

# HALL GREEN SURGERY

164 ORMSKIRK ROAD  
UPHOLLAND  
LANCASHIRE  
WN8 0AB



## Patient Information Booklet

APPOINTMENTS	01695 622268
GENERAL ENQUIRIES	01695 622268
EMERGENCIES ONLY:	01695 624999
FAX NUMBER:	01695 622241
SURGERY OPENING TIMES:	8:30 AM—6:00PM

# HALL GREEN SURGERY

## CONTACT TELEPHONE LIST

In this booklet we hope you will find helpful information about Hall Green Surgery, the doctors, staff and clinics.

**Please read this booklet and keep it in a safe place near your telephone.**

In accordance with the **Health and Social Care Act 2008** :

Hall Green surgery is regulated by the CQC  
to provide care at the listed premises.

The **CQC report** is available on:

<http://www.cqc.org.uk/directory/1-541874295?referer=widget1>

Should you require the report in paper format please enquire at reception.

In accordance with the **Equality Act 2010 and GMS Schedule 6 Part 9**:

Hall Green Surgery is an Equal Opportunities Employer.

Hall Green Surgery meets the requirements of the **Health and Safety at Work Act 1974** and all other associated and relevant legislation.

Should you require a copy of Hall Green Surgery's **Statement of Purpose** this is available on our website and/ or a paper copy can be requested from the Practice Manager.

Hall Green Surgery has a website with links to CQC and all other relevant information about the practice :

<http://www.hallgreensurgery.nhs.uk/>

- **HALL GREEN SURGERY: 01695 622268**
- **OUT OF HOURS GP: 01695 588777**
- **DISTRICT NURSE UPHOLLAND: 01695 588557**
- **DISTRICT NURSE WIGAN: 01942 775850**
- **HEALTH VISITOR UPHOLLAND: 01695 732457**
- **HEALTH VISITOR WIGAN: 01942 775854**
- **TROPICAL SCHOOL OF MEDS: 0906 708 8807**
- **WALK IN CENTRE SKELMERSDALE: 01695 554260**
- **EMERGENCY DENTIST: 01772 777397**
- **ORMSKIRK HOSPITAL: 01695 577111**
- **WIGAN HOSPITAL: 01942 244000**

## **COMPLAINTS POLICY**

It is your right to complain about GP services if you feel the care you have been given is of poor quality. If you have any problems please ask to speak directly to our Practice Manager: Maria Lawton or you may wish to write in with your comments. Please address your complaint to the surgery or email maria.lawton@nhs.net

### **Key information to include in your complaint is:**

Who or what are you complaining about.

When and where the incident occurred.

What, if anything, you have already done since the issue arose.

What you would like to happen as a result of your complaint.

This could be an apology, an explanation, a solution or a change to services.

The practice will let you know they have received your complaint within five working days. At this point you will be informed of how long you can expect to wait for an outcome/response. We do not stipulate a timescale at this point in the complaints process as all formal complaints are taken to an internal practice meeting to allow the GP's and the Practice Manager the opportunity to review the complaint. The practice meetings are normally only held when all three partners are in the practice. Dependant on the outcome of this meeting and the nature of the complaint the practice manager will contact you either verbally or in writing to advise you of the outcome.

### **Complaining on behalf of someone**

If you wish to make a complaint on behalf of someone you should contact the Practice Manager. Information will be needed from the patient directly unless the patient is a child or not able to fully represent themselves. To make a complaint on behalf of another adult who has capacity to act for themselves you need their written permission.

Hall Green Surgery takes every complaint very seriously and strives to resolve all complaints received in a confidential, fair and appropriate manner. If you do not feel your complaint has been dealt with appropriately you may contact the **Lancashire Area Team**

**On:**

**Telephone: 01772 214127 or email: [complaints.pbc@nhs.net](mailto:complaints.pbc@nhs.net)**

# Welcome to Our Practice

## **THE PARTNERS**

**Dr. DANIEL S. K. CHANG**, MBChB (Mcr 1980), DRCOG, MRCGP

**Dr. S. GARY HEATON**, MBChB (Leeds 1982)

**Dr. SAMANTHA J. BARNES**, MBChB (Lpool 1998), DFFP, DRCOG, MRCGP

## **Practice Manager**

Maria Lawton

## **Assistant/Medicines Manager**

Nicola Wilson

## **Secretarial and Administrative Team**

Helen Wilson /Julie Hatton

Colette Flack

Kath Jones

## **Receptionists**

Leander Wright

Carole Lyons

Kath Jones

Liz Hilton

Julie Murtagh

## **Health Care Assistant/ Care Coordinator**

Jean Harrison

## **Immunisation Nurse**

Julie Hatton RGN

## **Practice Nurse**

Janet Gallagher RGN

### **REGISTERING WITH OUR PRACTICE**

If you reside within the practice boundary's you will be asked to complete and sign a registration form and provide two forms of proof of identity.

