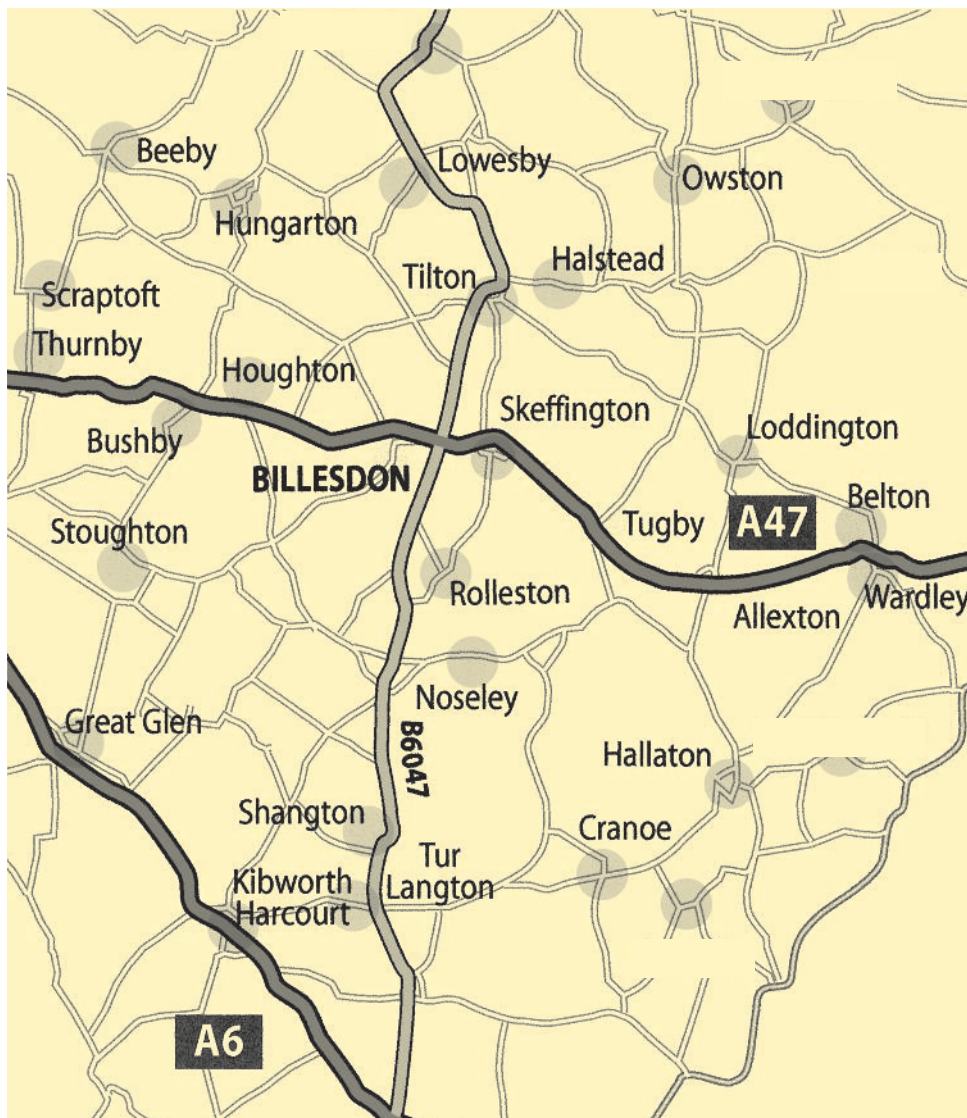


Billesdon Surgery



Welcome to Billesdon Surgery and its branch at Bushby

Practice Area



Main Surgery
Billesdon Surgery
4 Market Place
Billesdon
Leicester
LE7 9AJ
(0116) 259 6206

Branch Surgery
Bushby Branch Surgery
Hill Court
Main Street
Bushby
Leicester
LE7 9NY
(0116) 241 4956

Please allow two full
working days for
preparation of repeat
prescriptions.

Please telephone
before 10am for a
home visit.

Please telephone
after 10.30am
when booking
appointments.



Contact Us

Billesdon Main Surgery

Reception - (0116) 259 6206 - option 1

8.30am to 1pm and 2pm to 6pm, Monday to Friday

Dispensary - (0116) 259 6206 - option 2

11am to 1pm, Monday to Friday

Bushby Branch Surgery

Switchboard - (0116) 241 4956

8.30am to 12.30pm, Monday to Friday
4pm to 6pm, Monday only

Facsimile - (0116) 259 6388

Emergency Doctor (when Billesdon Surgery is closed)

0845 045 0411 (Working weekdays: 8am-8.30am, 1pm-2pm, 6pm-6.30pm)

111 (All other times)

Health Visitor

(0116) 259 6739

District Nurses

0300 300 7777

Midwife

(01858) 43 81 42

Services

Doctors

General Medical Services
Annual Chronic Disease Reviews
Minor Surgery & Cryocautery
Antenatal & Postnatal Care
Child Health Surveillance
Family Planning
Cervical Smears
Health Promotion
Private Medical Reports & Licenses

