

The Brookside Group Practice

Brookside Surgery
Brookside Close
Gipsy Lane
Earley
Berkshire, RG6 7HG

Chalfont Surgery
Chalfont Close
Lower Earley
Reading
RG6 5HZ

Winnersh Surgery
10 Melbourne Av.
Winnersh
Wokingham
RG41 5EL

Telephone: 0118 966 9333

Fax: 0118 935 3174

Website www.brooksidegrouppractice.co.uk

When the surgery is closed call 111.

Senior Partner for the Practice – Dr Philip Haynes

General Managers for the Practice – Mike Parting and Sarah Rutland

Your Health

Access to a wide range of healthcare services is a key element of a good local practice. We don't just want to see you when you are ill; we want to make sure you stay healthy too. Check out how we can cover both bases with our clinics and services. Our professional team will ensure you receive the best attention at all times whether you're attending a specialist clinic or a routine appointment. If you're new to the area registration is easy, please ask at reception for more information.

Text Message Reminders

We offer a text reminder service to remind you of appointments booked more than 2 days in advance and other important information e.g. flu clinics, annual reviews etc. To sign up please speak to reception or fill in a form on-line. Please ensure we have your most up to date number.

Opening Times

The opening times of all three of our sites are as follows:

- **Brookside Close:** 08:00 - 18:30
- **Chalfont Close:** 08:25 - 17:30 (blood clinic Wednesdays 07:00 - 10:30)
- **Winnersh Surgery:** 08:25 - 12:30 and 14:00 - 17:00 (closed from 12:30 on Thursdays)

The same telephone number applies for all three sites: 0118 966 9333.

The lines are open 08.00-18.30.

When We Are Closed

Out-of-hours emergency cover is provided by **NHS 111 service**.

NHS 111 service

In the case of urgent medical needs when the practice is closed you can call the NHS 111 service (www.nhs.uk/111) to speak to fully trained advisers, supported by experienced nurses and paramedics. They will ask your questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist. NHS 111 is available 24 hours a day, 365 days a year. If you have spoken to the 111 service and have been advised to be seen by your clinician, please contact the surgery with your reference number. Calls are free from landlines and mobile phones. For immediate, life-threatening emergencies, continue to **call 999**. **Chest pains and/or shortness of breath constitute an emergency.**

Walk-in Centre

Reading Walk-in Centre is open 8am - 8pm everyday, including Bank holidays, tel. 0118 902 8300 (1st Floor, 103-105 Broad Street Mall, Reading, RG1 7QU)

Appointments

All surgeries and clinics have an appointments system. Appointments are 10 minutes long.

Our routine clinics run between 8.30 am and 5.30 pm. We offer telephone consultations with all clinicians, on-the-day care for medically urgent problems, pre-bookable appointments up to 6 weeks in advance, evening appointments on Tuesdays, Wednesdays and Thursdays and pre-bookable Saturday morning clinics twice a month. These take place mainly at Brookside Surgery in Gipsy Lane, though clinicians from all three sites are involved.

Please remember to make an appointment for each person who needs to be seen. When you book you will be asked to state briefly the nature of your problem to enable us to direct you to the most appropriate member of the health care team.

Routine or non-urgent consultations with doctor or a nurse are bookable up to five weeks in advance.

Patients with medically urgent requests are asked to attend Sit & Wait clinics at the end of routine surgeries which may mean waiting. The clinician will assess you and if necessary you might need to book a further appointment during usual surgery hours.

Our patients can now use the internet to book and cancel routine Doctors' appointments, to view their medical records (currently "Allergies" and "Prescription history") and order their repeat prescriptions. Patients need to be registered to use this service provided by POS (Patient Online Services) www.patient-services.co.uk.

Practice Nurses

In a number of cases an appointment with a practice nurse will be more appropriate than with the Doctor. Practice nurses are qualified to deal with many ailments and you may be seen more quickly.

Chaperone

If you would like a chaperone present during your consultation please advise when booking your appointment, when checking in or at any point during your consultation.

Cancellations

If you cannot attend an appointment for any reason please inform us as soon as possible, preferably before 08:00 on the day, in order for us to give the slot to someone else. We do provide a service whereby we can send text reminders of pending appointments to your mobile telephone. You can cancel a surgery appointment or a telephone consultation via our website or by replying to the text reminder.

Car Parking

There is limited parking at the three surgeries. We do everything we reasonably can to ensure spaces are kept for those who are unable to walk far but spaces cannot be guaranteed. We would ask patients who are able to walk to the surgeries to do so, or to park elsewhere, to make it easier for those who are very ill.

Disabled Access

All three surgeries are equipped with automatic opening front doors and designated parking spaces to allow easy access for disabled patients.

Home Visits

If possible please try to telephone reception before 11:00 if you require a home visit.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your clinician will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

You can be visited at home by a community nurse if you are referred by your clinician. You should also be visited at home by a health visitor if you have recently had a baby.