Requests are normally reviewed on a weekly basis.  
It is the patients responsibility to contact the practice to be informed of the outcome of their registration application.

### **PATIENT PARTICIPATION GROUP**

The doctors and staff at Hall Green Surgery recognize the importance of open discussion with registered patients in order to evaluate and improve the services offered at the practice. In order to do this the surgery advertised through internal and direct publicity inviting patients to join the group. Once a number of patients expressed an interest, the doctors and management chose a selection of patients that fairly represented all the practice population.

These patients were written to and invited to attend the first meeting of the Patient Participation Group on 13<sup>th</sup> December 2011.

#### **The Meetings:**

Minutes of all the meetings are available to download from our practice website : <http://www.hallgreensurgery.nhs.uk>

Or a printed copy can be supplied at your request.

If you are interested in joining this group, please enquire at reception.

### **RECORDS ACCESS**

Everyone should be able to see the information that is kept in his or her medical records.

If you want to see them, you should make a written request to the person who holds your records.

This person (e.g. GP/Practice Manager) is also obliged to let you see the information and also to explain any part of the record which you do not understand.

There will be a charge for the time and administration involved. Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of your records or your request may be declined.

Should you require to take copies away from the premises there will be an administrative charge for this and you will need to sign a disclaimer with regard to the safe-keeping of these copies.

If at any time you would like to know more about how we use your information, or wish to access your health records, please speak to the practice manager.

### **ONLINE ACCESS**

We offer full secured online access to patients who wish to view their own medical records. If you would like information on how you can register for this service please speak to reception.

Should your doctor decide that seeing your records might put your health at risk, your request may be declined.

**Hall Green Surgery is registered under the Data Protection Act 1988**

**PATIENT RECORDS**  
**KEEPING YOUR RECORDS CONFIDENTIAL**

Your doctors, their staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information.

In some instances you may be receiving care from other people as well as the NHS. We may need to share some information about you with them so that we can all work together for your benefit.

Anyone who receives confidential information about you from us is also under a legal duty of confidence.

Unless there are exceptional circumstances, for example when the health or safety of others is at risk we will not disclose your information to third parties without your permission.

We will only give your relatives, friends and carers information if you want us to and with a record of signed written consent.

In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after formal authority has been given by a qualified health professional.

Whilst always preserving confidentiality,  
your records can also help you by:

Assisting with the teaching and training of health care professionals (but you can choose whether or not to be involved personally).

This Practice is now a training practice and so your records may be used for training purposes, however data will not be taken out of the surgery. Should you have any objection to this, please notify the reception staff.

Assisting with health research (if you need to be personally involved with the research, you will be contacted to see if you are willing to participate. You will not be identified without your agreement.

If you do not want certain information recorded in your records, please talk to your doctor.

**THE PRACTICE STAFF**

**The Practice Manager**

The Practice Manager is responsible for the smooth running of the service we provide. If you have any comments, complaints or suggestions about how we can improve our service please ask to speak to her directly or email : maria.lawton@nhs.net

**Medicines Coordinator**

The Medicines Coordinator is responsible for all general enquiries about prescriptions and is the first point of contact for chemists, patients and hospitals regarding prescriptions.

**The Secretaries**

The Secretaries are fully trained and have vast experience in their role. They are here to offer support to the Doctor's and the Patients. They are bound by the same rules of confidentiality as the doctors.

**The Receptionists**

All our Receptionists are fully trained, competent and caring. They are here to welcome and help you with any administrative or non-medical aspect of your health treatment.

They are bound by the same rules of confidentiality as the doctors.

**The Nursing Team**

The Practice Nurse is available in the surgery Monday to Friday by appointment only to all patients. She is also available for children's immunisations, regular blood pressure, diabetes, coronary heart disease and asthma checks, warfarin clinics, contraception advice and runs a general practice nurse clinic.

The Immunisation Nurse is available Wednesday afternoons for pre-booked Childhood vaccinations.

The Healthcare assistant is available every weekday mornings for Phlebotomy, ECGs, Spirometry and Blood Pressures.

## **OUTSIDE PROFESSIONALS BASED AT HALL GREEN SURGERY**

### **The District Nurses**

A District Nurse is available Mon, Wed and Fri PM.  
The District Nurse can change and apply dressings, syringe ears and give certain injections as well as other procedures.

### **Phlebotomist**

The Phlebotomist is available Mon, Tues, Thurs and Fri to take bloods as requested by your doctor.

### **Councillor**

Every Wednesday the Councillor will be on site to meet with those patients referred to him by the doctor. To offer guidance and support.

Consultations by appointment only.

### **Midwife**

Every Thursday the midwife will be on site to offer support to our pregnant patients, ensuring that everything with your pregnancy is running smoothly.

