

Welcome to Grasmere Surgery
Leigh Health Centre
The Avenue
Leigh
WN7 1HR.

Tel.No. 01942 483330
Fax No 01942 483351

The practice is situated in a new purpose built, health centre, opened in November 2010. It has car parking facilities and a suitable access for the disabled. There are two full time GPs and two part time GPs

We hope this leaflet will provide you with all you wish to know about the practice, staff, quality of care and services offered to our patients.

GP:

Dr. Susan M. Martin
Female, MB, ChB, MRCGP.
Registered Bristol 1984

Dr M Msayib
Male MBChB, DRCOG, MRCGP (2015)
Liverpool 2010

Dr A Saravanan
Male, MBBS 1985
MBBS, MD, MRCP

Dr U Jayakumar
nMRCGP, DFSRH, DRCOG
MRCP, MB BS

Dr J Saravanan
MBBS, MRCGP

Practice Nurses:

Angela Hopper: RGN and Miriam Bursnoll SEN RGN
Fiona Kelly RGN Sian Smith RGN

Health Care Asst:

Catherine Kelleher

District Nurses

Bridgewater Team

Health Visitor

Cathryn Middleton

Receptionists

Catherine, Chris, Lisa, Louise, Sue, Valerie, Nicola, Louisa, Suzanne &
Deborah

Secretary

Diane

Practice Manager

Brenda Lewis

Assistant Practice Manager

Lynne Holden

Opening Hours

Monday	8.00am to 7.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm

**On line appointments, repeat prescription ordering and access to summary records
are now available please contact the practice for details**

Ante-natal Clinic

Wednesday 1 00 – 3.00p.m

Midwifery team led.

Immunisations

Wednesday 9.15 – 12.00 noon.

Child Health Surv.Cl

By appointment

Cytology

By appointment

Holiday vaccinations

By appointment with Pr.Nurse

Nurse led clinics by appointment for the following:

Coronary heart disease prevention, Hypertension, Diabetes, Asthma, Cervical Smears, HRT & Menopause
Dietary advice & smoking cessation.

If you are registered with the practice but have not attended for over 3 years you can book a consultation with the Practice Nurse for a medical examination as appropriate'

If you are registered with the practice and are age 75 or over you can book an annual consultation with the Practice Nurse for a medical examination as appropriate'

Other services available:

Counselling Health Trainer Community Link Worker

Telephone Advice

If you need a telephone consultation with the doctor please ring the surgery, give your details, you will be given an approx time when the Doctor will call you back

Repeat Prescriptions

These may be obtained by completing the right hand side of your previous prescription and returning it to the surgery. They may also be ordered on line, contact surgery for details. Please give 48 hours notice before collecting your prescription. Home delivery of medication can be arranged where appropriate.

Home Visits

If you are unable to leave your home through illness and require a home visit please telephone the surgery before 10 30 a.m. if possible. Home visits will be made if the doctor decides it is medically necessary.

Emergencies

If you need emergency treatment outside normal surgery hours at night or at the weekend, and it is absolutely necessary and cannot wait until the surgery opens, please telephone the following number:
After 6.30 and at weekend ring 111, this service is free from both landlines and mobiles.

Specimens

Specimens should be handed in at reception by 10 0 a.m. each working day, in order for it to be collected by the collection service.

Test Results

In order to maintain confidentiality test results are only given to a patient personally or to parents of a minor.

Non NHS Certificates, Reports and Examinations

These are available for a variety of purposes, eg. private insurance for sickness, holiday cancellation, fitness to travel, pre-employment, etc., and are not covered under General Medical Services. Fees may be payable for this type of service and the receptionist can inform you if a charge will be made.

Comments Suggestions and Complaints

If you have any suggestions to improve the services we provide or if you have any comments or difficulties we would be pleased to hear from you. Please contact the Practice Manager.

Patient Information Notice

Please keep the consultation with your GP to one problem per ten minute appointment. If you need to discuss more please advise the receptionist when booking and a double appointment can be made

How You Can Help Us

Please let us know if you change your name, address or telephone number. New babies should be registered with a doctor as soon as possible. If you are unable to attend for an appointment, please notify the receptionist to allow someone else to take your place. Please be polite and courteous to all our staff in the same way as they are polite and courteous towards you. This will achieve a harmonious atmosphere.

Access to medical records

The practice is registered and complies with GDPR. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with GDPR. Please contact the Practice Manager for further information

How to register at the Practice

Ask at reception for an appointment to register. The receptionist will give you some forms that need completing, you need to bring them with you to the appointment, you also need to bring a sample of urine (pot will be provided) and proof of identity

Violent or abusive behaviour

We take seriously any threatening, abusive or violent behavior against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behavior. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records please contact the Practice Manager

Named GP

All patients registered with Grasmere Surgery have a named GP. Your named GP will be the GP you registered with before we merged into one practice. New patients will be told their named GP at the new patient medical

This does not take away your right to see the GP of your choice when making an appointment

Grasmere Patient Group

The Practice now has a patient group further information for this is available on the website or from the reception desk www.grasmeresugery.co.uk

Mission Statement

We are a caring friendly team committed to providing the best possible service.

We are forward looking & well trained, whilst not forgetting the tradition of family doctoring

Some Useful Phone Numbers:

Leigh Infirmary	244000
Walk in Centre Leigh Health Centre	483453
Wigan Infirmary	244000
Bolton Royal Hospital ...	01204 390390
Social Services	828777
Citizens Advice Bureau...	0870 126 4459
Brown Street Clinic	608618
Registrar – Births, Deaths	404436
Police	244981
Grasmere St. HC Pharmacy	261301
Asda Pharmacy	260376
Bryn Pharmacy	727176
Wigan Metro Medical Services ...	829911
NHS Direct Helpline	0845 4647
Website	www.nhsdirect.nhs.uk

**If you would like to join our Patient Group please ask for a form
at reception**

GRASMERE SURGERY

How we use your medical records **Important information for patients**

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.
- For more information ask at reception for a leaflet OR visit our website