

### **NON NHS WORK**

The Practice undertakes work outside NHS contract for which there will be a charge.

### **DISABLED ACCESS**

The Practice complies with disabled access requirements.

### **PATIENT PARTICIPATION GROUP (PPG)**

All registered patients are welcome to join the PPG. Please ask at reception for further details.

### **TEST RESULTS**

Please allow 48 hours and then contact the surgery after 2pm for your results.

### **TRAVEL VACCINES**

Anyone travelling overseas should check with their travel provider what travel vaccinations are required for their onward journey, the surgery will provide Tetanus, Hepatitis A and Typhoid. If there are any other vaccinations required contact with the local Travel Clinic is advised.

### **CHAPERONE POLICY**

The practice has a chaperone policy which is designed to protect both patients and staff and assist patients in making an informed choice about their examinations. You can request to have a chaperone present if you wish, at any time.

### **CARERS**

Please let us know if you are a carer as we can provide help and support along with a free health check.

### **MILITARY VETERANS**

Please inform the receptionist if you have served in the British Armed Forces so we can update your record.

### **INTERPRETER SERVICES**

The practice has access to an interpreter services and a hearing loop installed. Please inform the receptionist in advance if an interpreter is required at your consultation.

### **CONSENT**

The practice may ask you for consent depending on the procedure or treatment you are having, and also before sharing your information.

### **PATIENT ADVICE & LIASON SERVICE (PALS)**

If you have any questions about any aspects of your healthcare, the Patient Liaison Department are there to help by calling Wigan 01942 244000, Bolton 01942 390193

### **COMPLAINTS**

Our complaints procedure is available from reception. On completion, this will be dealt with by the Practice Manager.

### **SUGGESTIONS & COMMENTS**

**Your feedback is important to us.**

## **MEADOWVIEW SURGERY PRACTICE LEAFLET**



**Atherton Health Centre  
Meadowview Surgery  
Nelson Street  
Atherton  
Manchester  
M46 0LE**

**Telephone : 01942 481060**

**Email: GP-P92626@nhs.net**

**[www.meadowviewsurgery.co.uk](http://www.meadowviewsurgery.co.uk)**

**Dr. S. H. Sukhavasi  
MBBS, MRCP, DFFP**

**Dr. H. B. Sukhavasi  
Pharmaceuticals Diploma  
MBBS, MRCP, DFFP**

### **Opening Hours**

Monday	8:00am – 6.30pm
Tuesday	8:00am – 6.30pm
Wednesday	8:00am – 6.30pm
Thursday	8:00am – 6.30pm
Friday	8:00am – 6.30pm

## **THE PRACTICE**

Meadowview Surgery will provide a personal and confidential service when you are not well and try to keep you in better health through various Health Promotion activities and planned care of your long-term illnesses, if you have any.

## **THE TEAM**

### **Doctors**

It is the patients choice to see whichever Doctor they wish to at the surgery.

### **Practice Nurses**

We have one Practice Nurse who provides long-term condition reviews and assist the doctors with other medical procedures, baby immunisation clinics and give advice regarding holiday vaccinations. We also have a Nursing Associate who carries out Health Checks, some long term condition reviews and immunisations.

### **Administration Staff**

The Practice employs a Practice Manager,

Reception Administration staff who provide a personal service to you.

They make appointments and arrange appointments, deal with prescription requests and type referral letters along with assisting the doctors in delivering patient care.

### **District Nurses/ Midwives / Health Visitors**

These are attached to the practice. They will see you at their dedicated clinics or may visit you at home.

## **GDPR**

The General Data Protection Regulation (GDPR) is a new law that replaces the Data Protection Act 1998 (DPA). The GDPR requires us to process data 'fairly' and in a 'transparent' manner and we must provide information to you about how we process your information.

Please see our website for our 'Data Protection Privacy Notice' for patients for more information about this. Copies are also available from reception (including large print and child friendly versions.)

### **Other Services**

Child health clinics are held every Wednesday between 09.30am and 12:30pm.

Family Planning advice is also available by making an appointment with a Practice Nurse.

Newly registered patients will be required to have a New Patient Health Check with a member of the Nursing Team

## **MAKING THE MOST OF YOUR**

### **PRACTICE**

#### **Appointments**

The Practice operates an appointment system, appointments are 15 minutes long. Appointments can be made over the telephone on 01942 481060, by calling in to the Practice or on-line via askmyGP visit our website [www.meadowviewsurgery.co.uk](http://www.meadowviewsurgery.co.uk) and click the banner Ask My GP or <https://my.askmygp.uk/?c=P92626>

Please arrive on time and cancel if you cannot attend.

## **Home Visits**

Patients too ill to attend surgery may request a home visit by ringing 01942 481060 before 10:30am.

### **Out Of Hours**

If you require urgent medical assistance between 18.30pm and 08.00am Monday to Friday and 24hrs a day Saturday, Sunday and Bank Holidays the NHS 111 Service is available 24hrs a day 7 days a week or complete an online assessment form via [111.nhs.uk](http://111.nhs.uk)

### **Extended Access**

Appointments are also available through our GP alliance extended GP Hours hubs between 6.30pm & 8.00pm weekdays and 10.00am to 4.00pm at weekends by calling 01942 482848 for an appointment. These appointments are suited for patients who work long hours or shifts and cannot get in to surgery opening hours.

## **PRESCRIPTIONS**

Repeat prescriptions can be obtained by request at reception, by post, on-line, or through your local pharmacy. **We cannot accept requests over the telephone.** Collect after 48hrs

### **Primary Care Services Complaints**

To complain about a Primary Care Service; By Post, Wigan - NHS GM, Wigan Life Centre, Collage Avenue, Wigan, WN1 1NJ or email [gmicb-wb.complaints@nhs.net](mailto:gmicb-wb.complaints@nhs.net) or call 01942 482711.