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Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon amoch mewn ieithoedd eraill, tîp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

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如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

The information in the leaflet was valid at the date of production **Jul 2018** and is due for review in **Jul 2020**.

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Willaston Surgery

Tel: 0151 327 4593

Fax: 0151 327 8618

Neston Road, Willaston, Neston, CH64 2TN
www.willastonsurgery.nhs.uk

Helping people to be
the best they can be

Welcome to our practice

The team at Willaston Surgery includes doctors, nurse and other healthcare professionals together with supporting administrative staff.

Dr Richard Martin	MB. ChB.
Dr Mustafa Hassan	MB. ChB. DFFP. MSc (Derm).
Dr Sarah Howard	MBChB, MRCP, MRCGP, DFSRH
Dr Teresa Hamilton	MBCHB, MRCGP

Nurse Amanda Lee–Moore RGN, RSCN, V300, Dip Asthma

Diane Rae Healthcare Assistant

Team of District nurses are based at Neston Clinic. Midwife Clinic every second Friday at Willaston
Health visitors are available at Neston Clinic.

Willaston Surgery is not a GP training practice but training of health care professionals does take place periodically.

Services

In addition to providing routine medical care, we also offer treatment for:

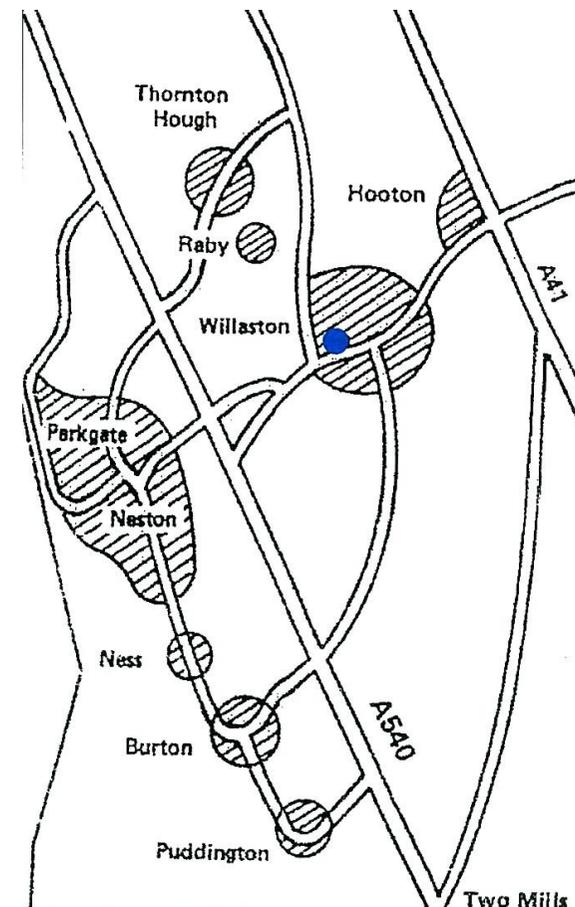
COPD	Asthma	Diabetes	Hypertension	Heart disease
Stroke prevention			Cervical smear tests	
Contraception			Sexual health	
Child health surveillance			Childhood immunisations	
Vaccinations/Travel				

Doctors can also undertake non-NHS examinations for pre-employment, insurance, taxi medical, HGV, fitness to travel etc. (these are by special appointment only and a fee is payable).

Unacceptable behaviour

We aim to provide a responsive and high quality GP service. Any incident of verbal or physical abuse or threats of violence will not be tolerated and where necessary the police will be called. Patients who fail to respect this may be withdrawn from the patient list.

Practice area



Access of information

Under the Data Protection Act 1998 you have a right to request a copy as well as view your own medical records. You also have a right to see letters being sent out on your behalf from the Practice. From 31st July 2016 all organisations that provide NHS care must follow the accessible information standard by law. For further information please contact the Practice.

Disabled access

Cheshire and Wirral Partnership NHS Foundation Trust is committed to ensuring equal access to our services for people with disabilities and other specific needs. Within the clinic there is suitable access for patients with disabilities. Patients are advised that our treatment room is on the first floor, with advance notice arrangements can be made for people with disabilities to be seen on the ground floor by a member of the nursing team. Please contact the surgery if you require an appointment on the ground floor or have any other specific requirements that will allow you to attend your appointment.

