New Patients

Patients wishing to register with the Practice should collect the necessary forms from reception. The forms are also available online, to print off or email when completed. When the forms are received, appointments will be made with a practice nurse and doctor if necessary. All new patients over the age of 40 or are on repeat medication are invited to attend the surgery within a month of joining to have a general health check with the practice nurse. Please try to bring details of past illness, vaccinations and smear history, where applicable, and bring a sample of urine for testing. If you are on any repeat medication, please also make an appointment to see a doctor.

Named Accountable GP

All patients are assigned an accountable GP. Once you are registered if you wish to know who your accountable Doctor is, or you have a preference then please contact the practice, or ask when you are next in the surgery. Your accountable GP will take responsibility for your overall care at the practice, however this does not affect your right to see any doctor or nurse of your choice.

Pre-registration with the Practice

If you wish to pre-register please visit our website. When you register you will also be asked to fill out a medical questionnaire. There is an online version of this file too, which you may fill out and send to us. Note that by sending the form you will be transmitted information about yourself across the Internet. You should be confident your computer and internet connection are secure to protect your privacy. Alternatively, you may print off a registration form, fill it out and bring it to the practice to register and book a new patient check.

PALS (Patient Advice and Liaison Service)

This service is available to any patient giving advice of your rights and services. If you would like more information about PALS, the functions it is intended to provide and the standards it should strive to achieve, they can be contacted on 01204 462701.

Summary Care Record (SCR)

The SCR is to help emergency doctors and nurses help you when you contact them when the surgery is closed, it will contain your medications and allergies. It is assumed that you want your record uploaded to the Central NHS Computer System unless you actively opt out.

Bolton Care Record (BCR)

In Bolton your NHS has launched BCR, which means that as your GP we are able to share your records with relevant NHS healthcare & social care professionals. This means if you see a specialist or out of hours Doctor they will be able to access your records. No one can access your data without your permission and your consent will always be sought by the health or social care professional.

Medical Education

As a Training Practice we are responsible for the education of our next generation of doctors and nurses.

We have a number of Qualified Doctors working at the practice, from Foundation Year Doctors to Registrars. All of these doctors are fully qualified to see any general medical condition presented at the practice. The doctors are on placement with us from 4 to 12 months. They offer appointments in the same way as your regular doctor.

We are also involved in training undergraduate medical students for Manchester University who may be present during a consultation. You will always be informed of their presence and have the right to be seen without the trainee should you wish.

Internet Services

We have developed a new range of services for you to use over the internet. You can now book or cancel an appointment remotely by registering on line on our website www.boltongp.co.uk. You will also have access to update your contact details and personal information with the links provided Once you have created an account you will also be able to request repeat medication, however for your security we will require identification to activate this service. **YOU WILL THEN HAVE ACCESS TO ALL OUR ON-LINE SERVICES**

Heaton Medical Centre is home to an NHS general practice providing a comprehensive range of medical services within friendly, comfortable and modern purpose-built premises. There is off-street parking and the single-storey building offers easy access and facilities for disabled people and mothers with babies. There is a pharmacy at the practice to dispense your prescriptions.

In 2003 the practice became a PMS (Personal Medical Services) practice. This enables the practice to agree a local contract with the Primary Care Trust and allows more flexibility in the services that we provide, giving you and your family high quality personal care.

Patient Reference Group

Would you like to have a say about the services provided at Heaton Medical Centre. The Patient Reference Group would like to hear your views. By providing your email details we can add them to a contact list that will mean we can contact you by email every now and again to ask you a question or two. Please visit our website www.boltongp.co.uk or ask a receptionist for a form.

Updating your Address

By updating your address, telephone and email, we will be able to contact you more quickly with any important information.

Facebook

Please ‘Like’ us on Facebook for Practice updates and Health advice www.facebook.co/Heaton Medical Centre

Complaints & Comments

Any general comments, compliment or complaint about the practice should be made to the Practice Manager.
**DOCTORS**

Partners:
- Dr Rachel Webster - Qualified Liverpool University Medical School in 1994. She joined the practice in 1998. She works part time.
- Dr Dharmesh Mistry - Qualified at Cambridge University and Guy's and St. Thomas Medical Schools and qualified in 1997. He joined the practice in 2008.
- Dr Sheetal Sagar - Qualified at Manchester University in 2005. She joined the practice in 2010.
- Dr Nicholas Pendleton - Qualified at University College London Medical School. He joined the Practice in 2013.
- Dr Rebecca Oates - Qualified at Manchester University in 2006. She joined the Practice in 2013.
- Dr Ali Omed—Qualified at Manchester University in 2009. He joined the Practice in 2015.

