**SWAN LANE MEDICAL CENTRE**

**SWAN LANE, BOLTON, BL3 6TL**

#### Tel: 01204 661600

www.swanlanemedicalcentre.nhs.uk

**PRACTICE**

**INFORMATION**

**LEAFLET**



Reviewed Date: October 2023

# WELCOME TO THE PRACTICE

Please read this booklet carefully and keep it safe and accessible. It will inform you of the services we offer and help you to get the most benefit from them.

The Practice offers a comprehensive range of medical services. Our surgery at Swan Lane is a purpose-built Medical Centre which opened in 1988, and has undergone further expansion in 2003/04. There is access and facilities for the disabled and mothers with babies.

# The Doctors

**Dr Maitrayee Arya (female) MB BS Bangalore, India, 1992. DFFP(UK),**

**(full time partner) MRCGP (UK) 2010**

**GMC No: 4623384**

**Dr Paul Nixon (male) MB BS Newcastle 1994, MRCGP(UK) 2002,**

**(full time partner) MRCP (UK) 2000**

**GMC No: 4125941**

**Dr M Choksi (male) BScHB, MBChB Zambia 1995. MRCGP (UK)**

**(full time partner)**

**GMC No: 5199198**

**Dr Z Member (female) MB ChB 2009 University of Manchester**

**(part time salaried GP)**

**GMS No: 703 7707**

The Doctors practice together as a non limited partnership.

# The Staff

**Practice Manager**

Tracy Haslam oversees the day to day administration and non-clinical aspects of the Practice. She will be happy to discuss any queries, comments or suggestions you may have relating to the service offered by the Practice.

**Assistant Practice Manager**

Anne Czajkowski assists Tracy with overseeing the day to day administration and non-clinical aspects of the Practice. She will be happy to discuss any queries, comments or suggestions you may have relating to the service offered by the Practice.

**Receptionists**

We have a team of Receptionists who work under the supervision of Carol, Reception Supervisor. They are here to help you and their job is very demanding. They answer the telephone and deal with enquiries from all directions – often all at the same time. So please be patient.

**Practice Nurses**

Our Practice Nurses are Gemma, Raeesa and Anna. They aim to provide a high quality of care in an efficient and friendly manner. They run the smear clinic, baby Immunisation clinic, travel clinic and chronic disease clinics.

**Assistant Practitioner**

Our Assistant Practitioner Alison, is qualified to provide chronic disease reviews, learning disability reviews, NHS Health Checks, high risk CVD and/or at risk of diabetes reviews, anticoagulation monitoring and can perform spirometry testing in addition to the Health Care Assistant role.

**Health Care Assistant**

Our Health Care Assistant is Sandip. He offers blood testing, carers reviews, NHS Health checks, high risk CVD and/or at risk of diabetes reviews, blood pressure checks and can carry out ECGs. Sandip works with patients over the age of 40 years who are interested in making lifestyle changes and preventing future ill health.

**Advanced Clinical Practitioner**

Graeme King is our Advanced Clincal Practitioner an like the GP’s can see patients with acute and chronic illness and prescribe medication if required. Graeme can refer to secondary services if needed as well.

**Musculoskeletal (MSK) physiotherapist**

Our 3 MSK physiotherapists, Simon Pendlebury, Emily Lucas and Harry Theocharous provide advice and treatment for a wide range of Orthopaedic and Rheumatological conditions that affect joints, muscles, ligaments and tendons - for example, sports injuries, lower back pain, complex pain conditions and after some surgical procedures.

**Pharmacist and Pharmacy Technician**

Fehmida Yusuf our in-house pharmacist and Debbie & Faye are our Pharmacy technician work with the GP’s to complete medication reviews and initiate medication changes from the hospital. Debbie also completes the surgeries medication audits.

**Mental Health Practitioner**

Maurizio is our Mental Health Practitioner. He is trained to assess and support people with common mental health problems such as anxiety disorders and depression.

# Surgery Hours

**RECEPTION OPENING HOURS**

Monday – Friday 8.00 am – 6.30 pm

Saturday 8.00 am – 12.15 pm

**SURGERY TELEPHONE HOURS**

Monday – Friday 8.00 am – 6.30 pm

Additionally we are able to offer GP, MSK & Nurse appointments 6.30 pm to 9.30 pm Monday to Friday and Saturday’s at Southbrook Surgery, Southbrook Grove, Bolton, BL3 2DN.

# Appointments Times

We hold a number of GP, Nurse Practitioner, Practice Nurse, MSK, Mental Health & Paramedic clinics weekdays between the hours of 8am & 6.30 pm.

Saturday Nurse clinics are held between the hours of 8am & 12 noon.

# Making An Appointment & Online Consultations

To make an appointment sign up for online services such as the NHS App so that you can book appointments on line at your convenience. Ask our reception team for more information.