Health Care Assistant

Phlebotomy
Blood Pressure Checks
INR Testing & Dosing
Simple Dressings

Midwife

Health Visitor

District Nurses

Diabetes Specialist Nurse

Mental Health Facilitator

Therapists

COPD Specialist Nurse

Physiotherapy (back)

Practice Nurses

Travel Information for Patients
Annual Chronic Disease Reviews
Phlebotomy
Injections, Immunisation & Vaccinations
Travel Clinic*
Blood Pressure Checks
INR Testing & Dosing
Cervical Smears
Minor Injuries
Removal of Stitches
Dressings
Ear Syringing
Family Planning
ECGs
Spirometry
New Patient Health Checks

*Some travel vaccines are provided by the NHS, others are available as a private service for a fee. The Practice Nurse will be able to explain further.



Service Times

Billesdon Main Surgery

Doctor's open surgeries	8.30am to 10am	Monday to Friday
Doctor's appointments	2.30pm to 6pm	Monday to Friday
Nurse/HCA appointments	8.30am to 12.30pm	Monday to Friday
	2pm to 5.30pm	Monday to Friday

Please ring before 10am on weekday mornings to request a home visit or to ask for telephone advice

Dispensary	8.30am to 6pm (closed 1pm to 2pm)	Monday to Friday
Midwife	8.30am to 11am,	Friday
Minor Operations	2pm to 2.30pm,	Tuesday
Cryocautery	4.30pm to 6pm,	Monday
Mental Health Facilitator	2pm to 4pm,	Thursday
COPD Specialist Nurse	9.30am to 11.30am	Thursday
Physiotherapist		Wednesdays

Bushby Branch Surgery

Doctor's appointments	8.30am to 11am, Monday to Thursday. 10am to 11.10am, Friday. 4pm to 5.40pm, Monday.
Nurse's appointments	8.30am to 12.30pm, Tuesday to Thursday. 4pm to 5.45pm, Monday.
Health Care Assistant	8.30am to 12.30pm, Monday & Friday
Phlebotomist	8.30am to 12.30pm, Tuesday.
Diabetic Nurse	9am to 12pm, Friday (monthly).



Meet The Doctors

Dr Stephen Cooke

MBBS (1984) MRCP DRCOG

Dr Henrietta Burton

MBChB (1998) MRCP DRCOG DFFP

Dr Rachel Peters

MBChB (2001) MRCP MRCP (Merit) DPDerm.
BSc Hons (RGN)

Dr Shahid Amin

MBChB (2003) MRCP PhD (Chemistry)

Dr Joanna Gray

MBBS (1984) DRCOG

Dr Sudha Bolarum – Locum GP

BMBS BMedSci DRCOG DFFP MRCP

Meet The Staff

Directly Employed Staff

Julie Smith – Practice Manager

Daniel May – Information Officer

Diane Stubbs – Business Manager

Trish Crabtree – Practice Nurse

Nicola Miller – Practice Nurse

Kaniz Hodgkinson – Practice Nurse

Jane Corrigan – HCA

Tracey Cadden – Receptionist/Admin/Secretarial &
Phlebotomist

Tricia Bradfield – Receptionist/Admin/Secretarial &
Phlebotomist

Anna De Blasio – Receptionist/Admin/Secretarial

Anna Sharpe – Receptionist/Admin/Secretarial

Holly Beck – Receptionist/Admin/Secretarial

Carla O’Gorman – Receptionist/Admin/Secretarial &
Dispenser

Rose Parker – Dispensary Manager

Janet Hobgen – Dispenser

Elaine Taylor – Dispenser

Sherry Bullough - Dispenser

Attached Staff

Maria Bell – Health Visitor

Jackie Favell / Julia Coutts – Midwife

Gill Hurst – Integrated Care Co-ordinator

Debbie Wheatley – Mental Health Facilitator

Carol Matusiewicz – Specialist Respiratory
Nurse

Gill Harris – Specialist Diabetic Nurse



Complaints & Feedback

How to make a complaint

At Billesdon Surgery we take complaints very seriously and try to ensure that you are pleased with your experience of our service. Complaints are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and respond to your complaints in a caring and sensitive way.

To make a complaint please click here to open the Patient Complaint Form. You can also access our patient leaflet which provides further information about how we handle your complaint by clicking here.

The persons responsible for dealing with all complaints is Dr Cooke or the Practice Manager. We will acknowledge your complaint in writing normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If you do not wish to meet us, then we will attempt to talk to you on the telephone. If we are unable to investigate the complaint within ten working days we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation. Proper and comprehensive records are kept of any complaint received.

If you are not satisfied with the result of our procedures then a complaint may be made to:

Health Service Ombudsman

The Parliamentary and Health Service Ombudsman

**Millbank Tower
30 Millbank**

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

The Patient Advice and Liaison Service(PALS)

Email: PALS@leicspart.nhs.uk

Tel: 0116 295 0830

NHS England

NHS England

PO Box 16738

Redditch

B97 9PT

Tel: 0300 3112233

Email: England.contactus@nhs.net