



PRACTICE LEAFLET

Whittle Surgery
199 Preston Road
Whittle-le-Woods
Chorley
PR6 7PS
Tel No 01257-514160
Website Address www.whittlesurgery.co.uk

Doctors

Dr M A Service MB ChB (Manc) 1987 BSc, MRCGP, DRCOG, DCH (female)(Partner)
Dr R R Shaw MB ChB (Manchester) 1987 MRCGP DRCOG (male)(Partner)
Dr H Desai MB ChB (Manchester) 1989 MRCGP DRCOG (female)(Partner)
Dr A Fairhurst MB ChB (Leeds) 1999 DRCOG MRCGP (male)(Partner)
Dr C Healy MB ChB 2009 (Manchester) (female)(salaried GP)
Dr C Kong MB ChB (Leeds) 2010 (female)(salaried GP)
Dr R Boyes (Long-term Locum GP) (female)
Victoria Birtwistle Advanced Nurse Practitioner

Medical Students

The Practice is involved in the teaching and training of medical students from The University of Manchester. The Doctors in the Practice closely supervise the students. It is important for the students to talk to people about their health and illnesses. This helps them understand how illness affects people and how they cope. You may be asked to help us in this teaching. Please note that this is entirely voluntary and you may say "no" to this request at any time.

If you have any questions about any of the above please do not hesitate to ask.

Remember you can always say "NO" or change your mind and ask the student to leave at any time

Practice Area

The area covered by the practice is Whittle-le-Woods, Clayton-le-Woods, Euxton, Withnell, part of Chorley and the new Buckshaw Village. To find out if you reside within our area a postcode checker is available on our website under "New patients" then "Registration"

A detailed map is available for inspection at the Practice and at the Lancashire Commissioning Support Unit Lancashire Business Park Jubilee House Centurion Way Leyland. PR26 6TR Tel: 0800 032 2424

Email: customer.care@lancashirecsu.nhs.uk

Disabled Facilities

We have a ramp leading up to the front door to assist wheelchair users and a ramp leading to the PortaKabin. These also have a handrail to assist people with balance and/or walking difficulties. We provide a disabled friendly toilet. We also provide a hearing loop to assist people with hearing aids. If you have any disability that would make using the surgery difficult please inform Reception on your arrival and we will make every effort to assist. In addition to this we are committed to making a visit to the surgery as easy and as pleasant as possible for disabled people.

If we can do anything to help please do not hesitate to let Reception know.

Joining the Practice

If you would like to register with this practice and to find out if you reside within our area a postcode checker is available on our website under “New patients” then “Registration”. Alternatively you can do so by calling in at Reception. There you will be asked to complete a questionnaire and you may be given an appointment for a new patient health check with the Practice Nurse. Please bring two forms of identification, one with a photo e.g. Passport

Practice Website

You are welcome to visit the practice website which can be reached at whittlesurgery.co.uk. The latest surgery news and lots of useful health information can be accessed via the website. You can also order repeat prescriptions via the website (when registered for this service-see below-Online appointments), make and cancel appointments (as above), fill in the patient feedback form and send us your comments & suggestions.

Online appointment booking & prescription request

EMIS Patient Access allows patients to view, book or cancel appointments online at a time convenient to them. It also enables patients to request their available repeat prescriptions online. Please call into the surgery, bringing two forms of identification, one including a photo, ask to join the online access and these facilities will be made available to you.

New Patient Health Checks

A health check gives us the opportunity to meet you, to check your weight, blood pressure and urine and to give any necessary health advice. It also allows us to get a brief summary of your medical history. The practice now receives the majority of medical records almost instantaneously from your previous GP.

Patient Preference of Practitioner

When joining the Practice you will be registered with a named GP. At this Practice we operate a policy of patient preference. This means that you are able to choose to see any Doctor.

Appointments

If you require an appointment please call 01257 514160
This practice runs an Advanced Access Appointment System

We endeavour to see patients within 48 hours of initial request.

