

ASHURST

PRIMARY CARE

PRACTICE LEAFLET

Tel: 01695 736 110(24hr cover)

Fax: 01695 736 122

www.ashurstprimarycare.co.uk

INTRODUCTION

We aim to provide you and your family with the highest quality of Health Care within the setting of a purpose built Health Centre.

PRACTICE AREA

- Ashurst
- Birch Green
- Whalleys
- Elmers Green

DISABLED ACCESS

Access ramps and disabled toilet facilities are available. All consulting rooms are easily accessed.

TO REGISTER WITH THE PRACTICE:

- You must reside within the Practice area.
- All members of the family must attend for an appointment with the Health Care Assistant
- Proof of residency must be provided
- Proof of current/repeat medication provided where appropriate
- The Doctor reserves the right to refuse your application.

NEW PATIENT REGISTRATION YOUR APPOINTMENT

Please bring to your appointment:

- A sample of urine
- Proof of medication – as per new patient questionnaire
- Details of any allergies
- Provide information if attending the hospital i.e.
- Name of hospital
- Name of consultant

If you would like to nominate a family member or friend to share/discuss your medical information on your behalf – inform a member of the reception staff – you will be asked to complete a form for this request which will be kept on file.

If required, please arrange for an interpreter/friend to attend your new patient registration appointment with you.

If you are unable to attend your new patient registration appointment, please give the practice 24 hours' notice where practicable. If the practice has not been notified and you do not attend for your appointment no further appointments will be given.

Patient participation group (PPG)

Would you like to be part of our PPG group – it's a virtual group, so we would require your email address, to be able to communicate with you – The group also meets on a 4 monthly basis. If you are interested in finding out more about the practice and helping to shape the future of General Practice, please request a PPG letter from reception, which you will need to complete with your details and hand back to reception. We look forward to you joining the group

DOCTORS

GP PARTNERS

Dr. Sanjeev Saxena (Male) - Qualifications MBBS DOrth

Dr Leena Saxena (Female) - Qualifications MBBS MS DFFP

Dr Ishaan Saxena (Male) - Qualifications MD MSc (HCM) MRCCGP

GP

Dr R Kini-Kumbla – MBBS 2002 (Male)

Dr N Chahwala – MBBS 1993 (Female)

PRACTICE OPENING HOURS

Mon / Tues / Thurs / Fri	8:00am-6:30pm
Wednesday	8:00am-6:30pm
Monday evening	6:30pm-8:00pm
Tuesday evening	6:30pm-8:00pm

PRACTICE TEAM

Practice Manager

- Chris Forrest

Practice Nurse

- Sister Pauline Taylor

Health Care Assistant + Phlebotomy

- Jayne Sheridan

Receptionist Supervisor

- Eileen

Receptionists

- Gill
- Dawn
- Lynsey
- Kirsten

Referral Clerk

- Danielle

Practice Medicine Coordinator

- Various via the new POD service

APPOINTMENTS

The Surgery operates an appointment system. Appointments for Doctors can be pre-booked up to three weeks in advance. For a more urgent appointment on the same day please ring the Surgery, these appointments are time controlled and are not released until 8.45am.

Emis web Access

Please ask at Reception if you would like to register with the Practice for the online appointment booking system. This would enable you to book appointments from your home or work computer.

Telephone Consultations

There is a facility to make a five-minute telephone consultation with a Doctor or Nurse at the end of morning Surgery e.g. follow-up, medication review, drug reaction, test results etc. You will be asked to provide us with a telephone number to call, one call will be made. No message will be left on an answer machine or to a third party, so please arrange to be available if you have requested this service.

Home Visits:

Please do not ask the Doctor to make a house call unless the patient is genuinely too ill to come to the Surgery. If a patient has a temperature or a rash, coming to the Surgery will do no harm, however, please inform the Receptionist on arrival.

Please also remember the patient must agree to a home visit, without their consent the Doctor will not attend.

SURGERY TIMES

Morning	9:00am-11:30am
Afternoon	3:30pm-5:30pm (exc Wed)
Wednesday afternoon	12.50 – 14.20
Evening	6:30pm-8:00pm (Mon only)

PRACTICE NURSE TIMES

Morning	9:00am-1:00pm
Afternoon	2:00pm-5:30pm (exc Wed)
Evening	6:30pm-8:00pm (Tues only)

TREATMENT ROOM (ASHURST) Tel: 0300 247 0011

Tuesday	2:00pm-3:00pm
Wednesday	10:00am-11:00am
Friday	2:00pm-3:00pm

MIDWIFE Tel: 01695 736 110

Monday	1:30pm-3:30pm
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DIETICIAN

Friday	9:00am-11:00am (alternate weeks)
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DISTRICT NURSES Tel: 0300-247-0011

For advice/home visits

REPEAT PRESCRIPTIONS

To provide a safe and speedy service all prescription are computerised.

