

## Prescriptions

Please allow 3 working days for your prescription to be processed.

You may order your medication up to 2 weeks before you run out.

If you require prescriptions to cover a holiday period. Please email the prescriptions team of the duration required.

You may order medications via the post box in the waiting room or via the NHS app.

We do not accept script requests over the phone.

Out of stock medication: Patients are expected to source medication elsewhere as per policy.

Same day scripts are only completed at the discretion of the GP.

## Local Pharmacies

Fortnams, Church Street, Lutterworth 01455 552692

Lutterworth Pharmacy, Gilmorton Road, Lutterworth 01455 552327

## Booking appointments

Our phone lines open at 8:30am. At this point you can call and book in for a same day telephone call with the doctor.

Enquiry calls are taken after 10am. Pre bookable appointments are available up to 2-4 weeks in advance.

If your medical problem is urgent. Please call 999.

	<b>A&amp;E or 999</b> For emergencies only	Choking Chest pain Blackling out Serious blood loss
	<b>UTCs</b> Urgent Treatment Centres	Breaks & sprains X-rays Cuts & grazes Fever & rashes
	<b>GP Advice</b> Out of hours: Call 111	Persistent symptoms Chronic pain Long term conditions New prescriptions
	<b>NHS 111</b> Non-emergency help	Feeling unwell? Unsure? Anxious? Need help?
	<b>Pharmacy</b> Local expert advice	Minor illnesses Headaches Stomach upsets Bites & stings
	<b>Self Care</b> Care for yourself at home	Minor cuts & grazes Minor bruises Minor sprains Coughs and colds

# The Wycliffe Medical Practice



**Wycliffe Medical Practice** Gilmorton Road, Lutterworth LE16 4EB

Tel: 01455 553531

[www.wycliffemedicalpractice.nhs.uk](http://www.wycliffemedicalpractice.nhs.uk)

[www.facebook.com/WycliffeMedicalPractice](https://www.facebook.com/WycliffeMedicalPractice)

[Wycliffe.medicalpractice@nhs.net](mailto:Wycliffe.medicalpractice@nhs.net)

[Wycliffe.prescriptions@nhs.net](mailto:Wycliffe.prescriptions@nhs.net)

## Opening hours

Monday 8 am – 6:30 pm

Tuesday 8 am – 6:30 pm

Wednesday 8 am – 6:30 pm

Thursday 8 am – 6:30 pm

Friday 8 am – 6:30 pm

Sat & Sun Closed

**Phones are open from 8:30am to 6:30pm**  
**Emergency only call between 8 -8:30am and 6 - 6:30pm**

## The Practice Team

### Doctors

**Dr Graham Johnson**—Monday, Wednesday, alternative Friday

**Dr Sumona Maity**—Tuesday, Wednesday, Thursday

**Dr Christine Kendall**— Wednesday, Thursday, Friday

**Dr Binta Shapiro**—Monday, Tuesday, Wednesday

**Dr Jonathan Bodley-Scott**— Monday, Friday

**Dr Cara Booth**- Monday, Tuesday & Friday

**Dr Emily Ford** – Monday, Tuesday & Wednesday

**Dr Palika Mokool** – Monday, Tuesday AM, Thursday & Friday

**Dr Rekha Desor** – Wednesday AM, Thursday & Friday

### Nursing team

**Krystal Hurley**—Advanced Nurse Practitioner

**Judy McSharry**— Practice Nurse

**Clare Read**—Practice Nurse

**Lynne Miller**—Practice Nurse

**Fiona Peet**—Nurse associate

**Sharon Dixon**—Practice Nurse

**Sarah Byrne**—HCA

**Katherine Churcher** - Practice Manager

**Sharon Johnston** – Liaison Officer

### Mental health support

We have mental health practitioners who can see patients who need support. You can book in with them on Wednesday's & Thursday's.

### Home Visits

Home visits should only be requested by those who are unable to come to the surgery because of serious illness and infirmity. If you require a home visit, please telephone 01455 553531 before 10.30am. A Doctor will speak to you to assess the urgency of the problem and whether it would be more appropriate for you to be seen in surgery as we have diagnostic equipment at the Health Centre which would not be available at home. Emergencies will be dealt with on an individual basis.

## Comments, suggestions, and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. Please email.

[wycliffe.medicalpractice@nhs.net](mailto:wycliffe.medicalpractice@nhs.net)

**Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence.**

**Please note we now have CCTV in the public areas at the practice.**

### Social Prescriber

We would like to take this opportunity to introduce Lucy Croucher, our Social Prescribing Link Worker for the Wycliffe Medical Practice.

If you are:

- feeling lonely or isolated
- need to talk about your situation
- unpaid carers
- Looking for some advice as to what support is available to you

If any of these apply to you and you would like to see if she can help you, please do get in touch. Contact our Reception Team on 01455 553531 – they will pass a message on for her to call you back.

## Physiotherapy

We have two First Contact Practitioners working here at The Wycliffe Medical Practice.

If you have joint, muscle or bone pain please ask for a direct appointment with our First Contact Practitioner. They are advanced physiotherapy practitioner with extensive expertise in the clinical assessment, diagnosis and management of musculoskeletal conditions.

They can deal with:

- Sports injuries
- Soft tissue injuries
- Muscle problems
- Ligament and tendon problems
- Bony Injuries
- Back and Neck pain (including when this causes pain in arms or legs or nerve symptoms e.g. pins and needles or numbness)

Our First Contact Practitioner is able to assess, diagnose and suggest first line treatment.

They can also refer patients for a course of physiotherapy treatment, order investigations or make referrals into secondary care using the same pathways as a GP.

You do not need to see a GP first to book an appointment with our FCP please call our reception team on 01455 553531.

### Online access

Patients can access our services online via:

- The NHS app
- SystmOne Online
- Accurx

For more information, please go to [www.wycliffemedicalpractice.nhs.uk](http://www.wycliffemedicalpractice.nhs.uk)