GREEN-BANK SURGERY

Part of Central East Primary Care Network



274 Manchester Road Warrington WA1 3RB

Tel: 01925 631132/624560

E-mail: warccg.greenbankmc@nhs.net

Website: [www.greenbanksurgery.com](http://www.greenbanksurgery.gponline.com)

Welcome to Green-Bank Surgery. We are an old established Practice and are firmly committed to providing high quality medical care for you and your family. It is a Group Practice of Doctors and a Primary Health Care Team. There is disabled access throughout the surgery.

**The Partners:**

**(Senior) Dr Michael Northey** MB ChB MRCGP

**Dr Katherine Cox** MB ChBMRCGP

**Dr S Hameed** MBBS MECGP

**Emma Lowe – Advanced Nurse Practitioner**

**The Doctors:**

**Dr T Okunzuwa** MD MRCGP

**Dr R Pollitt** BSc MB ChB MRCGP

**Practice Manager: Mrs Gwen Green**

**The Clinical Team:**

Advanced Nurse Practitioner, Practice Nurses, HCA,

A Team of District Nurses

All fully supported by our **Administrative Team**

**CARE QUALITY COMMISSION (CQC)**

This surgery is registered with the Care Quality Commission

Registered Manager is Dr M Northey.

After an inspection in May 2018, this surgery was rated as GOOD

**NEW PATIENTS’ REGISTRATION**

To register you must reside within the Practice area. Please ask at Reception if you are unsure – the Staff will also be able to guide you on our registration procedure.

All new patients will be given an appointment to have a health check with the HCA or Nurse within one month of applying. We would strongly encourage you to attend for this as an opportunity to update your healthcare needs.

**ZERO TOLERANCE POLICY**

We try to show consideration to all our patients but will not tolerate violent, abusive, or threatening behaviour.

**CONFIDENTIALITY**

All staff members have access to medical records and are bound by strict rules of confidentiality. Information held in your record may be shared in confidence with other NHS organisations in the interest of patient care. Information to third parties will not be released without valid and informed consent. Please see Privacy Notice on website or in the surgery.

**COMPUTER**

The Practice computer is registered under the Data Protection Act and strict confidentiality is maintained.

**APPOINTMENTS:**

You are free to consult with any of our clinicians provided that there is an appointment available. Normally, one of our Patient Advisors will offer you the next available appointment but please let us know if you feel the problem is urgent as the Duty GP or ANP is able to offer advice and provide a same day appointment if necessary. Routine appointments are held throughout the day and on Wednesday evenings.

Do remember that an appointment is for one patient only. **If you cannot keep your appointment, please contact the surgery** **or “text to cancel” via appointment reminder –** we are a busy Practice and someone else will always want to take advantage of your cancellation.

If you have a lot to discuss with the Doctor, please advise us when booking so a longer appointment can be given, thus avoiding delays for other patients.

You can also book and cancel appointments, order prescriptions and view your medical records “on-line”. Please ask at Reception for details of how to register for this service.

Extended access appointments are also on offer to our patients at Bath Street Health & Wellbeing Centre from 6.30 pm up until 8.00pm Monday to Friday, 8.00 am – 4.00 pm on Saturdays and 10.00 am – 2.00 pm on Sundays. Appointments need to be booked by our Patient Advisors

**HOME VISITS**

Housebound patients, frail and very ill patients may require visiting at home. If so, please ring the surgery before 10.00 am if possible. The administration staff will ask you for a few details to allow the Doctor to assess the urgency of the case. All requests for visits will be triaged. Lack of transport is not a valid reason for a home visit and we can never guarantee a particular doctor.

**TRIAGE**

When booking an appointment, or requesting a home visit, you may be triaged or asked some questions by the Patient Advisor to determine the best possible option for you.

**TELEPHONE ADVICE**

If you wish to speak to a clinician regarding an urgent medical matter, please be aware, it will be either the Advanced Nurse Practitioner or the duty doctor on the day, who will call you back. If you wish to speak to a particular clinician, we cannot guarantee a same day call back. Interruptions during surgery can be upsetting for both clinicians and patients; for this reason consultations will not be disturbed by non-urgent telephone calls.

