

PENKETH HEALTH CENTRE



Honiton Way, Penketh, Warrington WA5 2EY

Tel: 01925 725644

Fax: 01925 791017

www.penkethhealthcentre.co.uk

WELCOME TO PENKETH HEALTH CENTRE

This booklet has been provided to inform you of how to make the most of the many services that we offer at this surgery. If you keep it safe, you will find it a very useful guide to our practice. A few moments spent familiarising yourself with this information will help us to give you the best service we can.

The practice is a training practice for the training of General Practitioners.

The practice is part of Warrington Clinical Commissioning Group, whose telephone number is (01925) 843600. They can supply details of Primary Medical Services in this area.

To register with the practice you must permanently reside within the practice catchment area. Please see the map on the back cover of this booklet. You will need to complete a registration form at the practice. Please ask the receptionist for a form. This form, together with a health check form that is a mandatory requirement of the practice, will be needed for each member of the family. In some cases when you register you may be invited to attend the practice for a health check.

The practice will try to accommodate any specific requests that you have regarding your medical care. If you have any personal requirements or health care needs due to religious, moral or ethical preferences please inform us in writing so that we can update your records accordingly.

The practice is a partnership consisting of Drs Palin, Sharma, Shah, Lake and McAuliffe.

THE PRIMARY HEALTH CARE TEAM

THE DOCTORS

| | |
|---------------------------------|----------------------------------------------------------------------------|
| Dr Jayne Palin | University of Leeds Medical School 1990 MBChB DRCOG MRCGP DipFP |
| Dr Neelima Sharon Sharma | University of Dundee 1998 MBChB DRCOG MRCGP DFFP |
| Dr Samir Shah | University of Manchester 2001 MBChB MRCGP DFFP |
| Dr Wendy Lake | University of Liverpool Medical School 1998 MBChB MRCGP DFSRH DipOccMed |
| Dr Claire McAuliffe | University of Liverpool Medical School 2007 MRCGP DRCOG MBChB Hons |

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SALARIED GPs

| | |
|---------------------------|-------------------------------------------------------------|
| Dr Rachel Hastings | University of Leicester 2009 MBChB MRCGP |
| Dr Katie Jackson | University of Sheffield 2008 MBChB MRCGP DRCOG |
| Dr Hayley Powell | University of Liverpool 2010 MBChB MRCGP DRCOG BSc(Hons) |
| Dr Nicola Knight | MB BChir MA (Hons) Cantab MRCGP |

ADVANCED NURSE PRACTITIONERS

Nicola Leach

Liz Williams

Lisa Garner

PRACTICE MANAGER

Mrs Adina Cadman

OFFICE MANAGER

Mrs Laura Callister

PRACTICE NURSES

| | |
|--------------------------|-------------------------------------------------|
| Sister Christine Johnson | Nurse Manager and RGN Specialist Practice Nurse |
| Sister Joan McPartland | RGN Specialist Practice Nurse |
| Sister Karen Perrins | RGN |
| Nurse Louise Johnson | RGN |
| Nurse Amanda Poole | RGN |

The practice nurses are supported by Health Care Assistants.

We have a well-equipped treatment room, staffed by a team of dedicated and experienced district nurses. The nurses perform an invaluable function in the community, providing continuity of care to those patients who are unable to come to the surgery because of their medical condition. In addition we have a team of health visitors, school health advisors and midwives attached to the practice. These disciplines offer a considerable level of expertise to the community.

RECEPTIONISTS/MEDICAL ADMINISTRATORS

Our receptionists are now trained patient advisers. Patient advisers will direct you to the most appropriate clinician to make an appointment with - this could be with a healthcare assistant, practice nurse, advanced nurse practitioner, clinical pharmacist or your GP. They can also help you with others' sources of help or advice - including the voluntary sector, who can support people with a wide range of needs. To help you, our patient advisers will need to ask you a few brief, confidential questions. By providing this information we can make sure you see the right person for your care. Be assured that the same rules of confidentiality that govern the doctors and nurses also apply to the managers and administrators.

For 24 hour information click to: www.penkethhealthcentre.co.uk



first footsteps ltd
Private Day Nursery

At First Footsteps we aim to provide a welcoming, bright and secure environment where your child will be well cared for and educated during their most informative years.