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdfm).

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website

(www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/Illorinjured/DG_175850) (where this information was sourced)

Repeat Prescriptions

Patients on long-term medication can order repeat prescriptions in a number of ways:

- **By Hand** – drop your computerised repeat slip in at reception with the required items clearly marked.
- **By Post** – send it to us with a stamped addressed envelope if you want us to post it back to you.
- **By Fax** – numbers for each site can be found in the contact details page.

Online – For Online service please visit www.patient-services.co.uk. Proof of ID is required. To use medication ordering facility you will need to nominate a pharmacy as the prescription will be sent from the surgery electronically via EPS (Electronic Prescription Service) to your chosen pharmacy.

For safety reasons we cannot accept requests for repeat prescriptions over the telephone.

You can collect prescriptions in person from the surgery during opening hours Monday to Friday, or you can arrange for your local chemist to collect your prescription for you.

Medication Reviews

Patients on repeat medication will be asked to see either a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications.

Please allow two full working days between requesting and collecting your medication.

Prescriptions Charges and Exemptions

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £8.60
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £29.10

If you will have to pay for four or more prescription items in three months or more than 14 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line **0300 330 1341**
- General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website (www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx)

Please allow 48 hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the surgery.

About Us

Our aim is to provide a high standard of healthcare by making appropriate and innovative use of limited NHS resources in partnership with other healthcare providers and in partnership with you.

The practice, which has a Christian foundation, was started in 1977 when Dr Derek Munday took over a single-handed practice in Wokingham Road, Earley. It expanded rapidly throughout the 1970s and 80s when Lower Earley was built, and we now serve close to 27,000 people from our three surgeries in Earley, Lower Earley and Winnersh.

Our primary care pharmacists of about 130 people includes doctors, practice nurses, urgent care nurses, healthcare assistants, primary care paramedics, patient services, support staff, district nurses, health visitors, and midwives, dieticians, smoking cessation advisers, physiotherapists and counsellors. Other professionals regularly visit the practice. The practice is part of the Wokingham Clinical Commissioning Group.

Teaching Practice

We are part of the Oxford Regional Scheme for training GPs and supporting medical and nursing teaching. Sometimes one of our team may have a doctor or medical student nurse with them during consultation.

When this happens we will always ask beforehand whether you are comfortable with this, or whether you would prefer to see your doctor or nurse on their own. Occasionally a video recording may be made of the consultation, but only with your written consent.

Our last Training Practice Re-assessment visit took place in November 2013. Here are some of the assessors' comments about the Practice:

We were hugely impressed by your organisation— the practice is huge yet incredibly personal which is an achievement many practices aspire to.

- This is a really big practice but the welcome and warmth is that of a very small practice which is a real achievement;
- There is a spirit of working together;
- It is a great place to be a patient, a member of staff or a trainee!
- Training here is seen as a positive thing and you are enthusiastic about it;
- We are impressed by the scheduling arrangements here;
- A warm, welcoming and well organised practice, a credit to all of you.

Clinics & Services

In addition to general medical consultations we are pleased to be able to provide a wide range of specialist clinics and services:

Our practice nurses provide cervical smears, dressings, immunisations and travel immunisations, treatment for minor injuries, repeat contraceptive pill prescriptions, health checks, and advice to minimise your risk of having a heart attack or a stroke.

Specialist practice nurses provide on-going management of most of long term conditions including asthma, diabetes, high blood pressure, coronary heart disease and provide urgent care on the day.

Urgent care nurses provide pre-bookable planned reviews as well as on the day medically urgent problems.

Healthcare assistants offer ear syringing, blood tests, suture removal, new patient appointments and smoking cessation advice and diabetic appointments. They provide a clinic for blood tests on a Wednesday morning from 07:00 to 10:30.

Midwives provide antenatal and postnatal care, support and education to those who are pregnant. For details of antenatal clinics please speak to your midwife.

District nurses provide nursing care for patients in their own homes and follow-up after discharge from hospital. They offer teaching and support for carers, including advice on community care provision. They also provide palliative care and elderly support. Contact them on 0118 949 5083.

Other services available include:

Family planning - we offer a comprehensive family planning service for pills, injections and implants, coils, caps and other barrier methods, as well as for emergency contraception. If you require advice, please make an appointment with our specialist family planning nurse.

Child immunisations - all children need to have completed a course of immunisation by the age of five.

Travel immunisations - if you are planning to travel abroad, you should check with us three months before your journey so that we can make sure that you receive any necessary advice and immunisations in good time. A fee may be charged for some vaccinations and the receptionist will be able to advise you on this. All immunisations are done by the practice nurse.

Flu vaccinations - recommended for the over 65's and 'at risk' patients. We run flu clinics in the autumn - please contact us in August each year to book your appointment.

