

Your Rights

How we keep your records confidential

The Doctors and staff and others who are caring for you keep records about your health and any care or treatment you receive from the NHS. Our receptionists are responsible for keeping your records in order and will, from time to time, access your records.

Other Agencies

On rare occasions you may be receiving care from other people such as Social Services and we may need to share some information about you so that we can work together for your benefit. We will only pass on information about you if they have a genuine need for it. Other agencies may ask for information we cannot give details without your permission.

We will not, without good reason...

Give your medical details over the phone, unless we are certain of who we are talking to or give details about you to anyone else without your permission. If you have any questions on confidentiality please speak to the Practice Manager.

If you want a copy of a letter we have sent on your behalf please ask.

Patient Advice Service

If you are having difficulties with an NHS service such as a hospital clinic the NHS Mersey Customer Solutions Team is there to help overcome these as speedily as possible. We strongly encourage all patients to use this service. They can be contacted on 0800 218 2333

The NHS Friends & Family Test (FFT)

The FFT supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks if they would recommend our service to their friends and family and offers a range of responses. When combined with supplementary follow-up questions, it provides a mechanism to highlight both good and poor patient experience, feedback which is vital in transforming NHS services and supporting patient choice.

This practice covers Garswood, most parts of Billinge, Ashton-in-Makerfield and some parts of Haydock

Disabled Facilities

Disabled patient facilities are available at this practice (Car park spaces for disabled permit holders, ramp, & toilet disabled toilet). Baby changing facilities are also available.

GP Training

General Practice is a community based specialism. We are a GP training practice and normally have several GP Trainees working here. A GP Trainee is a fully qualified hospital doctor who is undertaking a further 3 years of Specialist training in order to qualify as GP.

Medical Students

We also train Medical Students and occasionally medical students may be present at your consultation with the Doctor. If you wish to have no contact with the medical students tell us. This will not affect the quality of care you receive.

Car Parking & Practice Facilities

There is a large car parking area (Cars are parked at owner's risk). Please do not park in the disabled parking bays unless you are registered disabled.

**TO ENABLE AMBULANCE ACCESS PLEASE
DO NOT PARK IN THE AREA DESIGNATED
FOR AMBULANCES**

Services for Carers

If you look after someone please tell us. We can advise you about the services available to support unpaid carers or you can visit the St Helens Carer's website at www.sthelenscarers.org.uk for further information

Please visit our website at www.garswoodsurgery.co.uk to access a wealth of health related information and advice and to find out more about the staff and doctors at Garswood Surgery.

Garswood Surgery

Dr John Holden (MD, FRCGP), Dr Helen Parr (MRCGP)
Dr David Lawson (MB ChB MRCGP)

Billinge Road, Garswood,
Wigan WN4 OXD

Tel: 01744 621670 Fax: 01942 713432

The Surgery is open

Mon 8:00am - 19:30
Tue 8:00 am - 18:30
Wed 8:00 am - 18:30
Thu 8:00 am - 18:30
Fri 8:00 am - 18:30

We offer a range of appointments:

With a GP

Mon: 9:00 – Noon 16:00 – 19:30
Tue – Fri 9:00 – Noon 15:00 – 18:00

With the Nurse

Mon 9:00 – 13:00 & 16:00 – 19:30
Tues 8:30 – 18:30 Wed 8:30 – 15:00
Thu 8:30 – 18:30 Fri 9:00 – 13:00

Practice Staff

Practice Manager	Mrs Sharon Greenwood
Reception Manager	Mrs Emma Kindon
Admin Officer	Mrs Alex Prince
Receptionists	Miss Lauryn Clarence
	Mrs Kate Gill
	Miss Sarah Marlow
	Mrs Joanne Wheeler
	Mrs Nicola Woodward
	Mrs Kimberley Pennington
	Mr Jonathan Concah
Practice Nurse	Mrs Tracey Peet
Health Care Asst	Mrs Julie Bryan
Salaried GP:	Dr Anna Newton

Services Available

Child Immunisations: By appointment with the Practice Nurse Mon 2 - 3 pm & Thu 4:30 – 5:30pm.

Baby weighing drop-in operates on Monday 1:30 – 3pm with the health visitor

Health Visitors: The health visitor attached to the practice is available to give advice. She can be contacted on 01744 27940.

Family Planning: The practice offers a range of family planning services, please speak to a receptionist or your GP for more information.

Cervical Smear Tests: All women who are, or have been sexually active between the ages of 25 and 50 years should have a smear test taken every 3 yrs and every 5 yrs thereafter until otherwise advised .

Maternity Care: The antenatal clinic is held Tue 9 am – Noon. Please make an appointment at reception. Women are strongly advised to take a folic acid supplement if they are considering getting pregnant.

Minor Surgery: The doctors can undertake minor surgical procedures. Each individual case should be discussed with the doctor, following this an appointment will be offered. Cryotherapy for warts is also available.

