctor or Consultant Nurse. To request a call back to discuss a visit phone 0116 221 2780 & leave information / contact number.

Training

There may be undergraduate medical or nursing Students in training from time to time. When this occurs, patients will individually be notified by the Receptionist.

How to make a complaint or provide feedback about our service

We welcome comments, good or bad, about our Service. If you have any comments on the Service you receive, please ask to speak to our Business Director.

Disabled Facilities

Both our venues have disabled Access



Chaperone policy

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff. Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made.

Meet the team

Our Clinical Team is led by GP Lead Dr Emily Dibdin and consists of a Consultant Nurse , 2 Female and 1 Male Part-time GP's , Senior Practice Nurse , Practice Nurse ,Primary Care Plus Nurse, Specialist Alcohol Worker and a Health Care Worker

Our administration team includes a Business Director, Assistant Practice Manager, Reception Manager, 3 full time and 3 part time Reception staff Rec an Office Manager four Receptionists Assistants.



Dr Emily Dibdin
Lead GP



Jane Gray:
Consultant
Nurse



**Dr. Julia
Middleton**



**Dr. Judith
Maxwell**



Dr Edward Orsi



**Senior Practice
Nurse
Tracy Pollard**



**Practice Nurse
Daiva Bifulco**



**Primary Care
Plus Nurse:
Samantha
Kind-Farrell**



**Health Care
Worker
Reena Patel**



**Joanne Keene
Specialist Alcohol
Worker**



**Business and
Finance
Director

Beverley Fall**



**Assistant
Practice
Manager

Deborah
Brunger**



**Reception
Manager

William
Breden**