

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 PARTICIPATION GROUP (PPG)

All registered patients are welcome to join the PPG. 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. 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.

CARERS

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

MILITARY VETERANS

Please inform the receptionist if you have served in the British Armed Forces so we can update your record.

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.

CONSENT

The practice may ask you for consent depending on the procedure or treatment you are having, and also before sharing your information.

PATIENT LIASON DEPARTMENT

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

COMPLAINTS

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

Dr. A. K. Atrey
M.B.B.S., M.D., M.R.C.G.P

Dr. N. Honnappa
M.B.B.S

Dr. I. Wilkinson
M.B.B.S

Opening Hours

Monday	8:00am – 6.30pm
Tuesday	8:00am – 6.30pm
Wednesday	8:00am – 6.30pm
Thursday	8:00am – 8.00pm
Friday	8:00am – 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.

THE TEAM

Doctors

It is the patients choice to see whichever Doctor they wish to at the surgery.

Practice Nurses

We have two part-time nurses who carry out long-term condition reviews and assist the doctors with other medical procedures. They also carry out baby immunisation clinics and give advice regarding holiday vaccinations. We also have a Healthcare Assistant who carries out Health Checks, some long term condition reviews and immunisations.

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 delivering patient care.

District Nurses/ Midwives / Health Visitors

These are attached to the practice. They will see you at their dedicated clinics or may visit you at home.

GDPR

The General Data Protection Regulation (GDPR) is a new law that replaces the Data Protection Act 1998 (DPA). The GDPR requires us to process data 'fairly' and in a 'transparent' manner and we must provide information to you about how we process your information.

Please see our website for our 'Data Protection Privacy Notice' for patients for more information about this. Copies are also available from reception (including large print and child friendly versions.)

Other Services

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

Family Planning advice is also available by making an appointment with a Practice Nurse.

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

MAKING THE MOST OF YOUR PRACTICE

Appointments

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

We also provide telephone consultations where an examination is not required. These are at the end of morning and evening surgeries

Extended Evening Appointments

Extended hours are offered on Thursdays between 6:30pm and 8pm when two clinicians 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, 4.00pm & 6.30pm Wednesdays and 10.00am & 4.00pm at weekends by calling 01942 482848 for an appointment.

PRESCRIPTIONS

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

Please allow two working days for collection.