- A loving and caring environment where children can socialise and play safely
- Well structured programmes to achieve early learning goals
- OFSTED report available online
- Full and part time places available
- High levels of security for your peace of mind
- Outdoor play area
- Fully qualified, dedicated staff
- Nutritious food prepared on the premises using fresh meat and vegetables
- Own mini-bus

Contact *Nancy or Kate* for further information: First Footsteps - Private Day Nursery
Registered Office, 17 Oakfield, Anfield, Liverpool, L4 2QH
0151 260 5143
fun@firstfootsteps.co.uk www.firstfootsteps.co.uk

Suffering from depression, obesity, type 2 diabetes or heart disease?
Have you been advised to take regular exercise but need some help and encouragement?
Then take action and contact a local personal trainer today.

HAB Personal Trainer
• Exercise at home, outdoors or at the gym.
• Tailor-made programmes
• One to One & Group sessions

"Your Future is created by what you do today, not tomorrow"
Haider Ali Butt - Weightloss Specialist
T: 07816 531510 E: haiderbutt97@icloud.com *Free initial consultation*

NHS

It's not a 999 emergency, but you need medical help fast?

CALL 111

Call 111 for medical advice, assessment and direction to the best medical treatment for you

www.nhs.uk/111

CLEAR 2 HEAR Professional ear wax removal in the comfort of your own home

Helping restore clarity to your world
07989 053518
clear2hear@btinternet.com www.clear2hear.co.uk



Let our practice publications promote your business for you!

To place an eye-catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards simply phone Veronica Smith now on 0800 612 1516



OTHER MEMBERS OF THE TEAM

The practice also offers the services of a dietician, a chiroprapist, a physiotherapist, a smoking cessation adviser, a mental health care team and an alcohol dependency counsellor. Your doctor can advise you on the procedure for making use of these services.

SURGERY TIMETABLE

Surgery opening times are from 8.00am to 6.30pm Monday to Friday.

- Dr Palin is available on Monday, Tuesday and Thursday
- Dr Sharma is available on Monday and Tuesday all day
- Dr Shah is available on Tuesday, Wednesday and Thursday
- Dr Lake is available all day on Wednesday, Thursday and Friday
- Dr McAuliffe is available on Tuesday, Wednesday and Friday
- Dr Hastings is currently on maternity leave
- Dr Jackson is available on Tuesday, Wednesday and Friday
- Dr Powell is currently on maternity leave
- Dr Knight is available on Monday, Thursday and Friday

Please note that on the last Thursday of each month we will be closed for staff training all afternoon from 12 noon.

PRACTICE NURSES

- Sister Johnson is available all day Tuesday, Wednesday evening and Thursday afternoon
- Sister McPartland is available Monday, Tuesday and Wednesday
- Sister Perrins is available Monday to Friday but is not available on a Tuesday afternoon
- Nurse Johnson is available Monday to Friday
- Nurse Poole is available Monday, Tuesday, Wednesday and Friday

EVENING APPOINTMENTS

We now offer evening appointments every Monday and Wednesday evenings. These appointments are to help patients who have difficulty getting to the surgery in normal working hours.

THE APPOINTMENT SYSTEM

In common with most surgeries in the country, we use an appointment system. The reason for having an appointment system is to ensure that the best possible use is made of your time and the doctors' time. Please ring the surgery number (01925) 725644 and choose option 1 to make a routine appointment. **Appointments can also be made via the practice website at www.penkethhealthcentre.co.uk To use this service you will need to register your details with the practice in advance.**

Appointments are released at 8.30am each day for booking for the same afternoon or for the following morning. There is also a selection of appointments available for booking seven days ahead. Online appointments are released for booking from 7.30am.

When you phone the appointment line you will be asked the reason for your appointment. This is to ensure you are booked in with the most appropriate clinician and so that they are aware of what you need to discuss. This has been approved by the GP Partners and they expect you to help them by complying.

