

Useful telephone numbers

Whiston Hospital	0151 426 1600
St Helens Hospital	01744 26633
Warrington Hospital	01925 635 911
Newton Hospital	01925 222 731
Wigan Hospital	01942 244 000
Alder Hey Hospital	0151 228 4811
Garswood Pharmacy	01942 719 879
Boots Pharmacy - Bryn	01942 727176
District Nurses - Garswood	01744 621 700
District Nurses - Ashton	01942 483 034
Treatment Rooms	0800 953 0960
Hospital Transport Booking (for eligible patients only)	0800 032 3240 (option 4)
PALS	0151 430 1376
St Helens Carers Centre	01744 675 615
Think wellbeing	01744 647 100
Referrals (RMS)	01772 325 100
Health Visitors - St Helens	01744 624 321
Health Visitors - Wigan	01942 483 891
Rainbow Taxis	01942 711441
ATC Taxis	01942 703070

Garswood Surgery

Practice handbook



Garswood Surgery

Billinge Road

Garswood

Wigan

WN4 0XD

T: 01744 621 670

F: 01942 713 432

E: Garswood.Surgery1@NHS.net

W: www.garswoodsurgery.co.uk

Welcome

With patients' needs at the heart of everything we do, our practice handbook has been designed to make it easy for you to access to the information you need.

This practice covers Garswood, most parts of Billinge and some parts of Ashton-in-Makerfield.

GP Training

We are a GP training practice and normally have several GP Trainees working here. A GP Trainee is a fully qualified hospital doctor who is undertaking a further 3 years of Specialist training in order to qualify as GP.

Medical Students

We also train Medical Students and occasionally medical students may be present at your consultation with the Doctor. If you wish to have no contact with the medical students tell us. This will not affect the quality of care you receive.

Doctors & Nurses	Reception
Dr Parr (MBCHB DFFPRHC)	Edwina Taylor – Practice Manager
Dr Lawson (MB ChB MRCP)	Alex Prince – Reception Manager
Dr Newton (MBChB)	Kate Gill – Reception/Finance Officer
Practice Nurse—Tracey Peet	Sarah Marlow - Receptionist
HCA—Julie Bryan	Kim Pennington - Receptionist
	Nicola Holcroft—Receptionist
	Jessica O'Mara - Receptionist
	Chloe Jones—Receptionist
	Rebecca Thorpe—Receptionist

Surgery facilities

Our premises are fully compliant with the Disability Discrimination Act (DDA)



Our disabled patient facilities include designated car park spaces for permit holders, wheelchair ramp, toilet, low level meet and greet, lift, stairwell refuge area and evac-chair



We have baby changing facilities and a Breast feeding room is available should you wish to feed in private.



There is a large car parking area (cars are parked at owner's risk). The designated disabled parking bays are for permit holders only



We have a Hearing Loop for those patients who have a hearing aid. We also sell hearing aid batteries



How to find us

Opening Hours:

Monday	8am – 7.30pm*
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm
Friday	8am – 6.30pm

*Phone lines
close at 6.30pm

**Garswood Surgery, Billinge Road, Garswood,
Wigan, WN4 0XD**

The surgery is located on the ground floor in Garswood Primary Care Centre building (next door to Senley Green Community Centre)

By Bus



Unfortunately there are no buses that can drop you off outside the surgery. The **156** (St Helens to Garswood) stops at Rectory Road, but you will need to walk a short distance to the surgery.

By Car



If you are travelling by car and using a sat nav, please enter the postcode: WN4 ORE.

Mission Statement

Garswood Surgery is committed to providing a high standard of healthcare in a friendly, happy and healthy environment. We are caring and innovative and aim to improve the health, well-being and lives of those we care for.

