

NON NHS WORK

The Practice undertakes work outside NHS contract for which there will be a charge.

DISABLED ACCESS

The Practice complies with disabled access requirements.

PATIENT REPRESENTATIVE GROUP (PRG)

All registered patients are welcome to join the PRG. Please ask at reception for further details.

TEST RESULTS

Please allow 48 hours and then contact the surgery after 2pm for your results.

TRAVEL VACCINES

Anyone travelling overseas should complete a travel questionnaire which can be found on our website or collected from surgery. This will then be looked at by the Nurse, patients should then contact the surgery 1 week later for details of vaccinations. It is imperative that you do this 4 to 6 weeks prior to your holiday. Some of the vaccines may be chargeable.

CHAPERONE POLICY

The practice has a chaperone policy which is designed to protect both patients and staff and assist patients in making an informed choice about their examinations. You can request to have a chaperone present if you wish, at any time.

INTERPRETER SERVICES

The practice has access to an interpreter services and a hearing loop installed. Please inform the receptionist in advance if an interpreter is required at your consultation.

CARERS

Please let us know if you are a carer as we can provide help and support along with a free health check.

CONSENT

The practice may ask you for consent depending on the procedure or treatment you are having. This will be recorded on your medical record.

PATIENT LIASON DEPARTMENT

If you have any questions about any aspects of your healthcare, the Patient Liason Department are there to help by calling 01942 822376

COMPLAINTS

Our complaints procedure and form is available from reception. On completion, this will be dealt with by the Practice Manager.

SUGGESTIONS & COMMENTS

Your feedback is important to us.

All suggestions on how to improve the service are welcome. Please use the suggestion box on reception.

You can also complete a family & friends feedback form on reception or on our website.

MEADOWVIEW SURGERY PRACTICE LEAFLET



**Atherton Health Centre
Meadowview Surgery
Nelson Street
Atherton
Manchester
M46 0LE**

Telephone : 01942 481060

Fax: 01942 481079

**Email: reception@GP-P92626.nhs.uk
www.meadowviewsurgery.co.uk**

Dr Ashok K Atrey

M.B.B.S., M.D., M.R.C.G.P

Date of Registration June 1975 (UK)

Dr Naveen Honnappa

M.B.B.S

Date of Registration 1998 (UK)

Opening Hours

Monday	8:00am – 1pm	2pm – 6:30pm
Tuesday	8:00am – 1pm	2pm – 6:30pm
Wednesday	8:00am – 1pm	
Thursday	8:00am – 1pm	2pm – 8:00pm
Friday	8:00am – 1pm	2pm – 6:30pm

THE PRACTICE

Meadowview Surgery will provide a personal and confidential service when you are not well and try to keep you in better health through various Health Promotion activities and planned care of your long-term illnesses, if you have any.

We are a training Practice which means that doctors wanting to enter General Practice spend 12 months with us to gain experience.

THE TEAM

Doctors

It is the patients choice to see whichever Doctor they wish to at the surgery. All doctors are approved to provide Primary Care Services.

Practice Nurses

We have two part-time nurses who run long-term medical conditions surgeries and assist the doctors with other medical procedures. They also carry out baby immunisation clinics and give holiday advice regarding vaccinations. We also have two Healthcare Assistant who assist the nurses in taking Blood Pressures and other procedures along with NHS Health Checks.

Administration Staff

The Practice employs a Practice Manager, Reception staff, Secretarial and Administration staff who provide a personal service to you.

They make appointments for you, deal with prescription requests and type referral letters along with assisting the doctors in the running of the Practice.

District Nurses

A number of district nurses are attached to the Practice. They will see you at their clinics and may visit you at your home.

Midwives

They run antenatal clinics at the Practice on a Thursday afternoon for pregnant women.

Health Visitors

They are attached to the Practice and advise parents on growth and development, feeding and common childhood ailments.

Other Services

Child health clinics are held every Monday between 11:15am and 12:15pm.

Family Planning advice is also available at the Practice by making an appointment with one of the doctors or nurses.

Newly registered patients will be asked to have a New Patient Health Check with a Healthcare Assistant.

MAKING THE MOST OF YOUR PRACTICE

Appointments

The Practice operates an appointment system, standard appointments are 15 minutes long. Appointments can be made over the telephone on 01942 481060, by calling in to the Practice or via the website. Please arrive on time and cancel if you cannot attend.

Extended Evening Appointments

Extended hours are offered on Thursdays between 6:30pm and 8pm when two doctors are available. These appointments are suited to workers or others who may find it difficult to attend during normal working hours.

Home Visits

Patients too ill to attend surgery may request a home visit by ringing 01942 481060 before 10:30am.

Out Of Hours

If you require urgent medical assistance between 18.30pm and 08.00am or at weekend or bank holidays call 111 (NHS 111 service). On a Wednesday between 1.30pm and 6.30pm please call our Out Of Hours Provider on 01942 829911.

Extended Access

Appointments are also available through our GP alliance extended GP Hours hubs between 6.30pm & 8.00pm weekdays and 10.00am & 4.00pm at weekends by calling 01942 482848 for an appointment. Your nearest location is at Sevenbrooks Medical Centre.

PRESCRIPTIONS

Authorised repeat prescriptions can be obtained by request at reception, posting it, ordering on line, faxing or through your local pharmacy. **We cannot accept requests over the telephone.**