Language Translation or Deaf interpretation: We can provide translation in a number of languages or deaf interpretation services and a hearing loop. Please advise the receptionist if you require this when you arrange an appointment

Large print & Braille: please contact reception

Special Services

**Diabetic & Respiratory Care * Podiatry
Ante Natal * Family Planning * Coil fitting
Smear Tests * Contraceptive Implants
Health Checks * Blood Taking * Spirometry
Childhood Immunisations * Travel Advice
Travel Immunisation * Yellow Fever Vaccine**

For GP List advice contact:-
NHS Merseyside 0151 296 7000

Prescriptions

Repeat prescriptions can be obtained through the Repeat Dispensing scheme (qualifying criteria applies), ordered by post, by visiting the surgery or via our website

The Repeat Dispensing scheme may allow you to obtain your repeat prescriptions from the pharmacy without the need to approach us. Ask reception about joining the scheme. Repeat prescriptions can sent electronically to the pharmacy of your choice.

***We need 48 hrs notice when ordering repeat medicines.
Please allow a further 24 hrs for the pharmacy to prepare your prescription.***

Health Checks

If you are aged 75 years or over you are eligible for an annual health check with our nurse. Checks are also available for patients, who have not seen a GP within 3 years. Please ask at reception for details.

If you cannot make your appointment

If you cannot make your appointment please let us know as soon as possible, so that we can allocate the appointment to another patient. Patients who persist in booking appointments and then not attending may be asked to find a new GP

Follow Up Consultations

Please try to arrange to see the same GP about continuing medical problems

Home Visits

Please only ask for a home visit if it is strictly necessary and the patient is genuinely too ill to come to the surgery.

If you feel a home visit is required please give the receptionist full details of the patient, the address, telephone number and the nature of the illness. When the condition does require a home visit, please try to give notice before 10.00 am on the same day as the visit is required.

Violence & Abuse

We operate a zero tolerance policy

Travel health

If you are travelling abroad and may need vaccinations please collect a vaccination request form from reception or via our website. This will enable us to plan in advance what vaccinations you need. If you have a complex travel itinerary you may need to obtain advice from the Liverpool School of Tropical Medicine

Yellow fever

We are one of only a few practices now offering this vaccination to our patients as well as people who are not registered with us. Please collect a vaccination request form from reception or via our website.

Hepatitis B

If you are in close contact with others through your work or leisure, e.g. as a first-aider, we recommend you have a free Hepatitis B vaccinations to protect yourself from this dangerous disease.



For Telephone Advice contact:-

NHS 111

Alternatively you can Attend:-

**The Walk-In Centre or Minor Injuries Unit
Bickerstaff Street, St Helens**

Tel: 01744-627400

**Mon – Sat 7.00am – 10.00 pm
Sun 9.00 am – 10.00 pm**



A&E departments assess and treat patients with serious injuries or illnesses.

Generally, you should only visit A&E or call 999 for life-threatening emergencies. Emergency A&E services must not be used as an alternative to a GP appointment!

IMPORTANT INFORMATION FOR NEW PATIENTS

Registering with the Practice

If you wish to register with the practice, please ask the receptionist for a registration pack. If you have a medical card please bring this along with you.

A GMS1 and New patient questionnaire must be completed before you can be registered with the surgery.

Named GP

All our patients have a named GP who is responsible for co-ordinating their care. You can request to be allocated to any GP partner. Just let the receptionist know your preference.

Repeat Medication

If you take regular medication please let us have sight of your repeat medication re-order slip. We can then photocopy it and ensure your medication requirements are added to our computer system in readiness for your next order. If you do not have a copy then please obtain one from your former GP or ask them to fax us a copy on 01942 713432.

Please allow 48 hours for your prescription requests to be processed. If you prefer to collect your prescription from the chemist please indicate this on the request when you place your order. Alternatively, we will post your prescription to you if you enclose a stamped addressed envelope with your re-order slip.

Please note – for safety reasons **we do not take prescription requests over the telephone.** There is an internal and an external posting box or you can leave your request with Garswood Pharmacy and they will ensure it is delivered to us for processing.

Alternatively you can order on-line using our secure repeat prescription facility, Patient Access. Visit our practice website at www.garswoodsurgery.co.uk to find out more. And ask at Reception for registration forms. Over 16's will be asked to provide photo ID.

We prefer you to order repeat medication using your repeat prescription re-order slip. Please ensure that you only tick the items you need.

Wasted medicines cost the NHS millions every year!

The stockpiling of prescription medication is not only completely unnecessary but potentially dangerous. Many medicines have a short shelf life and the active ingredients they contain may no longer be as effective if used after their expiry date.

Also, your doctor may decide to try different medications in order to find the best one for your condition, resulting in changes to your prescription.

Repeat Dispensing

If you are well-controlled on regular medication that is unlikely to change, and provided the doctor believes it to be medically appropriate, you can apply to take part in the Repeat Dispensing scheme by completing a consent form. The scheme can enable you to get your medicines from a pharmacy of your choice without needing to order your repeat prescription from the surgery every month.