We undertake to:

- Treat you with respect and courtesy at all times*
- Provide you with advice and treatment in a timely manner*
- Help you make decisions about your health by treating you with respect*
- Discuss available treatments and refer you on to other experts where necessary*
- Act as your advocate and guide through health care services*
- Maintain confidentiality in what we discuss and the records we keep on your behalf*
- Keep up to date with developments in health care by continuing to learn*
- Take patient ideas, including those of our Patient Group, and use them to develop and improve services*

In return we ask you to:

- Keep your appointment and/or let us know as soon as possible if you can't attend*
- Only use urgent out-of-hours services for urgent conditions which can't wait until the next day or over the weekend.*
- Be nice to our staff! They do their best for you and respond very well to "please" and "thank you"*
- Let us know if you have any suggestions or cause for complaint as soon as possible*
- Let us know when we have done well*

Reception Team

Our receptionists are here to help you and advise on your queries.
All information handled by them is in the strictest confidence.

Please remember that they may ask personal questions in relation to medical conditions (this information is for the Doctors only).

Should you need to speak privately with a member of the team, we can arrange to do so in a private room.

Services (run by the practice)

PRACTICE NURSE

Our highly skilled practice nurse is available every weekday to help manage your health. We will provide checks every year for you if you have any of the following conditions:

- Heart Disease
- Diabetes
- Asthma
- Chronic obstructive pulmonary disease
- Hypertension
- ECG's

Our practice nurse also provided the following services:

- Influenza vaccinations (seasonal; winter time only)
- Pneumonia vaccinations (for over 65's and patients in at risk groups)
- Cytology (smears) for all women, trans men, non-binary people with a cervix or other people with a cervix who are, or have been sexually active between the ages of 25 and 50 years should have a smear test taken every 3yrs and every 5yrs thereafter until otherwise advised.

Garswood Patient Group

We have a thriving patient group which currently meets twice per year in June and December.

We work closely with our patient group and group meetings include practice staff, the GPs, Pharmacy and Clinical Commissioning Group representatives. The Patient Group is not a "forum for moaners". Neither is it a "doctor's fan club". It is a route for patients to advise the practice on what matters most to them and to help us to identify solutions to problems.

Our members are expected to think about the wider patients interest not just their own personal concerns. By being a member of our patient group you can ensure your voice is heard in discussions about how we deliver services and help influence practice development

**If you would like to become a member of our patient group,
please tell one of the receptionists.**

SMS/Texting Service

Help us keep in Touch

There may be occasions when we need to contact you by telephone. If you're usually out during the day it is helpful if we have a mobile or other phone number where you may be contacted. We have a text messaging facility which can send appointment confirmation and reminders or invitations. You can also elect to receive a detailed or standard message.

If you do not want to be contacted by email or text message, please tell the receptionist. You will need to consent to receiving text messages.

*We adhere to the 'NHS Code of Practice for
Information Security management*

(A link to this can be found on our website.)

Language Translation or Deaf interpretation:

We can provide translation in a number of languages or deaf interpretation services and a hearing loop.

Please advise the receptionist if you require this when you arrange an appointment.

**For large print & Braille: please
contact reception**

Care at the chemist

Under the 'Care at the Chemist' scheme, patients may obtain free over the counter medicines from 30 participating pharmacies in the district if they are exempt from prescription charges. Patients are registered on the scheme and this allows them to discuss with the pharmacist minor ailments such as head lice, coughs, colds and simple pain.

The pharmacist will decide if providing a medicine is appropriate. Patients have easier access to medicines, local pharmacists are used for professional advice and GP appointments can be used for patients with more serious ailments.

If you normally have to pay for your prescriptions, the maximum amount you would pay is the normal prescription charge, regardless of the cost of the medication the Pharmacist prescribes.

You can get medicines free of charge under these schemes if you:

- Are under 16 years of age
- Are over 65 years of age
- Hold a current prescription exemption certificate

For further details about 'Care at the Chemist' please speak to your pharmacist.

Here are some of the ailments that the Care at the Chemist scheme can treat?

- Allergy/Hay Fever
- Cold
- Head Lice
- Oral Thrush
- Athletes Foot
- Constipation
- Headaches
- Chesty Coughs
- Diarrhoea
- Indigestion
- Threadworm
- Vaginal Thrush
- Dry Cough
- Nasal Congestion
- Sore Throat

You do not have to wait for an appointment with your doctor, you can go to one of the participating Care at the Chemist pharmacies and receive advice and treatment from the pharmacist free of charge*.