Pneumovax vaccinations - please book an appointment with the practice nurse. There are other 'at risk' groups that need more frequent vaccination. You will be advised about this by your GP.

Minor Surgery - we provide a limited number of appointments for minor surgery; access is only by referral through your GP.

Blood Clinic - we hold a walk-in blood clinic at Chalfont surgery every Wednesday morning (excluding Bank Holidays) between 7am and 10.30am. Please note that the busiest time at the clinic is between 7am and 8am. To have your blood taken you must bring with you a completed blood test form that will have been given to you by your doctor or nurse. Please print your name,

address and date of birth clearly on this form if not already printed. If your doctor has asked you to have a fasting blood test you cannot eat or drink anything (except water) for 12 hours before the blood test.

Smoking cessation - Our Smoking Cessation advisors are trained and employed simply to help people find out if they are ready to quit and to help them reach their goal. To find out more or to book an appointment speak to our Patient Services Team.

Non-NHS Services

Some services provided fall outside the scope of the NHS and therefore attract charges. Examples include the following:

- **Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)**
- **Insurance claim forms**
- **Prescriptions for taking medication abroad**
- **Private sick notes**
- **Vaccination certificates**

Our reception staff will be happy to advise you about appointment availability and applicable charges.

Test Results

You are welcome to call between 08:00 - 18:30 to enquire about your test results.

You will be told how long you should expect to wait for the results at the time of your test so please bear this in mind before calling. As a general guide, routine blood tests take three days whilst X-rays take a little longer at seven days.

It is your responsibility to check the results and make any necessary follow-up appointment with the doctor.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

Registration

New Patient Registration

If you wish to register as a patient with the practice registration takes place between 09:00 - 12:00 and 14:00 - 17:00 Monday to Friday. You will be required to provide documents as listed below. If you are unable to provide any of them please speak to a member of our Patient Services team.

All patients at the practice are given a **named GP** when they register. If you have been a patient with us for some time and don't feel you know who your GP is, please contact the surgery or ask us when you are next at the practice.

- **Proof of address** - We are only able to register patients whose permanent, main residence is within our boundary. Please see the map in reception or ask one of our team

for details. We will accept a current (dated within 6 months) tenancy agreement, bank statement, benefit book, council tax bill or utility bill.

- **Approved Identification**

- Passport, containing a valid UK residence visa where necessary. Visitor permits are not valid.
- EU national Identity card
- Papers from the Home Office
- Full British photo card driving licence
- UK birth certificate

Please note, if you have been previously registered with the NHS under a different name we will need to see proof of your change of name (e.g. marriage certificate or deed poll).

Completed registration forms

Each individual patient needs to complete form GMS1. New babies need to also have a lilac Brookside registration form. Each family also needs to complete a green Brookside registration form.

You are registering with the practice and will be advised who your usual GP will be. If you have a preference for a male/female GP please let us know and we will accommodate your requests where possible.

To assist us in obtaining your previous medical records, please ensure that you complete all sections of these forms. If you have changed your name or any other details then please let us know. If you have been out of the country or in the Armed Forces for any period, please note the dates on the form

If you have a long term condition, to complete your registration, a new patient appointment with a healthcare assistant must be attended. Please book this at registration.

Guide to GP Services

The Royal College of General Practitioners has produced a useful guide for patients about the services on offer at GP Surgeries and how to access them. You can download the guide on-line.

A Patient Guide to GP Services (www.rcgp.org.uk/pdf/rcgp_yp_full_booklet_web_version.pdf)

You can obtain details of primary medical services in the area from **Wokingham Clinical Commissioning Group**, Tel: 0118 929 9469, ext. 3487 (Chalfont Surgery, Chalfont Close, Lower Earley, Reading, RG6 5HZ)

Changing your details

If you move, or if you change your telephone number, or if you change your name, please inform us as soon as possible. If you move outside the practice boundary, the Primary Care Support England (Telephone 0118 918 9333) will be pleased to give you details of surgeries in your new area.

If you move house within our Practice boundary, you need to let us know your new address. Please fill in the Change of Address form (available on-line) for you and all members of the household who have moved with you. You need to bring this form to us in person and hand it in to a member of the Patient Services Team. There is a registration provision within our outer boundary for existing patients. Please ask at reception for details.

If you change your name, you need to let us know so we can amend the records. Please fill in the Change of Name form and hand it in to a member of the Patient Services Team together with a document that proves your new name.

Temporary Registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Practice Policies

You can view our Patient and Practice Partnership Charter in waiting rooms and on-line.

