

Access to a Health Care professional

What does this mean ? This means that we will make every effort to make sure that you see a Health Care Professional, e.g. Doctor or Practice Nurse not more than 48 hours after your first call to the surgery.

Appointment types are as follows:

Book on the day appointments ;

Nurse triage via telephone:

Pre-bookable appointments up to one week in advance:

If you are unable to attend your appointment please inform the surgery as soon as possible.

If you have any queries or questions with regards to any information in this leaflet please contact Practice manager Gillian Adamson on the number on the back of this leaflet.



Our reception staff will always be happy to help you access the services available to you from our surgery.

As you can imagine it gets very busy in the surgery, your co-operation and understanding would be appreciated at these busy times.

“ A kind word and a smile brightens up the day, and helps things run on oiled wheels ”

Abnormal Investigations

**If any abnormal investigations are found
You will be contacted by one of our receptionists**

**Who will invite you to make an appointment to see
The relevant Health Care Professional**

**Park View Medical Practice Orford
Jubilee Park
Warrington
Wa2 8he**



Surgery Number 01925 843641

If you require a Doctor or Health Care professional when the surgery is closed Please call the out of hours number below.

Out of Hours Number 1-1-1

Dr's Bhatnagar & A Bhatnagar

Park view medical practice

Surgery Opening Times



Mondays - 8.00.a.m.— 6.30.p.m.

Tuesdays - 8.00.a.m.—6.30p.m.

Wednesdays - 8.00.a.m. - 6.30.p.m.

Thursdays - 8.00.a.m. - 6.30.p.m.

Fridays - 8.00.a.m. - 6.30.p.m.

Saturdays - Closed

Sundays - Closed

If you require a Doctor when the Surgery is closed Please call 1-1-1

Repeat Prescriptions require 48 hours to be processed, so please drop in early so you won't run out. Repeat Prescription orders will not be taken over the Telephone, unless you are housebound.

What's Available To You ?

Our Practice Nurse's offer a range of services e.g. Asthma Monitoring, IHD (Ischaemic Heart Disease), Smears, Diabetic Monitoring, Hypertension monitoring(High Blood Pressure) Smoking Advice, Dietary advice, Cholesterol monitoring, Family Planning , Holiday Vacs and advice, Child Immunisations, Dressings, stitch removal,, General Health Education , our nurse's will also take your blood for any tests required, we also have an ECG machine, which takes a trace of your heart.



Midwife

We also have a midwife who visits the surgery once a week, if you have any worries or problems she is here to help and to keep a check on you and baby throughout your pregnancy.

Minor Operations

Our Doctor's also perform Minor Operations, these include the removal of Moles, skin tags. These are very minor operations , can be done with a local Anaesthetic, and usually need a couple of stitches.

This Practice aims to provide excellent service to our patients, and hope that this day has been your experience today.

You can make your comments either verbally to any member of staff, or in writing to:

The Practice Manager
Mrs G Adamson
Park View Medical centre
Orford Jubilee Park
Health Centre
WA2 8HE
Tel: 01925 843641

Alternatively, For Complaints Advice

NHS England Contact Centre
PO Box 16738H
Redditch B87 9PT
England.contactus@nhs.uk

Tel: 0300 311 22 33

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