

Patient Right to Access Medical Records:

A patient has the right to access their medical records or authorise the release of their medical records to another body e.g, employer, solicitors and insurance company. A Patient who wishes to view or obtain copies of their own medical records (post 1991) must make a request in writing to the practice manager; there will be a charge. Healthcare professionals may access your records to plan your treatment and service improvement. If you do not wish your records to be used for this purpose please inform the receptionist'.

Patient Responsibilities:

- Be courteous to all surgery staff - as we are all just doing our job.
- Please keep your appointment or cancel giving the practice adequate notice.
- Home visits and out of hours services should only be requested if absolutely necessary
- Be punctual, but be prepared to wait if your consultation is delayed by unexpected emergency.
- Violent or Abusive behaviour to any member of staff will not be tolerated and patient will be removed from the practice list.

Complaints

The practice has a complaints handling procedure. We are willing to listen to, and act upon complaints made about any member of staff. Complaints should be made as soon as possible after the event, to Mrs G. Oates. Who will endeavour to resolve the matter to your satisfaction?

Patient Participation Group and Suggestions: The Practice has a PPG if you would like to have your say in improving the services we provide then please join: ask a member of staff for details. Your comments and suggestions regarding our services will be appreciated

Investigations Results: We will contact you if results are abnormal. If you wish to know your result then ring the surgery between 12:00 to 1:30pm

Disabled Access: For details of disabled access please ask at reception

Emergency Dental Services: 01772 -777397

Talk wise: 01772 255 303 (Emergency contraception: Any pharmacy)

Local Family Planning Services: 0177 401140

Non-Emergency Ambulance booking: 01772 325 100

Nearest Walk in Centre: Blackpool

Grater Preston CCG: Jubilee House, Lancashire Business Park, Centurion Way, Leyland, PR26 6TR Tel: - 214200/214201

THE SURGERY

310 ST GEORGES ROAD
PRESTON

PR1 6NR
Tel: 01772 - 254546
Fax: 01772 – 254984

Website: www.drjhasurgery.co.uk

DR J N JHA & Dr R K Yerra

NURSE: S P COOPER (RGN).

OPENING HOURS

Monday to Friday

Telephone: 08:00 to 18:30

Door: 08:30 to 18:00

Saturday: 09:00 - 12:00

(1st & 3rd sat of each month)

Your comments & Suggestions are always welcome

PS: Surgery relocating on 4th of August 2016, take a note of new telephone number and address from the reception

Aims & Objectives: We are family friendly small practice, working to provide the highest standard of clinical care possible to our patients; all staff is trained to treat all patients equally and courteously at all times.

Appointments – Doctor’s surgery times are Monday to Friday 9:00 to 11:30am and Monday to Friday 15:30 to 17:30pm.

The surgery has the following appointment system rule:

- You can book routine appointments in advance up to 6 wks
- For same day appointment ring 08:00 am or soon after
- Request for an urgent appointment will be triaged by practice nurse to determine the urgency prior to seeing the doctor.

If you cannot keep your appointment, please cancel at least 24 hrs prior to your appointment or as soon as possible

On-line Facilities: Available to make, check and cancel your appointments and order repeat prescription 24 hrs a day from the comfort of your home

Home Visits: Home visits are available for patient unable to get the surgery due to illness or disability. Please ring the surgery to request a visit between 9.00 and 10.30 a.m. visits are made between morning and afternoon surgery.

Telephone Consultation:

We offer telephone consultation with doctor; appointment can be booked by calling at reception on same day or in advance.

Out Of Hours : Mon to Fri from 18:30 to 08:00 and all weekend and bank holidays If you require urgent medical assistance which cannot wait until the surgery re-opens, please call 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles for life threatening emergency dial 999.

Repeat Prescriptions

Practice requires 24 hrs notices for all repeat prescriptions, request can be made by handing in order slip, or go on-line or via local pharmacy or telephone the surgery after 11am - 5pm only.

Minor Ailments: Contact or visit your local pharmacy for help and advice.

Confidentiality and Receptionists

Everyone working for the NHS has a legal duty to keep information about you confidential. Receptionists try their best to help you, please be mindful that they are only following practice policies, so be patient with them.

Clinics and Other Services

Practice Nurse

The practice nurse is available by appointment only for Travel Vaccinations/advice, Cervical smears, Pregnancy check, Chlamydia screening for under 25 years old in conjunction with C-wise, NHS health check for 40 and over, Asthma, Diabetic, Hypertension, COPD and IHD reviews on Mon, Tues, Thurs, Friday morning and Wednesday afternoon

Family Planning: family planning services are available except IUCD

Child Surveillance/Baby Clinic: on alternate Thursday from 9:00 to 11:00 am. All types of Child health development and immunisation service provided except routine weighing. Health visitor will not be available. Please arrive on time for your appointment.

Ante Natal Services: Midwives are available and run clinic on alternate Monday afternoon at the Practice by appointment only.

Podiatry Clinic: This service is provided by the special podiatry nurse monthly for diabetic patients only on Friday afternoon.

Lancashire Well-being Service: provide help and advice on non-clinical issues. For further information ask at the reception.

District Nurses: They are important members of our practice team who provide nursing care and advice to patients in their own home. They work closely with the GP and can be contacted by telephoning the surgery.

Smoking Advice:

Practice provides help and support to patients who wish to stop smoking. Patient can ring **Quit Squad on 0800 328 6297 or 01772 644 474**

Over 75 consultations:

Health check for over 75 is available at the practice, by appointment only

How to Join/Register:

The practice operates a policy of non-discrimination. Patients from within the practice area wishing to join the practice need to complete a registration form and produce two forms of ID with proof of address.

Practice Area: Deepdale, Fulwood and part of Ribbleson. Patients moving out of these areas should change GP for own convenience.