The following points merit special mention:

1. If you have been asked to see a specific practitioner, as a follow up, your letter/request will specify this. This may affect the time when an appointment can be given.
2. Due to the demand for GP appointments and the impact of wasted appointments when patients do not attend, you may book only one appointment with any GP at one time. Further appointments with any GP cannot be booked until the existing one has been attended (or cancelled).
3. When you arrive for your appointment the practice uses an automatic booking-in system that reduces the waiting time to book in. Please endeavour to use this simple system but in any case of difficulty there is always a receptionist available at the counter.
4. An appointment is for the patient for whom it was made and for that person alone. It is not appropriate to request an impromptu consultation for others who may have accompanied you to your appointment. This places unfair pressure on your doctor or practice nurse, who may feel obliged to comply despite not having sufficient time, and it also prejudices the care of those patients who have appointments following yours.
5. Punctuality is of the utmost importance. Please make every effort to attend at the appointment time as this facilitates the smooth running of the surgery for all concerned. The doctors will endeavour to ensure that you are seen at (or as close as possible to) the appointment time. Sometimes you may be seen slightly later than arranged, as the enormous variety of problems presenting to a doctor is unpredictable and is not always amenable to a strict timetable. However, you should note that if you are late the doctor may not be able to see you and you will be asked to rebook your appointment.

As part of our quality control measures we will always strive to overcome difficulties as they arise and maintain the highest standards of care. Please be patient - we will do everything possible to keep to the agreed times.

If a clinician is running over 20 minutes late you will be informed of the delay.

Stay in touch with our website - www.penkethhealthcentre.co.uk

6. If you find that you will not be able to attend for your appointment, you should make sure that you inform the surgery. Please try to do this with more than one hour's notice. If you do so, your appointment can be given to someone else. We have a dedicated line for this: please telephone (01925) 725644 and press 2. Please note that this line is available Monday to Friday 8.00am - 6.00pm only.

Patients who do not attend cost the practice about 40 appointments per week which equates to three surgeries each week.

Occasionally, when the GP is presented with a number of problems they may not be able to deal with all of them in one appointment. In such an instance you may be asked to book a further appointment to deal with the outstanding problems.

7. If the doctor asks you to come back and see him again, for any reason, please book this for Tuesday, Wednesday or Thursday.
8. If you need to speak to a doctor by telephone during working hours, you should ring the practice and tell them who you wish to speak to and the subject matter. This will be passed to the clinician involved who will in appropriate circumstances return the call. This will be outside surgery times and the exact time of the call cannot be guaranteed.

PRACTICE POLICY REGARDING PATIENTS WHO FAIL TO ATTEND APPOINTMENTS

This is a practice with a heavy demand for appointments. To ensure effective use of clinical sessions we regularly audit the number of appointments wasted due to patients failing to attend or cancel in time to offer the slot to someone else. Patients who repeatedly do not attend or cancel with less than one hour's notice will receive a letter from the practice about this. The practice may consider removing a patient from our list if matters do not improve.

HOME VISITS

Home visits will only be available for patients who are housebound due to illness or disability. We depend on you to make every effort to attend the surgery if at all possible. This will ensure that the doctor has the necessary medical equipment and diagnostics to carry out the appropriate examinations. If, however, you do request a home visit you will receive a telephone call from the doctor (triage) before a visit is made. **Please note that lack of transport is not generally accepted as a reason for a home visit.**

Please bear in mind that the doctor can see four patients in surgery in the time it takes to do one home visit. It is at the doctor's discretion whether or not a home visit is deemed necessary in each case.

NHS 111

For immediate health care advice when it's less urgent than 999 call 111 for clinical advice and sign-posting at any time of day and night. This service is free of charge from both landlines and mobiles.

For 24 hour information click to: www.penkethhealthcentre.co.uk

OUTSIDE SURGERY HOURS

Only genuine emergencies will be dealt with outside surgery hours. If you can wait until surgery re-opens, please do so. If the condition is such that you must be seen by a doctor out of hours, please telephone the out-of-hours service on 111. (This information will also be provided by a recorded message if you phone the surgery.) Please note that the doctor you see is unlikely to be your usual doctor.

REPEAT PRESCRIPTIONS

By arrangement with your doctor, you may obtain repeat prescriptions using the tear-off portion of your prescription form. Please retain this form for future use; doing so will speed up the process for both you and the surgery.

The form may be either handed in at the surgery or posted to the surgery. In all cases a written request will be required. Please do not make an appointment for a repeat prescription or ask for a repeat prescription during a consultation with a doctor as this wastes valuable time. You can also order your repeat prescriptions via our website at **www.penkethhealthcentre.co.uk**

Please order your repeat items in time as patients who forget place undue pressures on the service that can affect the turn around for other patients. **It is your responsibility and not the practice's to ensure you have enough medication.**

You will need to order early if your prescription is due during a Bank Holiday period or if you are going away on holiday. Please specify the reason you are ordering early when you place your repeat request.