Registration onto the scheme is simple. Please ask at any St Helens pharmacy.

* Medication is free of charge for those patients exempt from prescription charges.

Services (run by the practice)

PRACTICE NURSE (cont)

• Travel health

If you are travelling abroad and may need vaccinations please collect a vaccination request form from reception or via our website. This will enable the Practice Nurse to plan in advance what vaccinations you need. If you have a complex travel itinerary you may need to obtain advice from the Liverpool School of Tropical Medicine. (NB: Hepatitis B is not a free vaccine for travel on the NHS—please discuss with the Practice Nurse if you require this vaccine for travel).

• Yellow fever vaccinations

We are one of only a few practices now offering this vaccination to our patients as well as people who are not registered with us. Please collect a vaccination request form from reception or via our website.

• Hepatitis B (HepB) vaccinations

If your job places you at risk of Hepatitis B infection, (eg, Sewage Worker) it is your employer's responsibility to arrange vaccination for you. This is not a free vaccine on the NHS but we can provide occupational HepB on request.

You will require a course of 3 vaccinations plus a Hep B immunity blood test:

- 1st HepB vaccination
- 2nd HepB 1 month later
- 3rd HepB 6 months after the 2nd vaccination
- HepB immunity blood test 6 weeks after 3rd HepB vaccination

A negative immunity test will require a booster vaccine and a further blood test. There is a fee for these vaccinations and blood testing for which your employer is responsible. The fees are available on application.

Five-year boosters are recommended for anyone thought to be at continuing risk of infection.

• Childhood Immunisations

The Nurse administers childhood immunisations. The clinics for these immunisations are held on Monday afternoons (12-1pm) and Thursday Evenings (3pm-5.30pm)

• Cryotherapy Treatment

We offer monthly clinics for Cryotherapy for Warts and Verruca's. You will need to see a GP to discuss treatment first.

Services (run by the practice)

HEALTHCARE ASSISTANT (HCA)

Healthcare Assistants (HCAs) are involved in direct patient care or investigations. They do not have a medical or any nursing qualification and therefore work under the instruction of a doctor or nurse rather than on their own initiative.

Our healthcare assistant can perform the following checks/tests:

- New patient health checks
- Phlebotomy (blood taking)
- blood pressure
- Weight and height monitoring
- Urinalysis,
- Glucose Tolerance Testing
- INR (Warfarin) fingerpick testing.
- NHS Health checks
- 24hr BP Monitoring

If you are unsure if your appointment should be with the Practice Nurse or HCA, please contact the Reception Team who will advise.

Other Services available :

FAMILY PLANNING

The practice offers a range of family planning services which include:

- | | |
|----------------------------------|-------------------------------|
| • Coil (fitting and removal) | Dr Parr and/or Practice Nurse |
| • Implants (fitting and removal) | Dr Parr and/or Practice Nurse |
| • Contraceptive Pill | Practice Nurse or GP |
| • Depo-Provera injection | Practice Nurse or GP |

To book an appointment, please speak to the reception team.

MINOR SURGERY

Dr Newton is qualified to undertake minor surgical procedures. Each individual case should be discussed with a GP first, following this an appointment will be offered, if indicated.

JOINT INJECTIONS

Dr Lawson can undertake joint injections. Each individual case should be discussed with a GP first, following this an appointment will be offered, if indicated.

Carers

A carer is anyone, irrespective of age, whose life is somehow affected because of the need to take responsibility for the care of a person who has a mental health problem, a learning difficulty, is elderly and frail or whose health is impaired, including the parents of a child with a disability (parent carers).

They do not get paid.

Many people who support others do not even realise they are carers.

- Carers can be any age
- Carers can be either sex
- Carers can be from all backgrounds, cultures and communities
- Carers can be family members, neighbours or friends
- Some carers may care for more than one person

Supporting Carers

It is the policy of the Practice to identify and support carers. We try to identify carers by the following means:

- Newly registering patients are asked if they are a carer or if they have a carer.
- The practice website contains information about identifying carers and has a link to the St Helens Carers' Centre who provide free of charge services to local carers. Once you have registered with them you can access the wealth of services they have on offer
- Our Reception staff are asked to be aware of patients who regularly collect prescriptions or messages for other patients of the practice. These patients are asked if they are carers
- Carers may be identified opportunistically during the course of consultations
- There is a Carers' notice board in the reception waiting area provided and maintained by the St Helens Carers' Centre who ensure the information contained on the notice board is both up to date and relevant to the needs of carers.

