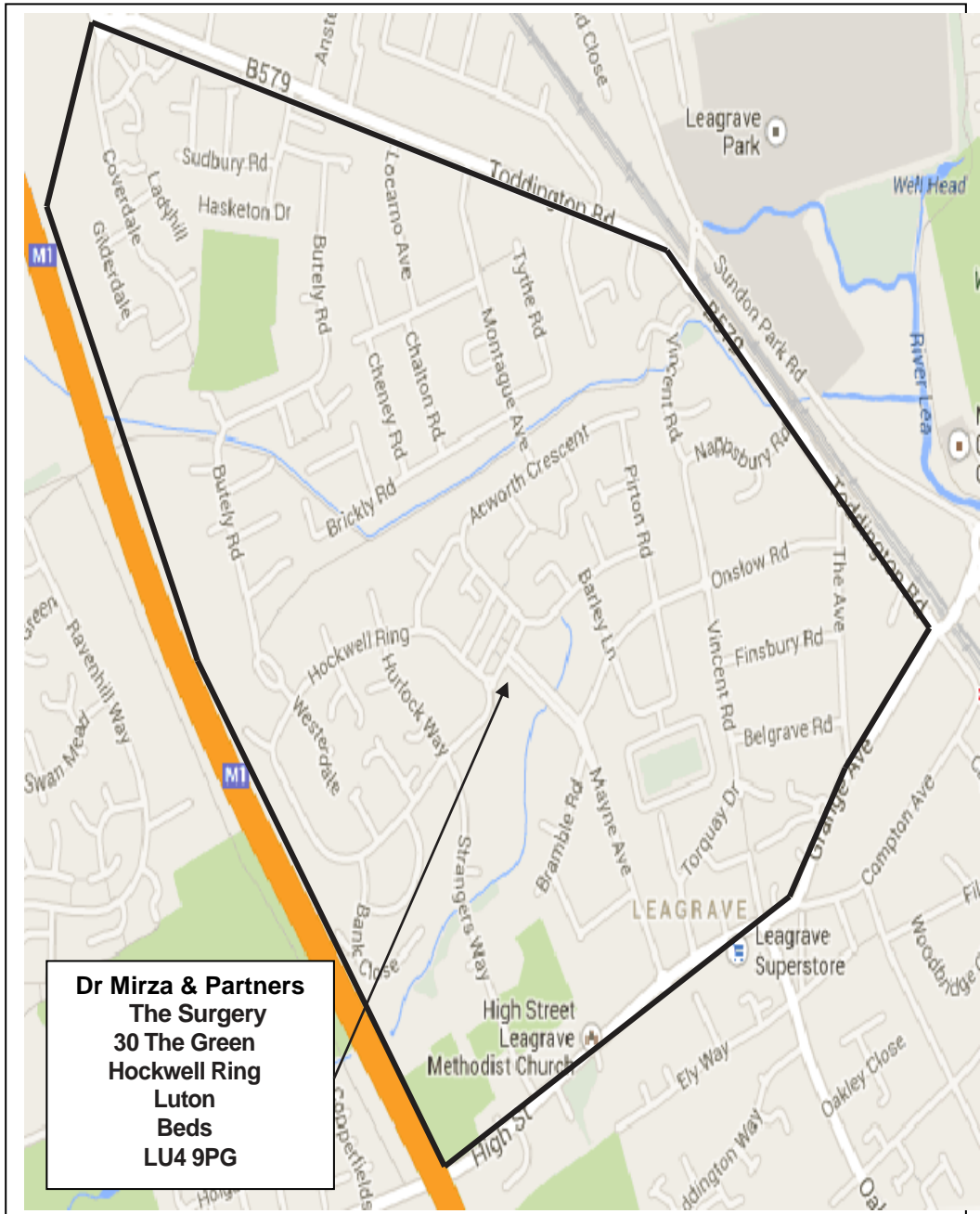


**Our Practice Area (within border)**



Dr. Mirza & Partners  
[www.drmirzaandpartners.co.uk](http://www.drmirzaandpartners.co.uk)

# A guide to Our services

**The Surgery**  
30 The Green  
Hockwell Ring  
Luton  
Beds  
LU4 9PG  
Tel: **(01582) 505 355**  
Fax: **01582 493 126**  
Website: [www.dmirzaandpartners.co.uk](http://www.dmirzaandpartners.co.uk)  
Email: [mirza.practice@nhs.net](mailto:mirza.practice@nhs.net)

**Surgery Opening hours: Monday to Friday 8.40 am until 6.30pm  
(Wednesdays we close at 1pm)**  
**Phone lines are open 8am (8.40 & 3pm for appointments) to 6.30pm  
Monday to Friday**  
Evenings and weekends Call NHS service, Freephone 111

The Practice is within the Luton CCG



## Doctors:

Dr I.A. Mirza (M)

Dr N.A. Mirza (M)

Dr R. Akhter (F)

## Nurse`s

**HCA** - Anna Osborne

■ All patients will have a Named GP, this does not affect your care in anyway and as always you can see the Doctor of your choice, subject to availability. All aged over 75 will have an accountable GP. If your condition is **non-urgent**, you may have to wait longer if you want to see a particular GP. If you don't need an appointment within a week

■ **Urgent cases** are seen on the day.

Tell us if you want someone to accompany you during an examination or discuss any matter. Remember the results of tests can only be given to the patient.

■ You also have the option to book up to 6 weeks in advance if this is more convenient for you. Nurses based in our practice treat patients for a wide range of common conditions.

We do not accept prescriptions' over the phone. You can either drop off your repeat prescription at reception or order via our website, once registered for online services. [drmirzaandpartners.co.uk](http://drmirzaandpartners.co.uk)

## Access to Data:

The Data Protection Act 1998(section 7) specifies the right of access to Data Subject. The practice is registered under the Data Protection Act 1998.

All patients who register with our practice have details held on our computerised system. This information may not be disclosed without the patient's consent. Data held on the computer system may be accessed by other health professionals.

## Named GP

See our website for more info:

[drmirzaandpartners.co.uk](http://drmirzaandpartners.co.uk)

■ You can book to have a **telephone consultation** with a doctor. He or she will ring you (or you ring back) at an agreed time on the telephone number you have given.

## How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 1pm

**Zero Tolerance:** We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## Practice times

### SURGERY OPENING TIMES

Reception Office Hours Mon to Fri 8:40 - 18:30 (13:00 Wednesdays')

Late night opening Mondays 18.30 - 19:30

**Phone lines are open Monday to Friday 8am (8.40 & 3pm to book appointments) to 6.30pm**

### CONSULTING TIMES Doctors

Monday 9:00 – 11:30 am 15:30 – 19:30

Tuesday 9:30 – 12:00 am 16:00 – 18:30

Wednesday 9:00 – 11:30 am

Thursday 9:00 – 12:00 am 15:30 – 18:00

Friday 9:30 – 12:00 am 16:00 – 18:30

**Evenings and weekends** for urgent advice and treatment when our practice is closed.  
Call **NHS service, Freephone 111**

### NHS Walk-In Centre, Chapel St, Luton , LU1 2SE

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 8am until 8pm. You do not need an appointment.

### Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