If you are eligible to join the scheme the doctor will review your medication and issue your repeat prescriptions in batches of 3,6,9 or 12 months supply. These prescriptions are held in your nominated Pharmacy and dispensed in instalments at a date agreed with yourself.



The Pharmacist will check the medicines with you when it is dispensed and asks about any problems, side effects or changes in the medication you may have had.

Any problems will be reported back to the doctor to ensure your medical record is kept up to date.

Care at the Chemist – ENROL IN ADVANCE

This scheme is open to anyone aged 1 year and over and allows you to visit any participating pharmacist for a private consultation, usually without an appointment, for a wide range of minor ailments and obtain certain approved prescription only medication without the need for a doctor's appointment. If you don't pay for your prescriptions then any medication prescribed will be free of charge. If the pharmacist feels you need to see a GP then we will arrange this. Ask the receptionist for details.

You do not need to wait until you are ill to register for the scheme so why not enrol in advance so that you can visit any participating pharmacy and obtain medication at weekends and evenings from

Are you a Carer or have a Carer?

If you are a carer or you have a carer please let us know so that we can record this on our practice clinical system.

Carers currently qualify for a free flu jab

We have a variety of information to help both carers and cared for people. If you have a carer please tell them about our on-line repeat prescribing facility as this is a commonly used service by carers who often have access to the internet. Unless you tell us otherwise, we will pass your details to the St Helens Carer's Centre who will contact you to tell you about the host of free services they have available to support carers.

Help us to keep in touch

There may be occasions when we need to contact you by telephone. If you are usually out during the day it is helpful if we have a mobile or other telephone number where you may be contacted. We would usually try your home telephone number first. If we leave a message it will simply request that you contact the surgery. If you do want to be contacted by e-mail or text message please tell the receptionist.



**We adhere to the
'NHS Code of
Practice for
Information
Security
Management'.**

A link to this can be found on our website.

We will never disclose confidential information by text message. If you agree to participate in this service please note that it is your own responsibility to ensure you read our text messages as we cannot confirm this ourselves

Garswood Patient Group – Your Voice

We have a thriving patient group which currently meets twice per year in June and December.

We work closely with our patient group and group meetings include practice staff, the GPs, Pharmacy and Clinical Commissioning Group representatives.

The Patient Group is not a “forum for moaners”. Neither is it a “doctors’ fan club”. It is a route for patients to advise the practice on what matters most to them and to help us to identify solutions to problems. Our members are expected to think about the wider patient interest and not just their own personal concerns.

By being a member of our patient group you can to ensure your voice is heard in

discussions about how we deliver services and help influence practice development.



If you would like to become a member of our patient group please tell the receptionist.

Booking an Appointment

We wish to offer appointments that meet your medical needs as far as possible, bearing in mind our need to serve all our other patients too. We book appointments at 15 minute intervals so that we have sufficient time to evaluate the problem and agree a management plan together.

In order that our staff may arrange the right service for you they will always ask you to briefly describe the nature of your problem. On occasion you may prefer to keep this confidential in which case you do not need to tell the receptionist anything – simply advise them that it is personal and we will not ask you for any further information.

Patient On-line

We offer on-line access so patients can, on application and provision of appropriate ID, order their repeat medication, prescriptions and, subject to appropriate consent, view some aspects of their medical record such as allergies, immunisation history and test results.

If you would like to know more about on-line access please ask at reception or visit the practice website.

Texting

We can send text messages to land lines and mobiles such as appointment reminders, other messages and news updates (consent required)

Please sign up at reception

Wasted Appointments

When patients don't cancel appointments it deprives other patients the ability to see the doctor more quickly and wastes valuable GP/Nurse time. Our Patient Group are particularly concerned about this waste of resource and feel that persistent offenders should be asked to find a new GP.

If you no longer need an appointment please cancel it so that it can be offered to another patient

Unnecessary A&E attendances

Inappropriate A&E attendances put an enormous and unnecessary strain on the NHS. Every minute that an A&E doctor or nurse spends treating very minor problems reduces the time they can spend attending to those who have suffered heart attacks, strokes and life-threatening injuries. If we believe you may have attended A&E inappropriately we will contact you to ask you why you chose that service instead of making an appointment with your GP, the Out of Hours service, Walk in Centre or Minor Injury Unit.

Comments, Compliments and Complaints

We endeavour to give our patients the best service we can. If you are happy with our service please tell your friends and family – we are actively recruiting patients and are keen to 'grow' our patient list. If you are unhappy with our service please tell us how you feel we might have done better.

Complaints about specific problems need to be in writing and should be raised as soon as possible after the incident. If you need help compiling a written complaint the practice manager will assist you with this. The facts will be investigated in full and we will give you a written response in accordance with our complaints procedure.

If you feel we have not dealt with the issues you have raised you can contact the NHS England's Complaints Team on **0300 311 22 33** (Monday to Friday 8am to 6pm).