## **Non NHS Examinations**

Medical examinations for special purposes:

Such as those for elderly drivers, pre-employment,  
fit to travel, taxi drivers.

These examinations are not undertaken during surgery times.  
You must speak to the secretary to arrange an appointment.

## **SITE ACCESS PARKING**

There is parking at the front and back of the surgery.

We ask that you do not park in the spaces marked for the doctors use  
or directly outside the Main Entrance.

This is to ensure that should a doctor need to leave on an emergency  
or we require an ambulance suitable access is available.

We also have a one-way system in operation when driving around the  
surgery; any patients driving incorrectly around the one-way system  
could cause a serious accident.

### **Access for the Disabled**

Access ramps and disabled toilet facilities are available.

All consulting rooms are easily accessed on the ground floor.

There is also a designated disabled parking space.

For patients with hearing problems there is a hearing loop  
available for consultations:  
please request this before you go into your appointment.

For patients with visual problems this booklet is available in large print.

Should any patients have any problems using our automatic patient  
calling system please make reception staff aware who will be very  
pleased to assist.

Any patients with any mobility problems who need assistance  
accessing the clinical rooms please make reception staff aware who  
will be very pleased to assist.

## **PRACTICE PREMISES**

### **WAITING ROOM**

When entering the surgery, for whatever reason please bear in mind that the waiting room is for sick patients.

Please try and keep the noise to a minimum and take a seat whilst waiting for your appointment.

We ask should you bring children to the surgery that you consider other patients who are waiting by being aware of their safety when in the surgery, and ensure that they are seated with you.

We ask that you do not use your mobile phone in the surgery. Should you need to make a call be go outside and advise a member of staff of your whereabouts.

Should you need to use the toilets please advise a member of staff that you are leaving the waiting room should a doctor call for you.

Please take care of your personal belongings when in the waiting room.

Please do not use your Mobile Phone or any other mobile computing device to access Live TV as we do not hold a licence for viewing on the property.

When waiting to be dealt with by reception staff we politely request that you remain in the seated area of reception to provide other fellow patients with the confidentiality and dignity expected.

Should a patient require to speak to one of our staff with a required added privacy that our reception room may not offer, please make reception staff aware and a room will be provided.

For non-English speaking patients there is a translator service available: please ask at reception for details.

## **OTHER SERVICES PROVIDED BY HALL GREEN SURGERY**

### **Cervical Smear Tests**

These are carried out by the practice nurse and patients will be invited by a computer typed letter when a smear test is due. Please ask at Reception should you have any queries. The age group for smear tests is 25—65 years.

### **Child Vaccinations and Immunisations**

It is important that your child is fully immunised against the childhood diseases. If it is difficult for you to attend the surgery at the given times, alternative arrangements can be made, please ask at reception.

### **Holiday Vaccinations**

Due to a shortage in vaccinations this service is not always available at our surgery. Please enquire at the surgery first and if unavailable please contact MASTA 0906 5501402  
[www.masta.org.uk](http://www.masta.org.uk)

### **Family Planning**

A Family Planning service is available within normal surgery times. Contraception implants and coils can be fitted by Dr. Barnes appt only.

### **Antenatal / Postnatal**

Dr.Chang, Dr. Heaton and Dr. Barnes:  
Thursdays / Fridays 2.00 pm – 3.00 pm.

### **Minor Surgery**

Dr. Heaton and Dr. Barnes perform various minor surgical procedures at the surgery thus saving unnecessary visits to the hospital. Please speak to a secretary to make an appointment.

## APPOINTMENTS

### Routine Appointments

We currently book appointments 6 weeks in advance for all doctors.  
Appointments can be booked at any time.  
Although we advise calling early in the day as appointment times are taken up fast.

Patients can book an appointment via telephoning the surgery or online via patient access. Registration information for online patient access is available from reception.

Medical Reviews will take place in a routine appointment slot.

### Urgent Appointments

You will be able to consult a doctor the same day, if you feel that you need an **urgent** appointment. However this may not be the doctor of your choice, or your regular doctor.

Booking an urgent appointment for a routine matter could:

- a) Deprive an ill person of an appointment.
- b) Put undue pressure on the doctor to see many patients at one time.

To ensure that we are able to continue this vital service we must ask that you do not use these **urgent** appointments for repeat prescriptions, medical certificates of any other routine matters.

### Telephone Appointments

Telephone consultations with the Doctor is by prior appointment.

Telephone consultations are taken with agreement from the doctor that he/she would like to speak to you.

## PATIENTS RESPONSIBILITIES

- Treating our staff with courtesy
- To be considerate to other patients
- Being respectful to our home visiting and out of hours emergency services
- Attend appointments on time or give adequate notice if you wish to cancel
- An appointment is for one person only
- Update the practice of any change in contact details
- Respecting yours and our health by not smoking on our premises

### VIOLENT OR ABUSIVE PATIENTS

Please note the surgery reserves the right to take off its list any patient who is violent or abusive towards any partner or any other member of staff.