**CLINICS**

The following clinics are available in this Surgery.

**Nurse-led Clinics for Smears & Pill Checks**

**Child Health Surveillance**

**Sexual Health**

**Minor Surgery**

**Travel**

**Chronic Disease Management:**

**(Hypertension, Diabetic, Heart Disease,**

**COPD, Asthma)**

**Citizens Advice (for patients only, after referral)**

**PHLEBOTOMY (BLOOD CLINIC)**

Clinics are held at Orford Jubilee Hub, Bath Street Health & Wellbeing Centre or Warrington Hospital. Please ask at Reception for details. Under 16’s will need to attend at the hospital or Bath Street by appointment only.

**PRACTICE NURSES/HCA**

We have two Practice Nurses, a Treatment Room Nurse and Health Care Assistant providing nursing care in the following areas of health: Disease management: asthma, diabetes and heart clinics; holiday advice; women’s health service for cervical smears, menopause and breast awareness; family planning, sexual healthcare and screening; pill checks and general health screening. Please make an appointment with a Nurse for all of the above through Reception. If you have a chronic condition, we would encourage attendance at least once a year for review, in the month of your birthday. You do not need to wait for an invite to make an appointment.

**MIDWIFE**

The Midwife will be involved in your care from the start of pregnancy until twenty-eight days following delivery. For referral to the midwifery service, you can complete the online referral form at [www.whh.nhs.uk/maternity](http://www.whh.nhs.uk/maternity) or contact the Community Midwives on 01925 662092

**DISTRICT NURSES**

The nurses are involved in giving highly skilled nursing care to patients who are housebound. A wide variety of needs are met, i.e., post-operative care, wound dressings, giving injections, taking bloods and providing palliative care. They also liaise with other healthcare professionals and social services. They can be contacted on 01925 251480 Monday to Friday 9.00 am – 5.00 pm. Please leave a message on the answer machine.

**HEALTH VISITORS**

There are Health Visitors attached to the Practice but based elsewhere - telephone number 01925 867928.

**FLU CLINICS**

We hold these each year and flu vaccinations are available free for patients who fit certain criteria, such as having a chronic disease, aged 65 or over, being immuno-supressed or being a young child of a certain age.

You do not have to wait for an invite – when the flu season starts, usually in September, please book an appointment.

**RESULTS OF TESTS**

Now managed by eConsult, please refer to our website.

Results can only be given to the person who had the tests taken.

**CHAPERONES**

If you require a chaperone at any time, please ask member of staff, GP or nurse.

**CARERS**

If you have a carer or you are a carer, please ask at reception for a form. We can document this on your medical records. Please note, unless we have specific consent in writing from a patient at this surgery, we will not be able to discuss any medical matters with a third party.

**REPEAT PRESCRIPTIONS**

Please allow up to two working days from request. Please refer to prescription collection times available in the surgery or on our website.

To avoid error and confusion **WE CANNOT ACCEPT VERBAL REQUESTS** **OVER THE TELEPHONE**. All requests must be made via one of the following:

1. By using the appropriate computer slip, ticking each item required and dropping this into the box in Reception area or posting it to the Surgery.
2. In writing, stating clearly the items required, printing your name and date of birth, signing and dating the request. This can then be dropped into the Prescription Box in Reception or posted to the Surgery.
3. Requesting “on-line”.

We do offer an Electronic Prescribing Service – you will need to “nominate” your preferred pharmacy. Please ask as reception for further details or at you pharmacy.

If you notice any error we would be grateful if you would let the Reception Staff know. If you want your prescription to be sent to you in the post, please enclose a stamped addressed envelope.

From time to time you may receive with your prescription a request to see your Doctor or the nurse. This is because most medications require reviews to ensure their greatest benefits.

We only accept prescription requests direct from patients. We do not allow pharmacies to order. However, there will be patients who will be excluded from this – please ask at reception for further details.

**SUGGESTIONS:**

We welcome all patient suggestions. A "suggestion box" is situated in the main reception area, for those patients wishing to complete a form.

**FRIENDS & FAMILY TEST**

Would you recommend this surgery to others? Each month we have to produce figures for NHS England relating to this. Would you like to complete our form? Please to ask for a form in the surgery or go to our website to complete.

