Dr G. Sani & Partners

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwil4-z2qNLMAhXESRoKHYzfAkoQjRwIBw&url=http://www.covwarkpt.nhs.uk/Pages/City-of-Coventry-Health-Centre.aspx&psig=AFQjCNETguWMUQGvJ1rqB6b96TUwdo8cxA&ust=1463066202140948)

PRACTICE INFORMATION

LEAFLET

City of Coventry Health Centre

2 Stoney Stanton Road

Coventry

CV1 4FS

Tel: 024 7696 1373

Prescriptions: 02476 961322

Fax: 024 7696 1404

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

Welcome to

Dr Sani & Partners Practice

We are an inner city practice situated within the City of Coventry Health Centre on Stoney Stanton Road consisting of two regular GP’s, 1 male and 1 female. We work together to provide friendly and professional medical care and to meet the standards outlined in The Patient’s Charter.

The Practice Team

## Doctors

Dr G. Sani BMC, MBBS, FRCS

Senior partner who joined the practice in October 2009 as a salaried GP and took over the Senior Partner post in June 2010. He has many years experience in hospital General Surgery and Breast Surgery. He now offers in-house GP minor surgery such as joint injections, removing of lumps and bumps implant insertions etc.

Dr H. Hassan MBBS, MRCGP,FSRH

Dr Hassan is our female GP she has worked with us for many years as a locum; she joined the practice as a salaried GP in January 2014 and has now become a partner.

Practice Nurses

Mrs Catherine Slater RGN

Mrs Amy Mullen RGN

These are the nurses within our practice; they work in close liaison with both the doctors and staff. Linda has recently started to mentor student nurses.

The services offered by our nurses along with other clinics are:-

Cytology

Childhood Immunisations

General Nursing Procedures such as blood pressures, suture removals, dressing, asthma checks etc.

Practice/Business Manager

Jas Bhogal is our Practice Manager who looks after the finance and works together with 7 other members of staff for the day to day smooth running of the practice.

Midwife

We have a midwife based at the practice every Friday.

Health Visitor – Available on 02476 961415

Our practice has a full supporting community team of District Nursing, Physiotherapy staff and Alcoholic counselling, CPN, and Counselling etc.

Other Services Available

We offer a range of other clinics which run on an appointments system, please ask at reception for details.

Asthma Clinic/Diabetic Clinic

Ante-Natal Clinic

Diet and Exercise Clinic

Well Persons Clinic/Well Woman Clinic

Contraception Services

Travel Vaccination

Chronic Heart Disease

Hypertension

Minor Surgery

Stop Smoking Clinic

Baby Clinic

How to see your doctor

We operate an appointment ONLY system every day of the week. If you are unable to keep an appointment please ring the surgery to cancel it.

Surgery Times

Monday - Friday

Reception: 8.15 am - 7.30 pm (Monday & Tuesday telephones are switched to OOH at 6.30)

8.15 am – 6.30pm (Wednesday, Thursday & Friday)

Surgery Hours: 8.45 am - 11.00 am

3.45 pm - 6.00 pm

Telephone Triage

These are available for patients that have not been able to get in to see a doctor or generally require advice rather than a visit to the surgery. The request must be made by 12.00 noon at the latest. Any requests after this will be dealt with the following working day. If the GP decided that you do need to be seen they will offer you an appointment.

Home Visits

### Home visits are only available for patients who are housebound due to illness or disability. Please phone before 10.30 a.m. giving any details requested. If at all possible please attend the surgery.

### The doctor on call might phone you as it may be that your problem can be dealt with by telephone advice. Please note that we cannot specify at the time of requesting a visit which doctor will attend. We also do not specify the time of visit.

Emergencies

When the surgery is closed, our telephone answering system will automatically put you through to the out of hour’s service. If you require non emergency advice please call 111.

Disabled Access

The Health Centre has suitable access for disabled patients.

The Walk-in-Centre

NHS Walk-in-centres provides fast and convenient NHS treatment for when surgeries are closed. You can see a doctor or an experienced nurse. They are open seven days a week.

Opening times: 8.00 am ~ 10.00pm

They are situated on the ground floor of City of Coventry Health Centre.

Repeat Prescriptions

You need to order your prescriptions through the NHS Prescription Ordering Direct (POD) which is a central location for ordering repeat prescriptions. You will need to call 02476 246072 between 8am and 5pm Monday – Friday. Reception can give you more information about this service or alternatively you can Google NHS Prescription Ordering Direct Coventry & Rugby.

Please give at least **48 hours** notice for your repeat prescription.

Alternatively if you are unable to order via the POD you can call the surgery on 02476 961373 after 10.30am. You can hand your repeat slip to the receptionist. You may put your request in the post with a self-addressed envelope and your prescription can be posted to you or you can email your request to [crccg.sani-info@nhs.net](mailto:crccg.sani-info@nhs.net). Alternatively you can nominate a pharmacy and your prescription can be sent via EPS (electronically) to the nominated pharmacy for collection.

Please do not send children in to collect your prescriptions as we are unable to give prescriptions to anybody under the age of 16.