Prescriptions issued by a hospital must be dispensed at the hospital pharmacy. If you need to continue with the medication, then we must have a typed letter from the hospital giving details of the medication required, and allow us five working days to process.

Please allow two working days for collection of prescriptions and do refer to the notice in the surgery for specific times. Prescriptions will be posted back to you if you provide a stamped addressed envelope. They can also be collected by Boots, Lloyds, Station, Halls, Green Cross, Knights, Orford and Thomas Browns pharmacies if you request this on your form or sent electronically to your chosen pharmacy. We offer the Electronic Prescribing Service (EPS) which allows us to send your prescription directly to the pharmacy of your choice, saving you time and taking away the need to pick up during surgery hours. Please ask at your pharmacy for information on registering for Electronic Prescribing Service (EPS) to save you time.

Prescriptions may be collected during surgery hours Monday to Friday (see later in booklet for collection times).

NEW PATIENT CLINIC

All newly registered patients are required to complete a health questionnaire in full. You may be asked to book an appointment for a health check following receipt of this questionnaire. This health check gives us the opportunity to meet you and your family, plan any special health needs you may have and, where there is a family history of chronic disease eg diabetes, heart disease to conduct screening tests.

Stay in touch with our website - **www.penkethhealthcentre.co.uk**

OUR COMMITMENT TO YOU

This identifies what you are entitled to and the standards of health care you should receive. An *entitlement* is a level of service that must always be delivered.

A *standard* is a level of service that you can expect to be delivered other than in exceptional cases.

The aim of the practice is to meet the health needs of the people it serves. In order to achieve this, we will:

- Provide care in accordance with our Practice Commitment
- Provide appropriate training to staff
- Develop management systems which allow us to monitor the quality of service delivered and identify new needs in the community
- Communicate with our patients, colleagues and other agencies

OUR RESPONSIBILITIES TO YOU

- You will be greeted in a friendly, welcoming manner
- You are entitled to confidentiality
- You are entitled to information and answers to questions about your own health, in particular:
 - Any illness and its treatment
 - Alternative forms of treatment
 - Possible side effects
 - Likelihood of recovery
 - Prevention and avoidance of illness recurring
- If the GP or nurse is running late due to patients before you, we will inform you of any delay
- You are entitled to see your health records, subject to the limitations of the law. You can ask the receptionist about this or submit the request in writing under the guidelines for Subject Access Requests. Your records will, of course, be kept confidential
- If you have undergone tests or x-rays ordered by the practice, we will contact you if the GP or nurse wishes to see you or alter your treatment
- Computerised repeat prescriptions will normally be ready two working days after the request was made
- In most cases, for routine referrals for further or specialist care you will be given a choice of where you may go. Your doctor will explain this to you. You will receive a telephone number to call to make your appointment. We aim to have referral letters despatched or ready for collection within five working days of the referral having been agreed with the doctor. All referrals are done in the order seen regardless of whether NHS or private.

For 24 hour information click to: **www.penkethhealthcentre.co.uk**

- We will advise you and inform you of:
 - steps you can take to promote good health, and to avoid illness
 - self-help for minor ailments where reference to a doctor is not required
- The instruments and equipment we use are regularly serviced and, where appropriate, calibrated to ensure accuracy

ADDITIONAL SERVICES/CLINICS

HEALTH PROMOTION CLINICS

Prevention is better than cure and so we encourage all our patients to share the responsibility for their health. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs.

We hold a wide variety of health promotion clinics at the surgery, usually carried out by our fully trained practice nurses, following systems agreed with the doctors. A doctor is always available for advice during these clinics.

ANTENATAL CLINICS

The community midwife is available at antenatal clinics on Monday and Tuesday at 1.30pm.

CERVICAL SMEAR CLINIC

Cancer of the cervix can be prevented and all female patients are advised to have a smear test every five years. This test is important as it can detect early signs of this disease at a stage when it can be easily treated. The test can be booked with a practice nurse only if you have received an invite letter from the health authority.

FAMILY PLANNING

All the doctors in the practice and Sister Johnson can provide full information about various methods of family planning currently available. However, if you wish to have a coil fitted you should book an appointment with Drs Palin or Sharma. If you wish to have contraceptive implants you should book an appointment with Dr Palin or Dr Sharma.