Verbally abusing the staff in any way will not be tolerated.

Please treat our staff as you would expect them to treat you.

Should you be removed from our Practice List our Practice Manager will write to you detailing the reasons for removal.



### PATIENTS RIGHTS

- Confidentiality and courtesy from the staff at Hall Green Surgery
- Be offered a health check on joining the practice
- Receive appropriate drugs and medicines
- Be referred for specialist advice or to other health professionals if appropriate
- Telephone calls answered promptly by a receptionist
- Receive emergency care at any time through the practice
- An explanation if you have to wait unduly
- Repeat prescriptions available within **48** hours
- Prompt investigation of any complaint

### Suggestions, Compliments and Complaints

We aim to give a good service to all our patients.

If you are unhappy with any aspect of what we do, we would like to hear about it. You will find a suggestions box as well as forms to complete in the waiting room.

We welcome all comments both positive feedback and negative.

We operate our own in-house complaints procedure. Please see Complaints Procedure detailed at the back of this booklet.

If you have any problems please ask to speak directly to our Practice Manager or you may wish to write in with your comments.

Alternatively you may wish to contact the

**Lancashire Area Team**

**On:**

**Telephone: 01772 214127 or email: [complaints.pbc@nhs.net](mailto:complaints.pbc@nhs.net)**

### HOMEVISITS

If your condition makes it necessary for your doctor to visit you, do not wait until late in the day before sending for him/her. Except in special circumstances, all calls must be received by **10.00 am** if the visit is required that day.

When requesting a visit the caller must give the receptionist information about the patients condition so that the doctor can assess the degree of urgency.

Our receptionists are bound by the same confidentiality laws as your GP.

The caller must clearly state the following:

**Patient name**

**Address**

**Date of birth**

**Contact Number**

**Information on illness**

If it is not essential to have a visit that day, please say so.

### CHAPERONES

Hall Green Surgery is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure they feel one is required.

If you feel you would like a formal chaperone to be present we will endeavour to provide one at the time of your request, however it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations

in accordance with our chaperone policy.

A copy of our chaperone policy is available on request.

### **MEDICATION REVIEWS & HEALTH CHECKS**

Medication reviews are carried out by your prescribing doctor on a 6 monthly or yearly basis, depending upon your medication.

It is important that you make an appointment for your review to ensure that your medication is up to date, you understand it and that you are getting the best from your medication.

Should you miss your medication review you will be issued a reminder.

A medication review will also give you the time and opportunity to discuss with the doctor any questions you have about your medication.

Patients with the following (but not limited to) diseases are entitled to a health check on an annual basis. These will be carried out by our

Practice Nurse: Coronary Heart Disease

Diabetes

Epilepsy

Asthma

Chronic Obstructive Airways Disease

Hypertension

Stroke or Transient Ischaemic attacks

Hypothyroidism

Chronic Kidney Disease

A member of our staff will contact you on a yearly basis to give you an appointment.

### **TEST RESULTS**

In order to obtain the results of any test or investigations please ring the surgery.

The Doctor needs to check your results before the receptionists are able to give you them. For some results such as X Rays you may be transferred to the secretary.

Our staff are instructed only to give the results to the patient concerned. This is for patient confidentiality.

Our reception staff are not trained to go into further detail on any of your results.

Only to provide you with the information supplied by the doctor.

Should you need to speak to the doctor or see the doctor you will be advised of this and suitable appointments be arranged.

### **PRESCRIPTIONS**

There are a number of ways in which you can order your repeat medication, please see the options listed below:

**CALL INTO SURGERY:** Place your request in the repeat prescriptions basket on the reception desk.

**CHEMISTS:** Contact your local chemist for further details of service provided.

**POST:** Send your request in along with a self addressed stamped envelope should you want it returned by post

**FAX:** Please send your fax request to (01695) 622241

**PATIENT ONLINE ACCESS:** Register on our website for Patient Access

- Please allow 48 hours for completion of scripts.
- Scripts received after 12 noon will go into the following day's requests.
- Please ensure name and date of birth is clearly stated on requests.
- Please be aware we will not hand out scripts to anyone under the age of 16 years.
- We often have requests for medication early, when requesting your medication please clearly state the reason for the early request, such as holidays. This will be reviewed by the doctor.
- If you need an item that is not on your repeats but you have had in the past, please speak to one of the receptionists on the front desk and we will complete a query form and request this medication with the doctor.
- If possible could you pick up your prescription between 4.30pm and 6.00pm unless you have had prior agreement from staff.
- Telephone requests are not accepted as they can lead to errors, and can block the telephone lines, perhaps preventing an emergency call from getting through immediately.