**NURSES**

Emma Oliver—BSc (Hons) RGN
Natalie Holland—BSc (Hons)
Samantha Dunbar—Dip HE PM, Dip HE Nursing (Adult), RGN
Natalie McWilliam—BSc (Hons)
Rachel Glendening—Health Care Assistant

**Health Visitors**

They can be contacted on 01204 462626. They work closely with the doctors and will visit patients in their homes, if you have a problem that you feel is likely to take longer please ask for a longer appointment. For non-urgent matters with a specific doctor you may have to wait longer at busy times.

**Phlebotomists**

- Qualified at Manchester University, 2009. He joined the Practice in 2009.

**Practice Manager**—Mrs K Bradley.

We have a team of administrator and reception staff at the practice. They are able to deal with most queries about your registration, notes and referral. Sometimes they need to ask for more details in order to do their job. This will always be treated in the strictest confidence as they are bound by the same rules of confidentiality as the doctors.

Our nurses are available, by appointment, for Chronic Disease Management, Asthma, COPD, Diabetes, CHD/ Stroke and Hypertension. They also undertake the following: cervical smears, immunisation, contraception checks and advice, health checks and new patient checks. Our Nurses offer a Travel Clinic Service for our patients and those from other surgeries.

**Health Trainer**—carries out health checks and life style management advice.

**Phlebotomists** - We have a team of Phlebotomists provided by Royal Bolton Hospital.

**Community Midwives** - the midwife provides ante-natal appointments at the surgery every Wednesday.

Community Nurses & District Nurses are based at the Bolton community Centre at Avondale, where they run a dressing clinic and ear syringing service. We have a team of nurses attached to the practice who work closely with the doctors and will visit patients in their homes, if you are housebound. They can be contacted directly by telephoning 01204 462626.

Health Visitors are available to give expert advice and support for pre-school children. They will help to assess the child's development and general health during the early years. They can be contacted on 01204 463407.

**Appointment**

### Doctors’ Availability

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<th>Days</th>
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<td>Dr Saleem</td>
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These times may vary due to holiday, sickness or study leave.

### Making an Appointment

**PLEASE RING AFTER 11.30 UNLESS IT IS FOR AN URGENT APPOINTMENT OR HOME VISIT**

We have consultations that are available to book in advance or on the day. These can be booked by telephoning 843677 or alternatively you can book some appointments On-Line by registering for our on line access at https://heatonmedical-centre.appointments-online.co.uk/ and clicking on the appointment tab.

On the day appointments become available on line from 7.00am and by telephone from 8.30am.

We also offer telephone consultations for follow ups and reviews, or for problems which do NOT require a face to face consultation. These will be bookable in advance. Routine appointments are at 15-minutes intervals, but if you have a problem that you feel is likely to take longer please ask for a longer appointment. For non-urgent matters with a specific doctor you may have to wait longer at busy times.

**Urgent Appointments**

We do not offer a service for "Walk-in" urgent appointments. To improve access for patients with urgent problems we have appointments available, on the day, everyday, subject to availability.

**Home Visits**

Please call 843677 before 11.00am if you are housebound and unable to come to the surgery.

**NHS Out Of Hours Service**

If you require urgent medical assistance which cannot wait until the surgery re-opens, please call the Out Of Hours Service on 01204 463999. Calls to the Out Of Hours Service are chargeable at standard/local rate.

If you have a life threatening medical emergency please dial 999.

**Missed Appointments**

These degrade our service by depriving us of a valuable resource. If you are unable to keep an appointment, please notify the surgery in good time so that we can offer the appointment to another patient. Alternatively you can reply CANCEL to your text message reminder and this will automatically cancel your appointment. Patients who persistently miss appointments will be asked to find another practice.

**Are you Pregnant?**

You no longer require an appointment with the GP to confirm your pregnancy. Please advise the Receptionist you require a 'First' appointment with the Midwife (30 minutes) to avoid any delay in arranging your scan.

**Test Results**

Test results will only be available after 11.30am via telephone.

**Repeat Prescriptions**

If you are on long-term medication, you will be given a computerised prescription re-ordering slip. This allows you to re-order repeat medication without seeing the doctor every time. After a specified number of repeats, you will be required to see the doctor or nurse for a review. If you would like to use our new on-line service to order a repeat prescriptions go to:

http://www.boltonpg.co.uk/

Alternatively, you can either post or fax the slip to us (fax number is 495485), ticking the items that you require. If you post it and enclosed a stamped, addressed envelope we will post your repeat prescription back to you.

You can now also nominate a pharmacy to have your prescription sent directly to them for collection.

Enquire at your local pharmacy about this.

**WE DO NOT ACCEPT ORDERS FOR REPEAT PRESCRIPTIONS BY TELEPHONE.**

Please allow at least 48 hours (2 working days) excluding weekends and Bank Holidays, for your request to be processed. Some prescriptions may take a little longer, if they are not on your regular repeat list.

A quieter times to collect prescriptions is between 12.00 noon & 2.00pm.

Text Messaging Service—To book and cancel appointments from your phone download our free myGP app.