MINOR SURGERY

We are able to offer various minor surgical procedures, often avoiding the need for a visit to a hospital. Please ask your doctor for details.

CHILD HEALTH SURVEILLANCE

This clinic is held at the surgery. Please make sure that all children under five are registered with the practice for this service. It will ensure that they have paediatric developmental examinations carried out at the correct times in their development. Baby changing facilities are available within the practice. To use these facilities please ask at reception.

YOUR RESPONSIBILITIES TO US

With your entitlements come responsibilities that will enable us to give you the best service.

WE WOULD ASK YOU TO NOTE THE FOLLOWING:

- The practice need to be able to contact you in as many ways as possible. If you have an e-mail address, mobile phone number or work telephone number this would be helpful. We sometimes, due to problems in the practice, need to contact you urgently and your mobile or work number is very often the best option.
- Please inform the practice if you are a carer for someone else or if you have a carer yourself. This will enable us to tailor our services to your needs.
- If you wish someone else to deal with your health care issues the practice will need this instruction in writing.
- Please keep us informed of any changes to your personal details eg if you move, change your telephone number, get married etc.
- Please treat the staff with the same respect and courtesy with which you yourself would like to be treated. The practice will not tolerate any abuse of their staff or any aggressive attitudes.
- You are responsible for keeping appointments with us and for giving adequate notice ie a minimum of one hour if you wish to postpone or cancel.
- The first hour of the morning is the busiest time. Please only call if necessary at this time and keep your call as brief as possible.
- You should not delay the doctors unnecessarily. Their time is limited and they may have many more patients to see. Other patients may also need to consult the doctors.
- You can reduce delays by remembering that an appointment is for one person only. Where another member of the family needs to see the doctor - even if it is about childhood ailments, or if their symptoms are identical - another appointment should be made.
- If you have a chronic disease or are on repeat prescriptions, you are likely to need regular monitoring. You will be informed if this is the case and you must attend the surgery for your care to be adequately monitored. The monitoring process is a two way contract between yourself and the practice. We can only provide the appropriate level of care and repeat medication on a regular basis if you fulfil your part by attending your disease monitoring review. Non attendance is not acceptable for such cases.
- You should come to the surgery for appointments unless you are prevented by illness or infirmity. A doctor can see many more patients here than when out visiting. If you do need a visit please ring before 10.30am. (Lack of transport is not a reason for a home visit.)
- When the surgery is closed, there is an Out-of-Hours Service on 111
- Use the doctors' time appropriately. The practice nurse is the normal person to carry out blood pressure checks, well person checks, smears, contraceptive pill, HRT review, etc
- Remember - you are largely responsible for your own health and it is up to you to take advice and action recommended to you

IMMUNISATION/TRAVEL CLINIC

CHILDREN

We run a comprehensive childhood vaccination clinic every Wednesday at 2.00pm. This clinic offers the full range of recommended childhood vaccinations. Written confirmation will be required if a parent does not accompany the child. Baby changing facilities are available within the practice. Healthcare and vaccination advice for children under five is available from the health visitors attached to the practice who can be contacted on (01925) 867928.

ADULTS

Adults are advised to ensure that they are up to date with their tetanus and polio status. They are otherwise at risk of these serious diseases. Similarly, it is advised that certain high risk patients should have an annual vaccination against influenza and a 'one off' vaccination, which will give lifelong protection against pneumonia. These groups include the elderly and those suffering conditions such as chronic bronchitis, asthma, angina or other heart conditions, diabetes, and chronic kidney problems. This service is available from the practice nurses by appointment. The practice nurses also offer a travel vaccination clinic at which most holiday vaccination needs can be dealt with. Please note we do not offer 'yellow fever' vaccinations.

WELL PERSON CLINIC

FEMALES

This will cover all aspects of female health, with advice on such topics as menopause symptoms, hormone replacement therapy, contraception, breast screening, cervical smears and immunisation.

MALES

Men can undergo an assessment of their general state of health, including testicular cancers, and can benefit from general lifestyle advice. Services offered include measurement of height, weight, blood pressure, urine test and cholesterol test.

ASTHMA CLINIC

Patients who have asthma will be able to have regular follow-up at this clinic where they will also be offered advice regarding their condition. Height, weight, blood pressure and peak expiratory flow are measured.