We have appointments in every surgery for those patients who wish to pre-book. These are limited in availability and are available on a “first come, first served” basis.

We also have telephone appointments available for patients who do not need to be physically seen but who wish to speak to a Doctor. You will be asked to leave a contact number and given an approximate time when the Doctor will contact you.

Where possible you can see the doctor of your choice, but in urgent cases or certain circumstances your appointment will be with the first available doctor.

The Doctors and Practice Nurses aim to see patients within 30 minutes of their appointment time. If for some reason this is not possible (e.g. the doctor may be out on an emergency call) you will be advised of the delay. Please remember that an appointment is for one person only and a separate appointment is needed for any extra people attending. If you cannot keep an appointment please advise us as soon as possible.

Opening Hours

| | | |
|------------------|---------------------------------|--|
| Monday | 08.00-18.30 | (appointments available until 20.00 nearby) |
| Tuesday | 08.00-20.00 | (7 day access) |
| Wednesday | 08.00 -18.30 | (appointments available until 20.00 nearby) |
| Thursday | 08.00 -20.00 | (7 day access) |
| Friday | 08.00-20.00 | (7 day access) |
| Saturday | Hours and locations vary | |
| Sunday | Hours and locations vary | |

7 day access – We have joined with some other local surgeries to provide a service every night until 20.00 and weekends. If you require an appointment during our late/weekend opening times please telephone and see if any are available.

We operate staggered Surgery Times to cater for as many personal circumstances as possible.

The first appointment is at 8.20, the last appointment 19.15 (increased access) and possible surgeries include 08.00-10.30, 09.00-11.00, 10.00-12.00, 14.00-16.00, 14.30-16.30, 15.00-17.00, 18.30-19.30 & 16.00- 18.00.

Urgent Medical need

In case of an urgent medical need please ring 01257 514160 and follow the instructions carefully. The Duty Doctor is available during surgery hours.

In a life threatening emergency, dial 999 for the emergency operator.

Out of Hours NHS 111

From 20.00-08.00 and at weekends (limited number of appointments 18.30-20.00 & weekends) this Practice operates an Out-Of-Hours cover which patients can access by dialling 111.

You should call the NHS 111 service if you need medical help fast, but it is not a 999 emergency

Please note all calls to 111 are recorded

You will be assessed, given advice and directed to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.

NHS 111 operates a 24-hour nurse advice and health information service, providing confidential information on:

- What to do if you or your family are feeling ill;
- Particular health conditions;
- Local healthcare services, such as doctors, dentists or late night opening pharmacies.
- Self help and support organisations.

Telephone No:- 111 or

Website: <http://www.nhsdirect.nhs.uk>

Home Visits

If you are too ill to come to the surgery a home visit can be arranged. Please telephone the surgery before 10.30 giving the patient full name, address and telephone number. Also please give a brief summary of the problem so that the Doctor can assess what could be needed prior to visiting.

If the visit is urgent please advise the receptionist thus avoiding unnecessary delay.

If you can get to the surgery, please do so. If you have a temperature or a rash, coming into the surgery will do no harm and will not endanger others. If a problem is urgent we can then try to fit you in as soon as possible. Home visits are intended to be for those who are too ill to come to the surgery, not for those for whom it is inconvenient. Please remember that we can see several people at the surgery in the time it takes to do a home visit.

Repeat Prescriptions

We operate a computerised repeat prescription system. If your doctor agrees this is appropriate for you, a repeat prescription may be ordered via the surgery e-mail whittle.prescriptions@nhs.net , (by post (enclose a sae), dropping into the surgery (mail box provided) or by the on-line system Emis Patient Access, after registering for this service at the surgery.

Please note if you wish a pharmacy to collect your prescription, it is **YOUR** responsibility to inform the pharmacy.

Please allow 48 hours (not including weekends and Bank Holidays) for repeat prescriptions

Please also see **“Online appointment booking & prescription request”** above

Clinics

The following is a list of Clinics currently offered at the Practice

Anti-coagulation Clinic

An INR monitoring clinic is currently held at the surgery on Wednesday morning. The anti-coagulation clinic is run by a specialist prescribing pharmacist. This clinic enables us to accurately check INR levels using just a finger prick, update your details immediately, issue a prescription if necessary and adjust your medication as required.