Once a carer is identified:

If the cared for person is a patient, the Carer's name, contact details, and copies of any authorisations made by patient are added to their record. If the carer is a patient we will make notes that they are a carer and refer them to the Carer's Centre. They will be invited to have an annual flu vaccination

Friends and Family Test



The NHS Friends & Family Test (FFT)

The Friends and Family Test supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks if they would recommend our service to their friends and family and offers a range of responses.

When combined with supplementary follow-up questions, it provides a mechanism to highlight both good and poor patient experience, feedback which is vital in transforming NHS services and supporting patient choice.

Please complete one of Friends and Family Tests each time you visit the practice.

Patient Transport

Some people are eligible for non-emergency patient transport services (PTS). These services provide free transport to and from hospital for people who have a medical need for it.

To book patient transport or to find out if you are eligible, please contact them on 0800 032 3240 (option4).

Please ensure that you book your transport as soon as possible. They do not accept bookings that are less than 24 hours before the appointment.

Services (not run by the practice)

- **Community Midwife (ante-natal care)**

The antenatal clinic is held on Tuesdays 9am–12pm. Please make an appointment at reception.

- **Physiotherapy Clinic**

The physiotherapy clinic is held **downstairs** on a Tuesday and Friday. You can self refer to physiotherapy without needing to see a GP. Please contact 0151 430 1060 or visit <http://www.nwbh.nhs.uk/msk-physio-st-helens> for more information

- * **TREATMENT ROOM CLINIC**

To make an appointment, please call them on 0800 953 0960

They provide treatment for the following:

- Ear care & ear syringing
- Leg ulcer clinic
- Injections (B12 & Zolodex)
- Routine dressings
- Wound Care
- Removal of sutures, clips and staples
- Skin care
- Healthy legs (Doppler assessment)
- BP Checking pre-treatment

- * **DROP-IN PHLEBOTOMY CLINIC**

This is held every Monday morning between 9am-10:30am. You will need to obtain a ticket from the dispenser at the upstairs reception, take a seat and wait you are called. It is run on a first come first serve basis.

*** Please note that clinics marked with a * are held on the first floor. We do not hold the appointment books for these clinics, so you do not need to tell us that you have arrived. Please take a seat in the waiting area upstairs and wait to be called by the relevant service.**

Appointments

GP, Nurse & HCA appointments are available daily

How do I book an appointment?

- Via your Patient Access account
- Telephone 01744 621 670
- Calling into the surgery

You can book appointments up to four weeks in advance. You can be seen by any GP or can request a specific doctor. Please note that some GP's appointments book quickly and you may need to wait to see a specific GP. We offer appointments that meet your medical needs as far as possible, bearing in mind our need to serve all of our other patients too. We book appointments at 15 minute intervals so that the GP's have sufficient time to evaluate the issue and agree a management plan with you.

When requesting an appointment/home visit, the receptionist will ask for the details. This is in the strictest confidence and it is intended to help your doctor to decide which calls are urgent and how much time to assign you. We now ask patient's to complete an E-Consult online. This requires specific detail regarding your condition and gives the GP a more accurate idea of your problem, and makes it easier to treat you. You may not need an appointment and in most cases you are treated without having to come to the Practice.

Extended Access

We now offer appointments at local extended access clinics which are in the evening or at weekends, for those patient's that cannot access the Practice within our opening hours .

Wasted Appointments

We respectfully request that if something arises meaning you may miss or be late for an appointment, please kindly let us know as soon as possible, so your appointment can be given to someone else and a new one offered if needed.

You can cancel your appointments by:

- Patient Access
- Telephone 01744 621670
- Calling into the surgery
- Replying to your appointment confirmation text with the word 'CANCEL'

Please be advised that failure to attend multiple appointments may lead to us asking you to find an alternative GP.