HYPERTENSION (HIGH BLOOD PRESSURE) CLINIC

High blood pressure can, in the long term, increase your risk of a heart attack or stroke. Treatment does not always require medication. This clinic offers advice about general risk factors for cardiovascular disease, particularly in relation to high blood pressure. It enables patients who have raised blood pressure to be monitored on a regular basis and to be quickly referred to the doctor when the nurse thinks this is necessary.

DIABETIC CARE

Patients who have diabetes will be able to have regular follow-up at this clinic where they will also be offered advice regarding their condition. Height, weight, blood pressure and blood monitoring tests will be performed.

Stay in touch with our website - www.penkethhealthcentre.co.uk

DIETETIC CARE

These clinics are run by a qualified dietician or practice nurse who can provide advice on a wide range of dietary matters, including weight reduction, diabetic and cholesterol-lowering diets.

CHAPERONES

Should you require the services of a chaperone during a consultation with a doctor, for an examination of an intimate nature, this can be arranged. Where possible, please let the receptionist know at the time you book the appointment. During a consultation you may ask the doctor for a chaperone. If this cannot be arranged at the time you can make another appointment and 'book' the chaperone for this.

PRIVATE SERVICES

Some services provided at the centre are not covered by the NHS. The following are examples for which an appropriate charge will be made: Private medical certificates, holiday cancellation certificates, BUPA/insurance claims forms, medical examinations (ie HGV/PSV licences, taxi drivers, elderly drivers), seat belt exemption certificates, sporting activities, reports for third parties (ie employers, insurance companies) and statements of facts. Please note that this work may take some time to complete as the practice will always put treating sick patients as our highest priority. It is the practice policy that passport applications will not be signed by the doctors neither do doctors provide references eg for employment applications. You are entitled to access your medical records under the guidelines for Subject Access Requests. There is also a charge for copies of papers from your records.

INSURANCE/MEDICAL REPORTS/DWP/ETC

Patients should not make a surgery appointment for these - this wastes valuable GP time as these appointments are for patients who are ill. Requests for these must be made via reception/insurance clerk. Often the doctor can complete such requests without the need to be seen. However, if the doctor does need to see the patient he/she will ask a clerk to make the arrangements outside surgery times.

PRACTICE POLICIES AND PROCEDURES

All the policies, procedures and guidelines in the practice meet equality, racial and diversity standards.

CONFIDENTIALITY AND TEST RESULTS

All information relating to patients, either on file or in the computer system, is strictly confidential. Results of tests or x-rays will be reviewed by the doctor or practice nurse. We will only write to you if the GP or practice nurse has asked for you to make an appointment or there is instruction from the doctor. You will be advised in the letter if the appointment is to be a telephone consultation or face-to-face appointment.

Results cannot be given over the telephone by reception staff.

If you have not heard from us within three weeks of the test being done, and your symptoms persist, then please make a routine appointment to see the doctor.

Please refer to the notice in the waiting room regarding the need to provide information to other NHS bodies.

For 24 hour information click to: www.penkethhealthcentre.co.uk

TRAINING

We aim to provide a high quality of care and consistently strive to improve our standards. To this end, the practice maintains strong links with Liverpool University Medical School and is a training practice for General Practitioners. The doctors also participate actively in a busy schedule of postgraduate education, frequently holding meetings after hours in the health centre. For this purpose the practice closes from 1.00pm on the last Thursday of each month.

DISABLED ACCESS

There is a car park at the health centre with disabled parking. There are no steps to any of the consulting rooms. If you experience difficulties please tell one of the receptionists. A disabled toilet is available within the practice. To use these facilities please ask at reception.

PARKING

It is very important that you should **NEVER** park in a space marked **DOCTORS ONLY**, since this seriously inhibits the doctors' ability to deal promptly with requests for emergency visits. In addition, you should **NEVER** park on the double yellow lines or on the yellow box near the main entrance. These precautions exist to facilitate emergency vehicle access (ambulance, fire and police). Failure to comply with this rule may interfere with the emergency services and put lives at risk.

We have the privilege of having a car park but at busy times it can get full. If the car park is full you **must not park on the grassed areas** or in a way that will block in other cars. In these circumstances you should park elsewhere.

SUGGESTIONS AND COMPLAINTS

It is our wish to provide a high quality service. It follows, therefore, that if you have any ideas that may offer improvements to the services we provide, we would be very interested to hear from you. A suggestions and comments box is available for use in the waiting room. Similarly, if you are not happy with any aspect of our service, our office manager is available to discuss this with you.

