



Dr I. M. Raja & Partner
Little Horton Lane Medical Centre

Guide to our services

Telephone: (01274) 721924

Opening hours:

Monday - Friday 8.00am until 6:00pm

Closed:

Saturday, Sunday & bank holidays

Website: www.drrajaandpartner.co.uk



Welcome

Introduction

We are a friendly, approachable, forward thinking GP practice committed to providing high quality GP services. Keeping up to date with current guidelines, our excellent clinical team of doctors, nurses, healthcare assistants, pharmacists and physician associates is highly experienced and committed to offer the very best patient care. They are supported by an accomplished administration team of reception and secretarial staff headed up by an expert practice manager. We all work together along with our local district nursing and health visiting teams to give all our patients the best possible quality care.

Registering with the Practice

As part of the registration procedure new patients aged 5 years old or over may see the practice nurse or health care assistant for a new patient health check, including blood pressure, measuring height & weight and offering healthy lifestyle advice. The nurse will also note any current problems or allergies in your history.

Please note we will need proof of address and identity when you first register with us.

Other information

Patient Charter

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details. For further information on any of our policies, please contact the practice manager.

Complaints

We aim to give a friendly and professional service to everyone who attends our practice.

However, if you feel our service has fallen below your satisfaction you can raise a complaint by contacting the Practice Manager in writing who will respond as soon as possible.

All complaints are treated in the strictest confidence.

Patient Participation Group

Please contact the Practice Manager if you are interested in joining our Patient Participation Group. Activities include shaping health services in your community, health promotion, patient needs and giving a patient's view of our services.

General Information

What to do when the Surgery is closed?

If you require urgent advice or a home visit when the surgery is closed then please telephone 111 for the Out of Hours provider.

Please remember that Accident and Emergency is for urgent life threatening conditions and severe injuries only. If your problem isn't life threatening then it is best to call the Out of Hours provider on 111.

NHS 111

This is a 24-hour confidential helpline. You can telephone for advice if you are feeling ill and are unsure what to do, or for health advice on particular health conditions e.g. diabetes or allergies. They can also help you find your nearest pharmacist or dentist. You can call anytime night or day on 111. Or visit them online at www.nhs.uk/111

Nursing Team

We have a dedicated nursing to look after all your nursing needs. Our Nurses see patients with chronic diseases and give vaccinations. Patient care is also provided by Community Midwives, District Nurses, Health Visitors and Podiatrists.

Contact numbers:

Health Visitors 01274 221223

District Nurses 01274 256131

Our Team

The partners

Dr Imran Majeed Raja (male GP)
MBBS (1991)

Dr Alam Khokhar (male GP)
MBBS (1996) MRCGP (2007)

Practice Manager
Susan Odonoghue

Practice Nurse
Angeline Tie

Health Care Assistant
Iwona Dylag-Barszcz

Practice Pharmacists
Asghar Rahman (male)
Mehvish Anjum (female)

Physician Associate
Ifrah Hassan (female)

General Information

Appointments

Our telephone lines open at 8:00am for appointments

The receptionist, who is bound by the same rules of confidentiality as clinical staff, will take a brief description of the problem. If you would prefer not to disclose this information, please say so. They will advise you on the best person who can help you. Medically urgent cases will always be seen. If you cannot keep your appointment please let us now as soon as possible.

Please Note

We operate a zero-tolerance policy to abusive or aggressive behaviour & patients displaying these traits will be removed from the practice list at the GP's discretion.

Repeat prescriptions

If you take medication on a long- term basis, you can ask for a repeat prescription by completing the prescription request slip (found on the back of your prescription) and post it in the post box in reception. Your prescription should usually be ready to collect 48 hours after placing this request.

Prescriptions can be collected from the surgery or sent electronically to your nominated pharmacy who will often deliver medicines to patients on request.

Social prescriber

Our social prescriber is here to help and offer advice on income support, DLA, immigration, tax credits, form filling and housing benefits (contact reception for appointment).

General Information

Disability and discrimination

We will provide care, now and in the future, to all our patients without discrimination and irrespective of age, sex & sexual orientation, race, religion & beliefs, pregnancy & maternity, gender re-assignment, marriage & civil partnerships and disability, We expect that patients will show no discrimination towards other surgery users, members of the practice team or our colleagues in the NHS.

Chaperones

We have chaperones within the surgery who can accompany you during your examination. We also have a private room available to discuss any private matters. Please ask at reception.

Confidentiality

The practice complies with Data Protection legislation and makes every effort to preserve patient confidentiality. We ask for personal information to ensure that you receive appropriate care and treatment. For the practice to function effectively it can be necessary for information about you to be shared eg to help you with hospital services, or to enable you to access other services, such as social services. Please note that any results are only given to the patient unless the patient is a child.