Out of Hours and Emergency Care

Out of Hours

If you need urgent treatment when the surgery is closed, please ring the surgery. And you will automatically be redirected to our out of hours service.

NHS 111

NHS 111 is a nurse led advice line available 24 hours a day, 365 days a year. Calls are free for landlines and mobile phones. There is also a confidential interpreter service, which is available in many languages. Simply mention the language you wish to use when the NHS 111 operator answers your call.

Your local pharmacy

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS 111 for details.

St Helens Urgent Care Centre and Minor Injuries Unit

If you have suffered whiplash or a strain, believe you may need an x-ray or stitches, etc., you need to attend the Minor Injury Unit . We have no minor injury facilities at the practice and all consultations here are by appointment only.

For minor ailments and injuries you should attend **St Helens Urgent Care Centre, Bickerstaffe Street, St Helens (Tel: 01744 627400).**

Opening hours are:

Mon–Sat 7.00am–10.00 pm
Sun 9.00am–10.00pm

Accident & Emergency / 999

A&E is for genuine accident and emergencies only. **You should NOT attend A&E for minor illnesses or injuries.** Minor illnesses are best dealt with by the Walk in Centre, Pharmacist or GP. Minor injuries should be dealt with by the Minor Injury Unit.

Inappropriate A&E Attendance

Inappropriate A&E attendances put an enormous and unnecessary strain on the NHS.

Every minute that an A&E doctor or nurse spends treating very minor problems reduces the time they can spend attending those who have suffered from heart attacks, strokes and life threatening injuries.

If we believe you may have attended A&E inappropriately we will contact you to ask why you chose that service instead of making an appointment with your GP, the Out of Hours Service, Walk in Centre or Minor Injury Unit.

Registering with the Practice

If you wish to register with the practice, please ask the receptionist for a registration pack. You will need to provide us with proof of your address e.g utility bill and also photographic ID. Once you have handed in your registration documents, please allow at least 2 working days for your registration to be processed. If you require medication before this, please request them from your previous GP.

We ask all new patients who register with the practice to have a new patient health check with our Healthcare assistant.

Registering newborn babies

Please note that if you are registering a newborn baby, you must ensure that you include their NHS number on the GMS1 form (this number can be found in the baby's Red Book). We are unable to register newborns without their NHS number.

Repeat Medication for new patients

If you take regular medication please let us have sight of your repeat medication re-order slip. We can then photocopy it and ensure your medication requirements are added to our computer system in readiness for your next order.

If you do not have a copy then please obtain one from your former GP or ask them to fax us a copy on 01942 713 432.

Please allow at least 48 hours for your prescription requests to be processed. If you prefer to collect your prescription from the chemist please indicate this on the request when you place your order. Alternatively, we will post your prescription to you if you enclose a stamped addressed envelope with your re-order slip.

Patient authorisation

You can authorise a relative to have access to your medical records, discuss your medical record/health with a GP, order your medication, order/collect your prescriptions etc. You will need to complete and sign an authorisation form. Please ask at Reception.

Named GP

All our patients have a named GP who is responsible for co-ordinating their care. You can request to be allocated to any GP partner. Just let the receptionist know your preference.

HOME VISITS

Home visits are only for those who are unable to attend surgery because of the severity of their illness and patients who are deemed to be housebound by a clinician

Please try and attend the surgery whenever possible, as several patients can be seen at the surgery in the time it takes to see one patient at home. Urgent requests for home visits should telephone before 11am

ONLINE SERVICES

You can go online to :

- book appointments
- order your medication
- view your medical records

It's easier than you think, and there is a free app that you can download using a smartphone or a tablet.

If you would like to set up a patient access account, please call into the surgery and collect a Patient Access application form.

For security purposes we will also need sight of two forms of ID : passport, driving licence or bus pass and a copy of a bank statement, utility bill or other written proof of id.

