

The Doctors

Dr M Bhatnagar

Dr A Bhatnagar

Nurse Clinician

Pamela Peers

The Management Team

Practice Manager: Gill Adamson
Secretary: Jeanette Vaughan

The Clinical Staff and management team are fully supported by a full complement of Patient Care Advisors, Administrative and Secretarial staff

Practice Chaperone Policy

A chaperone is available for both male & female patients if required

OPENING HOURS

Core Hours (appointments)

Monday to Friday 8:00am to 6.00pm

Reception Hours

Mon to Fri - 8:00am to 6.30pm

Surgeries/Clinics

Appointments: All consultations are by appointment. Routine appointments can be booked up to 1 week in

advance and same day appointments are available for urgent/acute problems. You can make your

appointment in person, by telephone or online. Please be prepared to give your name, address and date of birth to the receptionist. It would be helpful if you could give the reason why you wish to see the Doctor when you book an appointment so that you can be directed to the most appropriate person. You have the right to refuse to divulge this information.

Online Services: If you wish to book appointments or request repeat prescriptions online, please ask a member of the reception team to register you with *SystmOnline*. You will receive a *SystmOnline* username and password and will then be able to access these services 24/7.

For further information on *SystmOnline* please ask at reception for an information leaflet.

Cancellations: If you need to cancel your appointment for any reason please give as much notice as possible so that your appointment can be made available for another patient. If you do not inform us that you won't be attending your appointment, this will be recorded as a 'DNA' (Did Not Attend). If you DNA 3 consecutive appointments we will consider removing you from our registered patient list.

Disabled Access & Baby Changing Facilities

The premises are easily accessible and disabled toilet facilities and baby changing facilities are available.

How to Register as a Patient

- If you wish to register as a patient you should ask the receptionists and they will give you a registration form and a health questionnaire form to fill in. Alternatively, you can download the registration forms from our website
- You will be asked to make an appointment for a new patient health check with a member of the nursing team
- It is **VERY IMPORTANT** that you attend for your new patient Health check

- If you are unable to attend you should **TELEPHONE THE SURGERY on 01925 843641**
- and make another appointment as soon as possible

Home Visits

- Please note home visits are for patients who are housebound only.
- Please contact the surgery before 10.30am if possible giving the patient's name, address, telephone number and symptoms.
- The Doctor will decide whether a home visit is required and may telephone the patient to help make this decision.

Telephone Advice Requests

The Doctors and the Nurses are happy to speak to you on the phone where appropriate if you need advice.

If you have an **URGENT** problem you can be seen on the same day.

Repeat Prescriptions

- You can request a repeat prescription either in person at the surgery, by post, by fax or online. Please arrange with a pharmacy of your choice if you wish your prescription to be collected **before** you submit your request.
- Please allow two complete working days before collection. Medication must be on the repeat list.
- Medication issued as an acute item will not be re-issued until the patient has seen the Doctor.
- You may be asked to see the Doctor for a medication review after 6 months supply of medication has been issued.

Test Results

Please telephone the surgery between 2pm and 4pm Monday-Friday to enquire about the results of your test.

The following services / clinics are available:

Baby clinic, childhood immunisations, Cervical Smears, family planning, antenatal & postnatal, counselling, Minor Surgery, Chronic Disease Management reviews (Asthma, COPD, Diabetes, Heart Disease, Cardio-Vascular Disease, Hypertension), Weight Management, Smoking Cessation, Travel Vaccinations, Well man/Woman, Ultrasound clinics

Out of Hours Assistance & Emergencies

If you need to speak to a Doctor or if you require EMERGENCY MEDICAL ATTENTION out of hours when the surgery is closed (between 6.30pm and 8.00am) Monday to Friday or from 6.30pm Friday to 8am Monday), or on a Bank Holiday, please speak to the NHS111 service by calling **111**

Your pharmacist may also be able to help you.

Rights & Responsibilities of Patients

- * Patients can expect to be given the medical care that they require and be treated in a polite and efficient manner.
- * Patients are entitled to see any GP.
- * Staff can access patient information; however this will not be divulged to other individuals including relatives without the consent of the patient.
- * We expect our patients to keep all their appointments, arrive promptly & treat all staff politely.
- * It is important for patients to attend for all reviews when they are due, especially those with chronic diseases.

We operate a **Zero Tolerance Policy** towards patients who are abusive, threatening or violent towards staff.

Complaints Procedures / Suggestions

We value constructive comments or complaints and will act on these to improve our service to you.

Please contact:

Gill Adamson (Practice Manager)

Tel: 01925 843641

or by writing to:

Parkview Medical Practice

Orford Jubilee Health Centre

Jubilee Way

Orford

Warrington, WA2 8HE

Alternatively, for complaints advice

NHS England Contact Centre

PO Box 16738H

Redditch B87 9PT

England.contactus@nhs.uk

Tel: 0300 311 22 33

Patient Participation Group (PPG)

Parkview Medical Practice values the opinions of its patients, and we are looking for patients who would like to, share their opinions and get involved in our PPG. If you would be interested in joining the PPG please contact Gill Adamson 01925 843641.

Access to Medical Records

The practice is registered and complies with the Data Protection Act 1988. Any request for access to notes by a patient, patients representative or outside body will be dealt with according to the Act.

Parkview Medical Practice



bergen.com

INFORMATION LEAFLET

PARKVIEW MEDICAL PRACTICE

**Orford Jubilee Health Centre
Jubilee Way
Orford
Warrington
WA2 8HE**

Tel: 01925 843641

Fax: 01925 843845

www.parkviewmedicalpractice.co.uk

