

## Accessibility

Charles Berry House is an accessible venue. If you need any assistance in access, please inform our reception team.

We have a hearing loop available in reception and our team will be pleased to help you with any additional communication needs, including difficulty with reading or writing.

## 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 our administration team who will explain how this is done.

## Zero tolerance

We have a zero-tolerance policy for any threatening or aggressive behaviour. If any such behaviour is displayed this will be dealt with promptly and in proportion to the incident. Consequences may be a written warning, removal from the practice list, police involvement, and referral to the Special Allocation Scheme.

## 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 speak to a member of staff or request to speak to the Practice Manager.

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment, or support.

Please ask a member of our team for advice. Our complaints leaflet is available at reception.

## Privacy Notice

Our up to date privacy notice can be found using this link- <https://hub.practiceindex.co.uk/library/6175/privacy-notice-patients>- or please ask a member of staff who can print it for you.

## Inclusion Healthcare Social Enterprise CIC

**A company registered in England, number 7317036.**

Registered address Charles Berry House, 45 East  
Bond Street, Leicester, LE1 4SX

**Chairman** Barry Thompson

**Chief Executive Officer** Dr Sarah Styles

**Director of Nursing and Specialist Services** Wayne Henderson

**Business & Finance Director** Nicholas Danks

**This practice is commissioned by LLR ICB**

Commissioners contact details

### Telephone:

LLR ICB Reception: 0116 295 3405 – Monday to Friday 8:30am to  
4:00pm

### Post:

NHS Leicester, Leicestershire and Rutland Integrated Care Board  
(ICB)

Room G30, Pen Lloyd Building

County Hall, Glenfield, Leicester, LE3 8TB

Email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)



**Primary Health Care Service**

*“We aim to improve the health and  
wellbeing*

*of homeless people in Leicester by  
delivering*

*responsive and high-quality  
healthcare services”*

**Charles Berry House**

**45 East Bond Street**

**Leicester**

**LE1 4SX**

**Patient Line: 0116 221 2780**

**Monday to Friday 8.00am-6.30pm**

[www.inclusionpractice.co.uk](http://www.inclusionpractice.co.uk)



Partnership



Quality



Efficiency



Compassion



Respect

## Meet our Team

Our Clinical Team is led by our Clinical Lead Dr Sarah Styles and consists of 6 Part-time GP's, an Advanced Clinical Practitioners (ACP), a Mental Health Nurse Prescriber, a Practice Nurse, a Homeless Engagement Nurse, and 2 Health Care Support Workers. We also have physiotherapists, pharmacists, mental health practitioners and a social prescriber linked to our practice via our Primary Care Network (Leicester City South PCN).

Our administration team includes a Practice Manager, Administration Services Lead, Patient Services Manager and 7 administrators/receptionists.

| Name                | Job Role  |
|---------------------|---|
| Jacqueline Whyte    | Admin Receptionist                              |
| Rachael Hincks      | Admin Receptionist                              |
| Josephine Evans     | Admin Receptionist                              |
| Hamzah Khan         | Admin Receptionist                              |
| Sreekanth Menon     | Admin Receptionist                              |
| Weronika Jedrzejuk  | Admin Receptionist                              |
| Lorraine Bradley    | Administrator                                   |
| Stephen Hardy       | Patient Services Manager                        |
| Daksha Rathod       | Administration Services Lead                    |
| Deborah Brunger     | Practice Manager                                |
| Dr Andrew Ward      | GP  |
| Dr Edward Orsi      | GP  |
| Dr Israh Al Taei    | GP  |
| Dr Timothy Trussell | GP  |
| Dr Eleanor Oseya    | GP & GP Lead                                    |
| Dr Sarah Styles     | GP, Clinical Lead & CEO                         |
| Tracy Pollard       | Advanced Clinical Practitioner                  |
| Bernadette Wharton  | Homeless Engagement Practitioner                |
| Tracey Watts        | Practice Nurse                                  |
| Reena Patel         | HCA   |
| Tracey Jones        | HCA   |
| Wayne Henderson     | RMN/Director of Nursing and Specialist Services |

### How to register

If you are currently homeless in Leicester City you can register with our practice- this includes if you are rough sleeping, sofa surfing temporarily, in hostel or unstable temporary accommodation.

Please collect a registration form from our reception.

### Who can register?

We are an APMS specialist practice that looks after asylum seekers of any age in Leicester City.

### Opening Hours

We are open 08:00-18:30 Monday and Friday. You can contact our team by coming to reception or ringing 0116 294 6305.

We request that prescription requests and other non-urgent queries are made after 10am.

### Booking an appointment

To book an appointment please call or attend reception at 8:00am.

Our team will ask the reason for your request and will then be able to direct you to the best person to help you.

Please be ready to give your date of birth (“Birthday”) and let our team know if you need an interpreter.

To book an appointment online please visit our website or use the NHS app- details can be found on our website or our admin team can help you.

If you have a new rash, cough or fever please ring instead of coming to reception if possible and our admin team will arrange for you to have an initial phone appointment from which a phone appointment can be arranged if needed.

### Out of Hours Care

If you need out of hours medical advice (weekdays 6.30pm - 8.30am and weekends)- Call the NHS 111 Service on 111 (this is a free service from Landline and mobiles)

Please note LLR ICB is responsible for commissioning out of hours services.

**In an emergency, where life is at risk, please dial 999**

Our nursing team have both pre-bookable and on the day appointments available.

We have both face to face and phone consultations available daily.

### Clinics

We have GP and nursing team appointments available every day in the morning and afternoon.

Most of our GP and ACP appointments are book on the day and prebooking is at the discretion of our clinical team.

### Online Services

You can access your record, order repeat prescriptions, and book appointments by the NHS App.

You can also submit requests online via our website, such as requests for fit notes, repeat prescriptions, or speaking to the GP about a non-urgent health problem.

For help with online queries please speak to our reception and admin team.

### Home Visits

Home visits are only made at the discretion of the Doctor. If you feel you need a home visit, please inform reception at the time of requesting an appointment.

### Requesting Repeat Prescriptions

You can request a repeat prescription at our reception desk, by phone, online or via your pharmacist. Requests must be made after 10am.

Please note prescription requests may take 48 hours to process.

### Named Accountable GP

You will be allocated a named accountable Doctor when you register. This doctor will be responsible for coordinating your care but will not be available at all times. You can still make an appointment with any of our healthcare professionals.

You have a right to express a preference for a particular practitioner to be your accountable GP or the practitioner you see. Please speak to our reception team for more information.

### Training

There may be undergraduate medical or nursing students training in our practice.

### 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, however this request can also be made during the appointment.