WHAT TO DO IF YOU MOVE

Please let us know if you change your address or telephone number. Should your move take you outside the practice area, you will need to register with a practice in your new area.

VISIT OUR WEBSITE - www.penkethhealthcentre.co.uk

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

PATIENT INFORMATION

For information on how the practice uses patient information please refer to our website or see the notice displayed in the waiting area of the surgery.

Stay in touch with our website - www.penkethhealthcentre.co.uk

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from the practice manager.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

TELEPHONE SYSTEM

To contact the practice ring 01925 725644 and choose from the available options.

PRESCRIPTIONS

Prescription collection times are:

| | | |
|----------------------------|---|------------------------------|
| Requested Monday am | - | ready after 1.00pm Wednesday |
| Requested Monday pm | - | ready after 4.30pm Wednesday |
| Requested Tuesday am | - | ready after 1.00pm Thursday |
| Requested Tuesday pm | - | ready after 4.30pm Thursday |
| Requested Wednesday am | - | ready after 1.00pm Friday |
| Requested Wednesday pm | - | ready after 4.30pm Friday |
| Requested Thursday am | - | ready after 1.00pm Monday |
| Requested Thursday pm | - | ready after 4.30pm Monday |
| Requested Friday am | - | ready after 1.00pm Tuesday |
| Requested Friday pm | - | ready after 4.30pm Tuesday |
| Requested over the weekend | - | ready after 1.00pm Wednesday |

USEFUL TELEPHONE NUMBERS

| | |
|--------------------------------------|----------------|
| District Nurses | (01925) 867929 |
| Health Visitors | (01925) 867928 |
| Community Clinics..... | (01925) 867930 |
| When less urgent than 999 - dial 111 | |

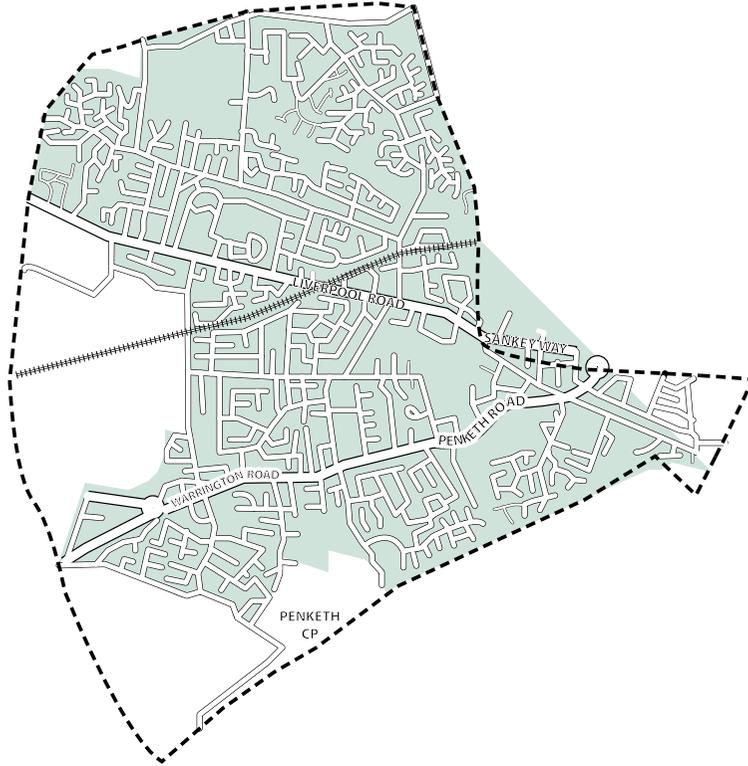
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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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PRACTICE AREA MAP



This booklet is available in other languages if required.

Mae'r llyfryn hwn ar gael mewn ieithoedd eraill os oes angen.

Cette brochure est disponible en d'autres langues si nécessaire.

Este folleto está disponible en otros idiomas si es necesario.

Diese Broschüre ist in anderen Sprachen verfügbar, wenn erforderlich.

Aceașta broaură este disponibilă în alte limbi, dacă este necesar.

该手册可在其他语言中，如果需要。

প্রয়োজন হলে এই পুস্তকটি অন্য ভাষায় পাওয়া যায়।

यदि जरूरी हुआ तो इस पुस्तक को अन्य भाषाओं में उपलब्ध है।