You can also visit our website [www.swanlanemedicalcentre.nhs.uk](http://www.swanlanemedicalcentre.nhs.uk), go to online services and complete an online consultation for non urgent appointment requests and enquiries. What is an online consultation? It's a quick, convenient and secure way to digitally contact the surgery and get advice, without having to wait on the phone or take time out to come into the surgery. Online consultations are another way to consult with a doctor, nurse or healthcare professional. To access on-line consultations please visit our website.

To make an appointment via telephone please telephone our reception desk on **01204 661600**.

* Please make one appointment per person, please note that for multiple issues multiple appointments may be necessary
* Please ensure you let us know if you cannot keep your appointment
* **Urgent** cases will be seen on the day by the most appropriate clinician.

**Types of Appointments Available**

All of our clinical staff are able to offer remote consultation via telephone or video consultation, online consultation in addition to face to face appointments.

**CHAPERONE POLICY**

This organisation is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavor to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Manager.

# Requesting a Home Visit

If you are too ill to come to the surgery, the Doctor will visit you at home. If you think you need a home visit, please ring before 10.30 am, if possible. The Receptionist will ask you for details, to pass onto the Doctor, so that he can ascertain the urgency of your call. The Health and Safety of our Staff and Doctors is paramount to the Practice. If you are expecting a visit, please secure away any animals and please ensure that you refrain from smoking, during the visit.

# Emergencies

Appointments are available Monday to Friday for emergencies. No emergency will ever be turned away, but we cannot guarantee that you will be seen by the preferred Doctor of your choice.

If your condition is non-urgent, we will endeavor to provide you with our earliest available appointment with the most appropriate clinician, though you may have to wait longer if you want to see a particular Doctor.

# When the Surgery is Closed

When the surgery is closed telephone 0161 763 8940. Please remember that this service should be reserved for genuine emergency calls only.

# Change of Personal Details

If you change your address or telephone number, please notify the Surgery as soon as possible. A change of address may mean you are outside of the Practice area, we will be able to advise you on this.

**Practice Charter**

We aim to provide our patients with the best standard of care within the resources available to us, and to deal quickly and efficiently with any problems that may arise. Patients will be treated with respect at all times in a confidential manner.

**Patients’ Rights to General Medical Services**

As a patient of this practice you are entitled to:

* Be registered with a GP
* A clear explanation of any treatment proposed for you
* Be supported by a relative or friend if you want one
* Privacy and Confidentiality
* Respect for your religious and cultural beliefs
* Courtesy from the staff
* Information in a format accessible to you (eg large type if you are partially sighted)
* Emergency care with the most appropriate clinician
* Be offered a Health Check on joining the practice
* Be given an appointment the same day if the GP agrees following triage
* Be referred to a consultant when your GP thinks it necessary and be referred for a second opinion if both you and your GP agree that this is desirable
* Have access to your medical records and to know that those working in the NHS will by law keep their contents confidential
* Choose whether or not you wish to take part in medical research or medical student training
* Be given detailed information about local family doctor services through your Bolton Clinical Commissioning Group’s local directory
* Receive full and prompt reply to any complaints about the services provided by the practice
* Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions

**Help us To Help You**

As a patient of this practice we expect you to:

* Treat the doctors and staff with courtesy
* Be punctual for appointments
* Give as much notice as possible if you are unable to keep an appointment
* Make more than one appointment if more than one person needs to be seen
* Be prepared to make further appointments if you have numerous or complicated problems
* Be patient if appointment times are running late as it may be you who needs the extra time on another occasion
* Only ask for a home visit if you unable to attend the surgery due to illness
* Attend for further investigations, treatment and hospital appointments, should the Doctor feel they are necessary
* Secure all animals when staff are attending a home visit request
* Do not smoke when staff are attending a home visit request
* Only contact an out-of-hours doctor if your medical complaint cannot wait until the next working day
* Only contact Accident & Emergency if the surgery is closed and your problem cannot be deal with by the out-of-hours doctor
* Be prepared to see another doctor if your own is unavailable
* Be very careful to follow treatment prescribed by your doctor
* Make constructive comments, suggestions or complaints to the practice manager

**Repeat Prescriptions**

Repeat prescriptions are issued for medication which your Doctor has agreed you need on a regular basis. You can request your medication using the following methods, giving us a minimum 48 hours notice (excluding bank holidays and weekends):

* Use the online service such as the NHS App – please speak to a Receptionist for the details.
* Order via your pharmacist
* Use Online Consultation to request prescriptions
* Using the order form attached to your precription, tick the items you require and put the request into the “post box” adjacent to the Reception window.
* You can send it through the post, enclosing a stamped addressed envelope (or alternatively you can pick it up yourself)

For reasons of safety, we do not operate a telephone prescription line to request your medication.