Ante Natal Clinic

An Antenatal Clinic is held at the Surgery on a Thursday afternoon between 13.00-15.30 and is attended by local Midwives.

In this area there are two maternity units, a midwifery-led unit at Chorley Hospital providing antenatal care and delivery for selected low risk patients and a Consultant Unit in Preston.

The Maternity Unit at Chorley Hospital provides a 24hr advice line which may be contacted during pregnancy, labour and until baby is one Month old. The telephone numbers are 01257-245108 & 01257-245109

If you feel you are pregnant or have had a positive pregnancy test please contact the Surgery and we will make the appropriate arrangements for you to be seen. You will be offered two scans, a dating scan to check your baby's due delivery date and an Anomaly Scan at 20 weeks.

Respiratory Clinic (GP Lead Dr A M Fairhurst)

Patients suffering from Asthma/COPD are seen regularly in clinic, which is run by a specialist Practice Nurse and is designed to help patients to cope with their condition by providing instructions on monitoring and the use of medication. The doctors will refer you to this clinic if they feel it necessary.

We also run a recall system for our asthmatic/COPD patients so they can be reviewed annually. A letter/text message will be sent to our diagnosed asthmatic & COPD patients inviting them in for a review of their condition. Within the body of the letter/text message an appointment may be arranged for you to attend the Practice Nurse at the Respiratory Clinic or you may be asked to telephone and make an appointment at a time convenient to you.

Baby Clinic (GP Lead Dr M A Service)

All of the doctors see children every day but two of our doctors specialise in assessing children to see if they are growing and developing normally, both physically and mentally. The Doctors and the Health Visitors run the clinic jointly.

The clinic runs by appointment on a Wednesday. At this clinic babies and children receive their immunisations, growth and developments checks and advice on immunisation. This clinic is a well baby clinic only. Children may also attend clinic for pre school booster vaccinations.

Attendance by appointment is welcome to see the Health Visitors if you wish to have your baby weighed, discuss feeding problems, or any other health queries.

At your day 10 check following birth you may be given a vaccination appointment

Coronary Heart Disease (CHD) Clinic (GP Lead Dr R R Shaw)

Patients suffering from Heart Disease are seen regularly in clinic, which is run by a specialised Practice Nurse and is designed to help Coronary Heart Disease patients cope with their condition by providing information on lifestyle, diet and monitoring the use of medication. All registered patients with a history of heart disease are invited to attend the CHD Clinic.

We also run a recall system for our CHD patients so they can be reviewed annually. A letter/text message will be sent to our diagnosed patients inviting them in for a review of their condition. . Within the body of the letter/text message an appointment may be arranged for you to attend the Phlebotomist for blood tests and the CHD Nurse or you may be asked to telephone and make appointments at a time convenient to you.

Diabetic Clinic (GP Lead Dr H Desai)

Diabetes, if poorly treated can lead to a number of other medical problems affecting eyes, heart, kidney, and circulation. For this reason it is wise to have regular check-ups, performed by our specialised Practice Nurses.

We also encourage people with diabetes to be actively involved in their own care, particularly with careful diet and home blood testing.

Patients suffering from Diabetes are seen regularly in clinic, which is run by a specialised Practice Nurses and is designed to help Diabetic patients cope with their condition by providing instructions on lifestyle, diet and medication. All registered patients with diabetes are invited to attend for diabetic review.

We also run a recall system for our diabetic patients so they can be reviewed bi-annually. The Nurse will arrange this appointment directly with patients at the annual review for a six month review of their condition.

Diabetic Hub (GP Lead Dr H Desai)

We are now also a “Diabetic Hub” which means that we see patients from our surgery and the other surgeries within our collaborative to initiate and treat diabetes with insulin. We are only seeing Type 2 diabetics currently. This service has been initiated to allow our patients and the patients of our collaborative to be seen out of hospital in the community. Our diabetic nurses are trained to a very high standard.

