



Our Team

Dr A Saravanan (SNR Partner)	Dr U Jayakumar (Partner)	Dr M Msayib (Partner)	Dr J Saravanan (Partner)	Dr N Saran (Salaried GP)
Practice Manager	Sue Mills	Assistant PM	Lynne Holden	
Practice Nurses:	Sian	Maureen	Michelle	
Health Care Asst	Catherine			
Receptionists	Chris, Sue, Nicola,	Deborah, Paula Louise,	Louisa, Lisa, Tracey	Valerie, Catherine.
Secretary	Diane			

Named GP

- All patients registered with Grasmere Surgery have a named GP. New patients will be told their named GP at the new patient medical. However, you can see the GP of your choice when making an appointment.

Telephone Advice

- If you need a telephone consultation with the doctor please ring the surgery, give your details, and allow our receptionist to triage your call to direct you to the right service.

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.



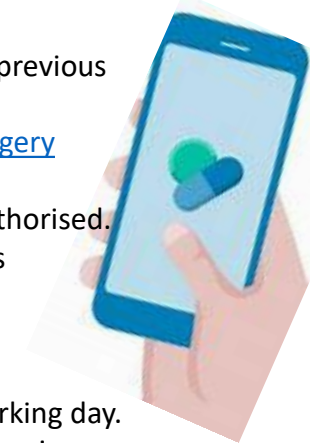
You can use ASKMYGP for any non-urgent medical enquires.

Nurse led clinics by appointments for the following:

- Coronary Heart Disease Prevention, Hypertension, Diabetes, Asthma, Cervical Smears, HRT & Menopause, Dietary advice & smoking cessation.

Repeat Prescriptions

- These may be obtained by completing the right-hand side of your previous prescription and returning it to the surgery.
- Or order online – via this link [Repeat prescriptions - Grasmere Surgery](#) for more information or contact reception.
- Ensure you give us 48 hours notice in order to get your request authorised.
- You must have a telephone appt with a Doctor for any medications (including Antibiotics) that are not on repeat.



Specimens, and test results

- Specimens should be handed in at reception by 10.0 a.m. each working day.
- Test results are only given to a patient personally or to parents of a minor.

Non-NHS Certificates, Reports and Examinations

- Please access our website www.grasmeresurgery.co.uk or contact our Reception.

Access to medical records

- Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with GDPR.

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.

Comments Suggestions and Complaints

- If you have any suggestions to improve our services or if you have any comments or difficulties, we would be pleased to hear from you.



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.

How we use your medical records

- 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.



Useful Contacts

Leigh Infirmary	244000	Leigh Walk in Centre	483453
Wigan Infirmary	244000	Bolton Royal Hospital	01204 390390
Social Services	828777	Citizens Advice Bureau	0870 126 4459
NHS telephone	111	Registrar – Births, Deaths	404436
Police	244981	Brown Street Clinic	608618
Asda Pharmacy	260376	Grasmere St. HC Pharmacy	261301
Bryn Pharmacy	727176	NHS website	www.nhsdirect.nhs.uk
NHS Covid	111	Wigan Metro Medical Services	829911
Book a Covid test	119		



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

01942 483330

Our 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

Facilities

We have car parking facilities and a suitable access for the disabled. 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.



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
Closed Saturday/Sunday and Bank Holidays	

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 ring 111, or ring our out of hours provider on