Complaints and comments

If you have an issue or concern please discuss this with the Practice Manager in the first instance. If you are unhappy with their response please contact the Patient Advice and Liaison Service (PALS) on: 0800 195 4462 or cwp.pals@nhs.net.

PALS will liaise with the Practice to try and resolve your concerns. If you wish to make a formal complaint, please call 0800 195 4462 or e-mail: cwp.complaints@nhs.net. We will acknowledge the complaint within three working days and aim to respond within 25 working days or the timescale agreed with you.

It may be possible to arrange a conciliation/mediation meeting to discuss your complaint. This can happen before and/or after an investigation has been undertaken. Sometimes a meeting is useful in resolving a complaint.

If you need help to make your complaint you can also contact the Independent Complaints Advocacy Service (ICAS). They will provide you with free support and advice. Your local ICAS can be contacted on 0808 802 3000 or www.carersfederation.co.uk

How to register as a patient

Completion of a registration form is required and can be collected from the practice. Once completed please hand into reception where you will be given a New Patient Check appointment with our Healthcare Assistant and a specimen bottle to provide a sample on the day of your appointment. Patients will be able to express a preference to see the doctor of their choice. However, you should be aware that:

- Patients may have to wait longer to see their choice doctor.
- The doctor may refuse if he/she has reasonable grounds.
- The doctor may not routinely provide the required service within the Practice.

The Practice does not discriminate on the grounds of age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity or marriage and civil partnership.

Practice hours

Monday to Friday	8.00am to 6.30pm
Saturday & Sunday	9am – 12.00pm (pre bookable only)
Public Holidays	Out of Hours Service Ring 111

Out of hours service

When the Practice is closed, an emergency Out of Hours service is provided and can be accessed by calling 111 (free service).

In a real emergency you should dial 999.

You can also call 111 when it is less urgent than a 999 call or when you just need advice. The 111 service is available 24 hours a day and is free.

Additional information or help can be sought from your local pharmacist, Wirral NHS All Day Health Centre at Arrowe Park Hospital or Eastham Walk-In Centre open Mon – Fri 2pm – 10pm and Weekends/bankholidays 9am – 5pm.

Appointments

You need to make an appointment to be seen at the surgery. All appointments can be made in person or by telephone and some are available online after registering for Patient Online Access (info available in practice). Routine appointments are available at least up to two weeks ahead and you should only ring at 8am on the day for an emergency/urgent appointment, anything else should always be pre booked in advance. If you are unable to keep your appointment it is important that you let the surgery know as soon as possible.

If you are residing temporarily in the area you can register in the Practice as a temporary patient if you are residing within the boundary area.

Home visits

These will be undertaken where a patient is too ill or unable to visit the Practice. Requests for home visits should be made whenever possible before 10.30am.

Extended hours service

Routine, pre-bookable appointments outside of normal hours are available at clinics in Neston, Ellesmere Port and Chester on 03001237743, appointments are available Mon + Thurs 6.30-8.30pm.

Telephone access to doctors and nurses

Telephone appointments are available each day in the surgery, although an exact time cannot be specified for a call back, a clinician will contact you before the close of surgery.

Test results and specimens

Results will be usually be available at the surgery within 3-5 days and you may call in personally, view online via Patient Online Access or telephone for them **after 11.00am**.

- Blood 5 days - some will take longer
- Urine 5 days
- Swab 7 days
- X-ray 14 day

Please leave specimens at reception **before 11am and complete the relevant slip provided to advise of personal details and symptoms.**

Repeat prescriptions

Repeat prescriptions are available using the 'repeat slip' that came with your previous prescription and should be handed in at reception or posted to us. Or, you can call into reception and complete a slip at the front desk and place into the black prescription box attached to the wall. You can also now order repeat scripts online via Patient Online Access. Please ask at reception for details.

Once your prescription has been ordered, you will be able to collect it from your nominated pharmacy within 48working hours. Please note we now send all prescriptions electronically so you no longer need to come into the surgery to collect it.

Repeat prescription requests are reviewed regularly and in some circumstances you may be asked to make an appointment with a doctor in order that a review may be carried out. We are not a dispensing Practice.

Confidentiality

All Doctors, Nurses and Staff are bound by strict rules of confidentiality. Your medical records are accessed by Bridgewater personnel to record and retrieve relevant information in relation to your healthcare. Please ask if you would like further information