Dressing Clinic

The Treatment Room Nurses run this clinic at various locations. They will dress wounds, take out sutures, wound/leg ulcer assessment and management etc

Appointments for this Clinic can be made via the following numbers:-

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|--|--------------|
| Adlington Clinic 22-24 Babylon Lane, Anderton PR6 9NW | 01772 644666 |
| Buckshaw Village Unity Place Chorley PR7 7HZ | 01772 644160 |
| Chorley Health Centre 1 Collinson Avenue PR7 2TH | 01772 644700 |
| Eccleston Clinic Doctors Lane Eccleston PR7 5RA | 01772 644765 |
| Leyland Clinic Yewlands Drive Leyland PR25 2TN | 01772 644100 |

Health Care Clinic

Patients are welcome to ring in and ask for a Health Check. A Practice Nurse will perform various checks including blood pressure, weight, dietary and lifestyle advice etc.

Hypertension/CKD Clinic

Patients suffering from high blood pressure &/or chronic kidney disease are seen regularly in clinic, which is run by a Practice Nurse or Health Care Assistant and is

designed to help patients with high blood pressure/kidney disease cope with their condition by providing instructions on life style, diet and monitoring the use of medication. The doctors will refer you to this clinic if they feel it necessary.

We also run a recall system for our hypertensive patients so they can be reviewed annually. A letter/text message will be sent to our diagnosed patients inviting them in for a review of their condition.

Minor Surgery

Our doctors carry out minor surgical procedures in our own Treatment Room thus saving you the time/inconvenience of having to go to hospital. Please see your Doctor first so that you can be advised appropriately.

Phlebotomy Clinic

For your convenience, a Phlebotomist is available for blood tests, when requested to do so by the doctor. Blood Clinics are on a Thursday afternoons from 12.30 – 15.30. Samples are collected and taken to the Laboratory for testing, and the results are available 7-10 days later. These clinics are by appointment only.

We also have special clinics for patients who suffer from various other health problems including: obesity, epilepsy, Mental Health, dementia and counselling.

All the above Clinics are by appointment only.

Test Results

Please telephone the surgery after 10.30 to find out if the results of your tests have arrived. Our receptionists can often help, or if not they can make you an appointment or a telephone consultation with one of the Doctors. Our receptionists are not medically qualified and are only permitted to impart limited information.

We would appreciate your co-operation in phoning after 10.30 as this frees up the lines in the morning when we have the greatest volume of calls requesting appointments.

Family Planning

The Doctors and the Practice Nurse provide a full range of contraceptive service and advice.

Emergency contraception is always available from your Doctor. However to be effective the morning after pill must be taken within 72 hours of unprotected intercourse. Please make an appointment at the next available surgery. You will be fitted in as an emergency if necessary.

Complaints, Comments & Suggestions

Please help us to give you a better service. We are a large practice and we do constantly strive to ensure that everyone receives quality personalised care and attention. We welcome any suggestions or comments as to how to improve the service we offer. However we realise that occasionally things do not go as smoothly as we would like.

If you think that this has happened to you please tell a receptionist who will inform the Assistant Practice Manager/Complaints Manager or in her absence the Practice Manager who in turn will investigate the complaint and contact you directly. We do take all our complaints very seriously and try to learn from them. We would be pleased to send you a copy of our complaints procedure on request and will try to resolve your complaint at a local level.

It is understood that sometimes, the complainant does not feel comfortable with raising their complaint or concern with the surgery directly. If you wish to raise your complaint outside the practice please contact:-

NHS England,
P.O. Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am – 6pm, excluding English Bank Holidays)

Email: england.contactus@nhs.net

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager or assistant practice manager at the Surgery.

Patient Rights and Responsibilities

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.

Welcome

Finally we would like to welcome you as a new patient at Whittle Surgery and hope our relationship with you is long and mutually beneficial.