If you cannot find your request form, you can write down the items you require and use one of the above procedures.

For those patients who find it difficult to get to the Surgery we are happy to work with the local Pharmacies who operate a repeat prescription collection and delivery service.

# Blood Tests and X-rays

To request the results of your test please contact the Surgery four days after you have had the test, between 11.00 am – 12 noon or 2.00 pm – 4.00 pm.

# Private Medical Services

Medical Examinations for life assurance, pre-employment medicals, PSV license etc, are a service not covered by the NHS and will attract a fee which has been recommended by the British Medical Association. Please enquire at Reception for advice on appointments and charges.

# Patient Confidentiality

The Practice is registered under the Data Protection Act, therefore we uphold the ethics of the Medical Profession, that information held and the disclosure of such information should only be made in accordance with the strict code of professional confidentiality. All staff are trained in, and aware of, the importance of patient confidentiality.

We may share information with the following main partner organisations:-

* Strategic Health Authorities (SHAs)
* NHS Trust (Hospitals, PCTs)
* Special Health Authorities
* Ambulance Service

We may also share your information with your consent and subject to strict sharing protocols on how it will be used, with:-

* Social Services
* Education Services
* Local Authorities
* Voluntary Sector Providers
* Private Sector

No information about yourself will be released without your consent unless it is within the confines of the NHS, or by legal requirement, or if it is in public interest.

# Zero Tolerance

This practice operates a zero tolerance policy. Aggressive behavior of any type towards other patients, Doctors or Staff on the premises or on home visits will result in immediate removal from the Practice list. In some cases the Police may be informed.

# Comments and Suggestions

We strive to offer you a high quality health care service. If you have any comments – good or bad – then please let us know by speaking to the Practice Manager.

**Complaints Procedure**

We always try to provide the best services possible, but there may be times when you feel this has not happened. We operate an informal in-house complaints procedure, drawn up to respond to patients’ grievances. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes we have made. This procedure does not deal with matters of legal liability or compensation. If you use this procedure it will not affect your right to complain to Healthwatch Bolton or NHS England.

Your complaint should be addressed to the Practice Manager, who will ensure that it is investigated thoroughly and as speedily as possible. Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the person in question.

# Freedom Of Information

This booklet has been prepared to comply with the Freedom of Information Act 2000. If the information that you require is not here, please contact the practice and we will try and assist you.

# Self Treatment of Minor Illness and Accidents

Many common aches and pains can be simply treated by visiting your local pharmacy. In addition we can refer you for a one to one consultation with a local Pharmacist via the Community Pharmacy Consultation Service which is offered by most local pharmacies.

**Chickenpox**

This is the commonest childhood infection which we cannot prevent by immunization. It usually follows contact with other children with chickenpox and starts with small red spots that soon become little blisters. More blisters develop for a couple of days. Usually it is quite mild and only needs treatment with calamine lotion to ease the itching and paracetamol to help the fever. Both of these can be bought from the chemist. Once the spots dry off, the child is usually well enough to return to school.

**Coughs, Flu, Colds and Sore Throats & Other Minor Ailments**

These do not usually need antibiotics. Children and Adults with these symptoms often get swollen glands at the same time. Treatment with paracetamol and other simple remedies is usually enough. We will refer you for a one to one consultation with a local pharmacist. If you or your child seem very unwell, or if the symptoms last more than several days, you should see a doctor.

**Fever – Child**

A child can have a high temperature for various reasons. Do not wrap the child in blankets. Keep them as cool as possible with light loose clothing. Give plenty of fluids to drink and tepid sponging will make the child more comfortable. Liquid paracetamol can be given as directed to children over three months of age.

**Burns and Scalds**

Remove any clothing from the area and apply lots of cold water. Do not burst any blister. If there is a large area it may be worth attending Accident & Emergency.

**Worms**

These are very common in children. It is worth checking to see if others in the family are affected. Treatments are available from the chemist through the Pharmacy First Scheme.

**Head Lice**

These are also very common. Shampoos or lotions are available from the chemist through the Pharmacy First Scheme.

**Diarrhoea and Vomiting**

These are very unpleasant symptoms that often resolve spontaneously. Frequent small amounts of clear fluids are best, and can include flat cola drinks or dehydration powders such as Dioralyte and Rehidrat. You can introduce milky drinks or solids once you are feeling better.

# Specialist services

The following services are available by appointment with either the nurses or the doctors.

**Weekly Post natal Checks, Baby 8 week Check & Baby’s 1st Imms**

This is routinely booked for you with Diana (ANP) and the practice nurse.