Please speak to a member of the reception team who will be happy to help or visit

www.support.patient-access.co.uk

For further information

Medication Requests

YOU CANNOT CONTACT THE SURGERY BY PHONE TO REQUEST YOUR MEDICATION

You can order your medication:

- **Via our website www.garswoodsurgery.co.uk**
- **Via your Patient Access account**
- **Hand into reception** (or into our internal or external locked post boxes)
- **By Post** (please provide a Stamp addressed envelope if you need us to post your completed prescription back you).

When do I need to order my medication?

Please allow 48 hours for your prescription requests to be processed.

Please also bear in mind that your chosen pharmacy may require time to dispense your medication. Please speak to your pharmacist for more details.

Please ensure that you allow enough time for the GP to authorise and for your pharmacy to dispense your medication.

If you prefer to collect your prescription from a chemist please indicate this on the request when you place your order.

Repeat Prescriptions

A Monthly prescription ordered each month by you. This can be collected at Reception or sent via EPS to a Pharmacy of your choice.

Repeat Dispensing

If you are well controlled on regular medication, the Repeat Dispensing scheme allows GP's to authorise a batch of 3,6 or 12 months prescriptions to be held at a Pharmacy of your choice. This may allow you to obtain your repeat prescriptions from a pharmacy without the need to approach the Surgery each time. Ask reception about joining the scheme.

Wasted Medications

Each year NHS St Helens spends around £60 million on medicines. However we know that at least £1.5 million worth of medicines each year are returned to chemists unused. These medicines cannot be re-used and are destroyed. Please **ONLY** order medication that you need and do not stockpile your medicines at home. Furthermore, stockpiling medication is unwise as many medicines have a short shelf life and the doctor may change your prescription to a different drug.

If there are medicines on your list that you no longer take please inform your doctor, practice nurse or chemist.

Non NHS Services

Why do GPs sometimes charge fees? Your questions answered

A list of fees charged is available upon request from reception

What is covered by the NHS and what is not?

The Government's contract with GPs covers medical services to NHS patients. In recent years, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to be sure that information provided is true and accurate.

Examples of non-NHS services for which GPs can charge their NHS patients are:

- accident/sickness insurance certificates
- certain travel vaccinations
- private medical insurance reports

Examples of non-NHS services for which GPs can charge other institutions are:

- medical reports for an insurance company
- some reports for the DSS/Benefits Agency
- examinations of local authority employees

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his or her patients. Most GPs have a very heavy workload - the majority work up to 70 hours a week - and paperwork takes up an increasing amount of their time, so many GPs find they have to take some paperwork home at night and weekends.

I only need the doctor's signature - what is the problem?

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor might have to check the patient's entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor with the General Medical Council or even the Police.

What can I do to help?

Not all documents need signature by a doctor. You can ask another person in a position of trust to sign such documents free of charge.

If you have several forms requiring completion, present them all at once and ask your GP if he or she is prepared to complete them all at once as a 'job lot' at a reduced price.

Do not expect your GP to process forms overnight: urgent requests may mean that a doctor has to make special arrangements to process the form quickly, and this will cost more.

Violent and Abusive behaviour

Please respect our staff.

Dealing with abuse from patients is not part of their job.

We operate a zero tolerance policy

We will remove patients due to this type of behaviour. You will first receive a warning letter and if the behaviour persists, you will be removed from the practice list and will need to find a new GP surgery.

Comments and Compliments

Always tell us when you have had a positive experience.

We love to hear what we are good at!

You can do this by telling a member of staff, asking for a Friends and Family Questionnaire or posting a positive review on the NHS Choices website. (www.nhs.uk)

You can also write reviews on our website, either personally or complete the friends and family questionnaire.

Complaints procedure

There are different ways you can make a complaint

If you are unhappy with our service, please telephone the surgery and tell us about it. Where possible we will try to resolve any

Problems as quickly as we can.

Making a formal complaint

If you are still not happy you can make a formal complaint. We will respond to written complaints within 3 working days.

Sometimes we will arrange a meeting to help you to talk to us about your complaint so that we can try to sort it out with you.

If you wish to make a formal complaint please submit this in writing to the Practice Manager by letter or email to: Garswood.Surgery1@NHS.net