Complaints, Comments & Compliments Procedure

If you have a complaint, compliments or any comments about the way the surgery is run or the services we offer, we suggest that you talk to one of our reception staff, if you feel unable to discuss your opinions with the reception staff you may wish to make an appointment with the practice manager or a GP.

Patient Confidentiality

It is the practice policy to respect confidentiality of information at all times. No information of any kind can be given to another individual regarding test results, health information, family issues etc. The only exceptions being health professionals who are involved with the care of that individual based at the Surgery.

Violent Patients

The right of the practice to remove a violent patient is to safeguard all those who might have reasonable fears for their safety; these will include members of the practice’s staff, other patient’s and any other bystanders present where the act of violence is committed or the behaviour took place. Violence includes actual or threatened physical violence or verbal abuse leading to a fear for a person’s safety.

Registering as a patient

Where patients are requesting to join the practice, it does not discriminate on grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

When you register as a patient you will be asked your entire details; name, address, DOB, NHS number etc, we will also require a copy of your passport or other photo ID as well as a utility bill for proof of address. You will be given our *New Patient Registration Form* to fill in, once completed in full you will be booked in for a medical health check with one of our practice nurses.

Once you have had your new patient medical you will then be registered and be able to book an appointment to see a GP.

Self Treatment of Common Illness & Accident

Colds & Flu

These usually start with a runny nose, temperature, aches and pains. Antibiotics will not help as these illnesses are caused by viruses. Keep warm, rest and take plenty of fluids. Paracetamol taken every 6 hours will relieve the symptoms.

Sore Throats

Again, these are mainly caused by viruses. Unless the patient is really unwell or has spots at the back of the throat, antibiotics are unlikely to help. Keep drinking fluids and take paracetamol every six hours. If over 16 years of age gargling with soluble aspirin will relieve the pain.

Diarrhoea & Vomiting

These illnesses are usually self limiting. Avoid food for at least 24 hours or until the symptoms ease. Drink plenty of water or electrolyte solutions (e.g. Diarolyte or Electrolade available from the chemist) and avoid milk and dairy produce for several days after you are better. In small children and babies you may need to telephone for advice if the symptoms persist for more than 12 hours.

Headlice/Worms and Verrucas

These problems are easily dealt with by treatment, available from the chemist. If you have any queries ask for our practice Nurse. A doctor’s consultation IS NOT necessary.

Burns

Apply cold water to the affected area immediately for at least 10 minutes or until the pain has eased. Cover only with a clean dry dressing. For severe or widespread burns consult the surgery as soon as possible.

Back Pain

The best answer is prevention:- learn to sit, bend and lift correctly and keep generally fit. If you do have pain, bed rest with regular analgesic e.g. Paracetamol or Ibuprofen (available from the chemist) will help. Consult the doctor if the pain is severe, fails to ease or causes problems with numbness of the legs or bowel or bladder disturbances.

Nose Bleeds

Sit on a chair, bend slightly forward and squeeze the nose firmly below the bone for 10 minutes. Avoid the temptation to blow your nose or sneeze for 24 hours. If symptoms persist consult your doctor.

Insect Bites & Stings

Wasps:- Neutralise the sting as soon as possible with an ice pack.

Bees:- Carefully scrape or remove the sting and apply a little bicarbonate of soda solution as soon as possible with an ice pack – keep an antihistamine cream or tablets (available from the chemist) in the house to use when necessary (particularly if travelling abroad, to soothe itching and soreness).

Sunburn

Avoid exposure to strong sun and use a good sunscreen with a good protecting factor, especially for children. Otherwise treat as burns and drink plenty of fluid.

Fever in children

These are mostly caused by viruses, especially in toddlers. Keep the child cool; give regular Paracetamol Syrup (Calpol) according to dosage on bottle – and plenty of drinks – not milk. Children often lose their appetite so do not worry about meals if they are not interested. If after 48 hours they do not show any improvement contact the surgery.

Family Medicine Chest

Below is a list of useful medicines and dressings with a description of their uses. All are quite cheap and will cost less than a prescription. They are worth stocking at home in readiness for minor illnesses.

All medicines should be kept in a box or a locked cupboard, out of reach of children.

Instructions on the pack should be strictly followed. An authorised First Aid Manual is also desirable for immediate necessary treatment.

Soluble Aspirin: For adults and children over 16 years. Good for headaches, colds, sore throats and painful bruises. Aspirin, however should be avoided if you have a history of indigestion or asthma.

Paracetamol Mixture: For the relief of pain or fever in young children.

Menthol Crystals: Add to hot water to make a

Steam inhalation for treating

Catarrh and dry or painful coughs.

Vapour Rub: Again for steam inhalation. Also useful for children with stuffy noses or dry coughs. Rub on chest. Always follow directions on packet.

Antiseptic Solutions: 1 teaspoon dilute in warm water for cleaning cuts and grazes.

Antiseptic Creams: For treating septic spots, grazes and sores in the nose.

Calamine Lotion: For dabbing (not rubbing) on insect bites, stings and sunburn.

Practice Boundary Area

