

Thank you for registering with the Medical Centre

To help you during your time at University and ensure you are aware of our medical services and other local NHS services, we have put together some information from the most commonly asked questions we get from new and existing patients.

If your query is not answered here, please get in touch with us and we will be happy to help.

Confidentiality and Consent

As a Medical Centre, confidentiality is of utmost importance to us.

When you turn 18 years old, your parents will no longer be able to access your records or discuss any medical conditions with us without your written consent.

We also advise patients to book and cancel their own appointments to prevent any confidentiality issues and ensure you update your contact details with us throughout your time here.

How to Contact Us

Appointments: 01509 222061
General Enquiries: 01509 222062
Fax: 01509 223996
E-mail: med.centre@lboro.ac.uk

Practice Website:
www.lborounimedicalcentre.co.uk

Follow us on Facebook:
[/LoughboroughUniversityMedicalCentre/](https://www.facebook.com/LoughboroughUniversityMedicalCentre/)

Surgery Opening Hours

Monday - Friday 08:00 - 18:30
Weekends/Bank Holidays Closed

Please note that our telephone lines can be particularly busy during the following times:

- ◆ 8am-10am
- ◆ 12.30pm-2pm

If you feel your call is not urgent, please ring outside of these times to avoid these busy periods.

What to do when the Medical Centre is Closed

- ◆ For medical advice, call NHS 111.
- ◆ For urgent medical attention, you can visit the Loughborough Urgent Care Centre.
- ◆ If you need immediate emergency care, call 999 or visit your closest A&E. (***this should only be used to treat serious and life threatening emergencies***).

Welcome to the University Medical Centre



Dr Vaghela and Dr Gill

Loughborough University,
Ashby Road,
Loughborough,
Leicestershire,
LE11 3TU

Booking an appointment

You can book an appointment via telephone, at the Medical Centre, or by registering online.

Appointments with our clinicians are pre-bookable four weeks in advance.

If you require an appointment with a specific GP or Nurse, please ensure you book ahead.

Some patients may feel more comfortable with a chaperone present during their consultation.

This can be a friend or a family member or a member of staff if appropriate. If you would like a chaperone present during a physical examination please inform a member of staff before or during your appointment and we will be happy to provide one.

If you require an **urgent** medical appointment, please call us on the day by 9am. We will help direct you to the appropriate service/clinician required.

Register for Online Services

To register for free online service, all you need to do is complete a request for online access form (available on our website or at the Medical Centre) and return it to our receptionists along with 2 forms of ID.

Once registered, you will be able to access the following services:

- ◆ Book/Cancel Appointments
- ◆ Order Repeat Prescriptions
- ◆ Update Contact Details
- ◆ And soon, view your medical records.

Non-NHS Services

Some services are not covered under our contract with the NHS and therefore are subject to charges. Examples include:

- ◆ Medicals for pre-employment, sports/driving requirements.
- ◆ Insurance claim forms
- ◆ Private Prescriptions
- ◆ Private sick notes
- ◆ Vaccination certificates

A full list of services and charges are available at reception.

Self-Care

In many cases, you may not need to attend the Medical Centre for your problem.

Many conditions can be assessed and/or treated by a trained Pharmacists. You can visit your nearest pharmacy for a number of conditions including:

- ◆ cough/cold
- ◆ diarrhoea,
- ◆ vomiting,
- ◆ headaches,
- ◆ hay fever,
- ◆ thrush,
- ◆ morning after pills,
- ◆ and many other ailments.

To find your nearest pharmacy, or for more advice on how to manage your symptoms or where to go for treatment, you can visit the NHS Choices website www.nhs.uk

Our Clinical Team

DOCTORS

Dr N Vaghela (m)
Dr H Gill (f)
Dr Y Hassan (m)
Dr A Ruparelia (f)
Dr J O'Hara (f)

As well as ongoing medical conditions, our GP's can also see you for the following:

- ◆ Chronic diseases
- ◆ Contraception services inc. coil and implant fittings
- ◆ Psychological reviews with support from in-house counsellors
- ◆ Minor Procedures
- ◆ Antenatal/Postnatal Care
- ◆ Child health surveillance
- ◆ Conditions requiring referral to other services

NURSING TEAM

Nurse M Esmailian (f)
Nurse A Thompson (f)
Nurse E Blowers (f)
Nurse C Veasey (f)
Healthcare Assistant (HCA) J Galvin (f)

Our Nurses are highly qualified and provide a range of services including:

- ◆ Minor Illness / Injury Clinics
- ◆ Repeat Contraceptive services
- ◆ Sexual health clinics
- ◆ Travel clinic
- ◆ Cervical smears
- ◆ General Nursing services
- ◆ Supported by telephone callbacks (on the day)