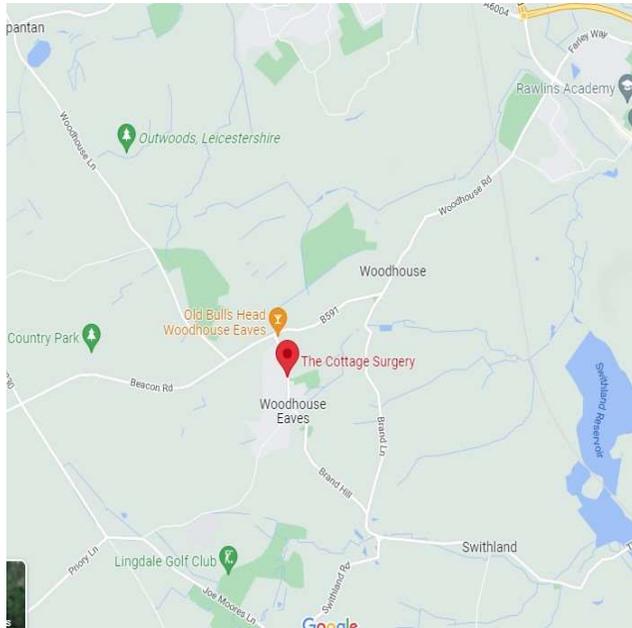


## The Cottage Surgery



### How to register

You can complete our registration form and new patient questionnaire on our website [www.thecottagesurgery.co.uk](http://www.thecottagesurgery.co.uk) or ask for paper copies at reception. You can also check if you are within our catchment area using our postcode checker tool on our website.

### Feedback

We welcome your comments on our service.

Feedback can be given verbally or in writing, if you wish to make a complaint, please see our complaints policy on our website or request from reception.

If you would like to become more involved in the surgery, please ask any of us about joining our PPG 'Friends of The Cottage Surgery.'

# The Cottage Surgery



**37 Main Street  
Woodhouse Eaves  
Loughborough  
Leicestershire  
LE12 8RY**

*Voted Number One Practice by our  
patients in the NHS England poll July 2022*

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## **Our Team**

### **GPs**

Dr Stephen Clay. Lead GP, B.Med.Sci (Hons), B.M., B.S., D.R.COg., DCH., M.R.C.G.P. (With Distinction) Nottingham University, 1985, GMC No: 3068670.

Dr Laurentiu Sava. Doctor of Medicine Bucharest 2013, Doctor of Family Medicine 2017, GMC No: 7345453.

### **Nursing Team**

Sister Sandra Ellison (RGN)

Ms Maisie Spinks (Practice Nurse)

Mr Adrian Milne (Advanced Nurse Practitioner)

Mrs Sharon Eversfield (HCSP)

Miss Stacey McFarlane (HCA)

### **ARRS Staff (Additional Roles)**

Mr Mohammedali Ashra (Pharmacist)

Ms Naureen Walji (Pharmacist)

Mrs Fazeena Nawuwar (Physicians Associate)

### **Reception Team**

Mrs Lynne Laywood

Miss Deanne King

Miss Trinity Preston

Miss Lauren Powley

### **Management Team**

Miss Amy Weightman (Practice Manager)

Ms Jane Steel (Operations Manager)

Mrs Sharon Clay (Managing Partner)

## **Online Access**

We encourage all our patients to utilize online access, which allows patients to book appointments, order prescriptions and view parts of their medical record.

All new patients will automatically be set up for online access with core summary access, existing patients can request this to be set up via reception.

For additional access there is a form to complete which can be requested at reception, this is then reviewed by the GP and authorized if appropriate.

## **Proxy Access**

Proxy access is allowing someone else to have access to your online record. Often used by parents to access their child's (under 11 years old) record or by family members who are involved in a patient's care.

This can be applied for with a form from reception to be completed by the user and the proxy user. It will then be reviewed by the GP and authorized if appropriate.

## **Opening Hours**

Monday, Tuesday, Wednesday & Friday: 8.30am – 18.00pm

Thursday: 8.30am – 12pm

## **Emergencies**

In an emergency, between 18.30pm and 8.00am, Monday to Friday, weekends and public holidays, the emergency contact is **NHS 111/NHS 999**. This Service is provided by West Leicestershire CCG – Fosse House, 6 Smith Way, Leicestershire LE19 1SX.

When the surgery is closed during the hours of 8.00am to 18.30pm Mon-Fri (excluding Bank Holidays), the emergency medical service is contacted on 0300 3230671

***No dogs are allowed in the practice except for trained assisting dogs.***

The Cottage Surgery is run by MedicAlly Ltd. Company No: 4323478  
Registered Office: 37 Main Street, Woodhouse Eaves, Leicestershire LE12 8RY  
Directors: Dr & Mrs S Clay, Company Secretary: Mrs S Clay  
A list of the share holders can be obtained by writing to the above address.

## Our Services

### District Nursing Team

The District Nursing Team provide quality care for housebound members of the community.

0300 3001000

### Midwife Team

Midwives specialize in the physical care, emotional support and guidance of women and their partners during pregnancy and following childbirth.

**Our midwife clinics are held on Thursday mornings.**

### Health Visiting Team

The health visiting team are responsible for child health surveillance, immunization advice, child health screening etc.

01509 410232

### Students

We are not a teaching practice, but we do often welcome healthcare students into the practice. If a student is in the practice, patients will be informed prior to their consultation and given the option to decline them being present for their appointment.

### Named GP

From the 1<sup>st</sup> April 2015 NHS England introduced a contractual requirement that all patients have a named GP.

***Your named GP is Dr SJC Clay. This does not prevent you from speaking to or seeing any other GP within the practice.***

## Patient Information

### Booking an appointment

- You can book a telephone call back via the NHS app
- Call reception on 01509 890747, *the receptionist will ask for a brief description of your problem to direct you to the appropriate person, you don't have to do this if you would prefer not to.* The receptionist will then either put you on the call back list for the GP or book your appointment with the nurse/HCA.

### Home Visits

Home visits are made to patient who are medically unable to attend the surgery by arrangement with the clinical staff directly, please request home visits before 10am where possible.

### Disabled Access

The doctors and nurses consulting rooms, and a toilet suitable for all patients are located on the ground floor.

### Repeat Prescriptions

- Most prescriptions are now sent electronically to the pharmacy of your choice.
- Please use online access (NHS app or alternative) to order your repeat prescriptions.
- Alternatively, you can order your prescription with reception or via your pharmacy.
- You must allow 48 working hours for repeat prescription requests to be processed (Pharmacies may have their own wait time to be aware of).