If you are taking regular medication a printout of all your drugs will be attached to your prescription.

All requests must either be handed into the Surgery, faxed to **01695 736 122** or mailed.

Please allow two whole working days before collection.

The two working days starts **when we receive your instruction during a normal working day** and does not start when you put a prescription counterfoil through our letterbox if we are closed.

If you would like us to post the prescription back to you, please enclose a stamped addressed envelope and allow one week.

For safety reasons requests cannot be accepted by telephone as this may lead to mistakes. Some drugs have similar names and an error may easily occur.

Local Pharmacist

Your local pharmacist will be able to give you free Health advice at any time – you do not need an appointment.

Many pharmacies operate extended hours on a Rota basis.

NHS Direct will have details.

PRACTICE SERVICES

- Full Maternity
- Family Planning Service
- Child Health Surveillance
- Child Immunisations
- Travel Vaccinations
- Cervical Screening
- Well Woman / Well Man Clinic
- Chronic Asthma / Diabetes
- Coronary Heart Disease
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease
- Health screening
- Minor Surgery
- Anti-coagulation
- Rheumatology monitoring
- Dietetic Clinic
- CVD
- Mental Health Counselling
- Coil fit
- INR Clinic
- Over 75 Health Check

OUT OF HOURS SERVICES

Weekdays 6.30pm-8.00am

- **Contact NWS - Telephone - 111**

Weekends 24 hours.

- **Contact NWS - Telephone - 111**

The Walk-in-Centre **0300-247-0011**

Weekdays 7:00am – 9:00pm

Weekends/Bank Holidays 9:00am – 4:00pm

Contact Details for the LCSU

- Main Office 01772-214523

Contact for West Lancashire CCG

- Main Office 01695-588000

VIOLENT PATIENTS ZERO TOLERANCE

The NHS operates a zero tolerance policy with regard to violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect, in order to safeguard Practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list, and record in their Medical records the fact of the removal and circumstances leading to it. The PCT is then responsible for providing further Medical care for such patients.

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the Practice Health Care Team and with other Health Care Professionals to whom you are referred for care. Your data may be used by those Clinical Teams providing your care for the essential purpose of Clinical Audit.

Patient data may also be required for the broader purposes of Public Health and Audit research, the provision of Health Care Services, Teaching and Training. Data disclosed will be kept to the minimum required to serve the purpose and will be anonymised before the disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless:

- It is a matter of life and death or serious harm to you or to another individual
- It is overwhelmingly in the public interest to do so
- There is a legal obligation to do so

In all these circumstances the minimum of identifiable information that is essential to serve the purpose, may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways in which your confidential data is used, further information is available from the Practice Manager. You are entitled to register an objection, which will be respected if this is possible.

COMPLAINTS

The Practice follows the NHS Complaints Procedure. A copy of our Practice complaints procedure is available at reception.

You may also comment on our service in writing or directly to the Practice Manager who will follow up any concerns appropriately.

Patients' Rights and Responsibilities

You have a right to expect a high standard of Medical care from our Practice and we will try, at all times, to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep

Medical Appointments and follow the Medical advice given.

Occasionally a Practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different Practice.

The Practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and a specific reason for the removal would be given.

USEFUL CONTACTS

Ashurst Primary Care	01695 736 110
Fax	01695 736 122
EMIS Access Online Appointments	https://www.emisaccess.co.uk
West Lancs CCG	01695 588 000
podiatry	0300-247 0011
District Nurses Appointments	0300-247 0011
D/N Home visits/advice	0300-247 0011
Drug & Alcohol Team	01695 50457
GUM clinic	01704 513 303
Health Visitors	0300 247 0040
West Lanc's Health Centre	0300-247 0011
Ormskirk Hospital	01695 577 111
GP Out Of Hours Service	111
Patient Transport Booking	01772 325 100
Skelmersdale Walk-in-Centre	0300 247 0011
Southport Hospital	01704 704 050
Stop Smoking Service Ormskirk	0800 328 6297
Virgin Care	0300 247 0011

**ALL INFORMATION CONTAINED WITHIN THIS BOOKLET CAN ALSO BE ACCESSED VIA
OUR WEBSITE AT**

www.ashurstprimarycare.co.uk