**ASSISTANCE DOGS:**

Animals are not permitted on the premises however; assistance dogs are very welcome.

**HEARING LOOPS:**

We do offer the facility of a “hearing loop”. Please ask at reception for further details.

**WHEELCHAIRS**

We do have a wheelchair on the premises for patients who require it. Please ask at reception.

**DISABLED PARKING**

We do not have a patient car park, however, there is a disabled parking space available at the front of the surgery.

**75 YEAR OLDS AND OVER:**

Each patient aged 75 or over will be given a named GP who will be responsible for your over-all care. You can of course book an appointment with a GP of your choice. Patients who wish to have an annual health check are asked to book in with a nurse, on the month of your birthday.

**NAMED GP:**

Your named GP will be the GP you are registered with. You can, however, see any GP of your choice.

**PATIENT PARTICIPATION GROUP:**

All patients are welcome to join our Forum. We meet quarterly to discuss surgery matters. Please ask at the reception desk for details.

**PRIVACY**

If you prefer to speak to a Patient Advisor in private instead of at the reception desk, please ask.

**NON NHS EXAMINATIONS**

The Doctors carry out medicals, e.g. insurance and driving licence, by appointment. Please telephone for an appointment and ask at Reception for the charges for these services. Requests for other non-NHS administrative work, i.e. countersigning passport photographs, completion of forms, writing letters, etc., will also incur fees payable by patients. Please ask at Reception for an indication of the fee accounts likely to be raised.

**WEBSITE**

We have a surgery website [www.greenbanksurgery.com](http://www.greenbanksurgery.com) – please visit it for the latest news and updates.

**“SAFE PLACE” PREMISES**

We are registered as a “safe place” for vulnerable people. Contact reception for further details.

**PROTECTED LEARNING TIME**

This surgery will close at 1.00 pm on the last Thursday of each month (sometimes this can change to a different day or week). This enables the clinicians and staff to attend necessary training. The dates are arranged by Warrington CCG.

**ACCESSIBLE INFORMATION**

If you require any information in a different format, please inform our receptionist

**PREFERRED METHOD OF COMMUNICATION**

Please inform us of your preferred method of communication.

**ON-LINE SERVICES**

If you would like to sign up to our on-line services, you will need to enquire at the reception desk. You will be asked to provide photo identification.

**PATIENT ADVISERS**

Patient Advisers will provide you with a first point of contact which directs you to the most appropriate source of help. Patient Advisers have undertaken appropriate training to make it easier for you to get an appointment with the most appropriate professional – this could be with a healthcare assistant, practice nurse, clinical pharmacist based in your practice (who may be able to prescribe your medicines in the same way as your doctor) or your GP.

**COMPLAINTS**

If you are unhappy with any aspect of our service or your treatment, our Complaints Information leaflet is available to help you. The Practice Manager is available to discuss the appropriate procedure for complaints. Verbal complaints are investigated and dealt with in the same way as written complaints. Third Party complaints will need the consent of the patient

Please be aware, that should a patient make a complaint, the Practice may need to provide information about the patient and treatment they may have received, to insurers and, or legal advisors.

**TRAINEE DOCTORS**:

As we are an accredited training practice, you may consult with doctors not mentioned on our front page. These are fully qualified doctors, able to diagnose and prescribe.

**For the security of staff, patient and premises CCTV is installed in this Practice**

**OPENING HOURS:**

Monday to Friday 8.00 am - 6.30 pm

 \* Wednesday Evening 6.30 pm - 8.00pm\*

(\*Please note - booked appointments only - telephone lines and other services not available\*)

**OUT OF HOURS**

**What to do when the Surgery is closed?**

For a medical emergency please ring **999**

For urgent medical matters, please ring NHS **111**. This is a free phone number from all landlines and mobiles.

**THIS SURGERY DOES NOT DISCRIMINATE AGAINST ANY PERSON, DISABLITY OR BELIEF**

**THE PRACTICE AREA**



**Boundaries of Practice Area**:

NORTH - M62 SOUTH - Manchester Ship Canal

EAST - M6 WEST - Sankey Canal

**If you need this leaflet in another format, please ask at Reception**