**Childhood Immunisations**

We hold regular weekly child immunisation clinics and we will invite all eligible children for vaccinations when they are due. Vaccinations are recommended because they give your children protection against serious diseases, most of which can fatal. For further details on the recommended childhood vaccination programe please visit

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

**Child Health Surveillance**

The practice provides this service in conjunction with the Health Visitor’s.

**Chronic Disease Management Clinics**

Special clinics are run by the practice for the management of Diabetes, Coronary Heart Disease, Heart Failure, COPD, Asthma, Hypertension, etc. Our Nurses are specially trained and work with the doctors to help patients with these conditions.

**Family Planning**

The practice provides a range of contraceptive services. Please discuss this with the doctors in a normal consultation. Coils and implants are available through designated Family Planning Clinics.

**Cervical Smears**

All female patients (age 25-65) are offered screening at 3 yearly intervals.

**NHS Health Checks for Patients aged 40 to 74 years**

If you are aged 40-74 and eligible for an NHS health check we will invite you to attend for this important health check every 5 years. Those who are eligible are aged 40-74 and do NOT have pre-existing conditions such as heart disease, chronic kidney disease, diabetes, high blood pressure, atrial fibrillation, history of TIA, inherited high cholesterol, heart failure, peripheral arterial disease, stroke, on a statin to lower cholesterol, found to have a 20% or higher risk of getting cardiovascular disease over the next 10 years. For further information on NHS health checks visit, [www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check/](http://www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check/)

**Patients aged 16-74 not seen within 3 years**

If you are aged between 16 – 74, you may request a health check, if you have not had one for 3 years**.**

**Patients over 75 years of age**

If you are over 75 years you will be notified of your nominated GP responsible for ensuring all appropriate services required are delivered to you. You also have access to an annual health check if you wish and a care plan.

**Patients aged 65 to 74 years of age**

Whilst the inevitable process of ageing can’t be stopped, there are measure which can be taken to support people to keep fit and stay independent. If you are aged 65 to 74 we will invite for an Ageing Well Health Check every 3 years.

**Travel Vaccinations**

Please make an appointment at least 6 weeks in advance of your holiday, to ensure adequate cover. A charge may be made for certain vaccinations which are not covered by the NHS.

**Flu Vaccinations**

An influenza vaccination is particularly recommended for patients with heart, lung, kidney disease, diabetes, immunosuppressed, residents of Nursing and Rest Homes. If you are eligible we will invite you to book an appointment. Flu vaccination clinics usually start mid to late September. You can book appointments online via the myGP app, alternatively please contact the Reception Staff. If you are unable to attend the surgery due to ill health, a home visit can be arranged.

**Shingles Vaccines**

Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness. We will offer eligible patients the shingles vaccine. Those currently eligible include patients aged 70-79, those who turn 65 on or after 1st September 2023 and those aged 50 years and over with a severely weakened immune system. For further information on the shingles vaccine visit [www.nhs.uk/conditions/vaccinations/shingles-vaccinations/](http://www.nhs.uk/conditions/vaccinations/shingles-vaccinations/)

**NHS Community Pharmacist Consultation Service (CPCS)**

For patients who are suffering from minor illnesses and aged over 1 years old, we will refer you to a local pharmacist for a one to one consultation. Your Pharmacist can give you advice and help you to access the right treatment and self-care for your minor illnesses. Should you require treatment for conditions such as (but not inclusive of) bites/stings, colds, congestion, earache, conjunctivitis, constipation, diarrhoea, hay fever, cold sores, coughs and colds, we will refer you for a personal consultation with your local pharmacist.

Should the Pharmacist feels that you require further input from another service such your GP or A&E, they will signpost you to the relevant service.

# Useful Telephone Numbers

Out of hours Service 0161 763 8940

Ambulance/Police/Fire Brigade 112 (replacing 999)

Social Services 01204 337720

Royal Bolton Hospital 01204 390390

Alcoholics Anonymous 0845769755

Samaritans 08457909090

National Aids Helpline 0800012322

Citizens Advice 08448269707

Bolton Hospice 01204 663066

Mencap 08088081111

Registrar of Births and Deaths 01204 331188

NSPCC (Child Protection Helpline) 08088005000

Rape Crisis Association 08088029999

Sexual Health Clinic 01204 390142

The Parallel 01204 462444

Bolton Carers’ Support 01204 363056

Asian Carers’ Forum 01204 651123

Womens’ Domestic Abuse Helpline 0161 636 7525

Childline 0800 1111

Bolton Healthwatch 01204 372842

# Our Practice Area

Patients living within the blue shaded area are within the Practice’s primary boundary area and are able to register with us.

If you are already registered with us, and move address, the green shaded area is the Practice’s secondary boundary which highlights the areas we would keep you registered with us if you so wish.

For anyone who moves address beyond this boundary, you will be asked to register

with another GP in your local area.