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases. Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff requires access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Staff confidentiality

All practice staff with no exceptions are contractually bound by strict confidentiality agreement. All information obtained at or from the Practice is confidential. This includes information obtained visually, verbally, on paper or via computer. No Practice information including patient data shall be removed from the premises unless authorised by system administrator. No details of any

information found on the computer network, as paper record, or obtained verbally at BGP, may be given to anyone except Practice employees, and non-employees who have authorised access to the information and have signed the Confidentiality agreement, providing that the information is essential for them to do the work expected of them by BGP. The fact that a patient has visited the Practice is confidential and must not be disclosed to anyone outside of the Practice.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the general managers.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the general managers and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

Consent

Everyone aged 16 or more is presumed to be competent to give consent for themselves, unless the opposite is demonstrated. Young people aged 16 and 17, and legally ‘competent’ younger children, may therefore sign a Consent Form for themselves, but may like a parent to countersign as well. For children under 16, someone with parental responsibility should give consent on the child’s behalf by signing accordingly on the Consent Form.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact Patient services team manager, Julie Maughan, who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

Staff Details

Doctors

Dr Philip Haynes (m)	MB BS (London; registered 1984) (Senior Partner)
Dr Matthew Shaw (m)	MB ChB, MRCGP (Bristol; registered 1987) (Partner)
Dr Rosalind Hislop (f)	BSc (Hons), MB ChB (Manchester; registered 1984) (Partner)
Dr A Cleve Chevassut (m)	MB BS, LRCP, MRCS, MRCGP, DRCOG, DCH, DTM&H (London; registered 1979) (Partner)
Dr Bernard Choi (m)	MB BS, MRCGP, DCH, DRCOG (London; registered 1991) (Partner)
Dr Gabriele Gutmann (f)	State Exam Med Dr Med MCQ MRCGP (Erlangen-Nuremberg; registered 1999) (Partner)
Dr Claire Bannon (f)	BM, MRCGP, DRCOG (Southampton; registered 2004) (Partner)
Dr Amit Sharma (m)	MBChB and MRCGP (Birmingham; registered 2009)
Dr Karen Hicklin (f)	BM BCh, MA, MRCGP, DRCOG (Oxford; registered 1985)
Dr Rachel Aldridge (f)	MB ChB, DCH, DRCOG (Leicester; registered 1996)
Dr Sarah King (f)	MB ChB, MRCGP, DRCOG, DCH (Bristol; registered 1986)
Dr Jenny Boctor (f)	BM BCh MRCGP DRCOG (Oxford; registered 2006)
Dr Gehana De Silva (f)	MB BS MRCGP, DFFP (London; registered 2003)
Dr Nkiru Nnabuife (f)	MB BS, DFSRH, DRCOG (Nigeria; registered 2004)
Dr Helen Begbie (f)	BMBCh, MRCGP, DCH (Oxford; registered 2014)
Dr Kelly Tang (f)	MRCGP (registered 2009)
Dr Alex Cran (m)	MRCGP

Nurses

Jill Hodgson	RGN, ENB 199, ENB 998, Diploma in Professional Studies: Nursing, Diploma in Asthma care (Practice Nurse Team Leader)
Fiona Rowlandson	RGN, ENB 998, ENB 100, Certificate in Diabetes Care, Nurse Prescriber, Urgent Care Specialist Nurse, (Practice Nurse Team Leader)
Rachel Murtagh	RGN, Diploma in HE Adult Nursing, Diploma in Asthma care, Urgent Care Specialist Nurse
Rosie Crowhurst	RGN, ENB R71 Contraception and Reproductive Sexual health Care, Certificate in Diabetes Care
Karen Ellaby	BSC Adult Nursing, Urgent Care Specialist Nurse, Nurse Prescriber
Serena Palmer	RGN, Diploma in HE Nursing, Urgent Care Specialist Nurse
Sara Lopez	RGN, Urgent Care Specialist Nurse
Hannah Fullbrook	BSC (HONS) Adult Nursing Degree, Bristol 2011
Vicky Fitzsimons	Batchelor Nursing, Dundee 2011

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, carry out cervical smears and provide urgent care on the day.

Primary Care Paramedic

Emma Donachy	IHCD Paramedic
Kelly Brazier	IHCD Paramedic
Andy Edwards	IHCD Paramedic

Healthcare Assistants

Healthcare assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient checks. They may act as a chaperone when a patient or doctor requests one.

Lucinda Winstanley HCA, Smoking Cessation Advisor
Karen Wones HCA

Phlebotomists

Angela Tappin, Jenny Toland, Lucinda Winstanley, Chin Chin NG and Lisa Brown

Practice Management

Sarah Rutland General manager (Operations)
Mike Parting General manager (Business)
Julie Maughan (Patient Services manager)
Fiona Nairn (Support manager)
Ira Ward (Communication manager)
Rachel Clare (IT & Facilities manager)
Michele Jennings (Administration manager)
Sarah Simpson (Patient Pathways manager)
Andy Edwards (Clinical Treatment manager)

The practice manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The practice manager supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care.

Administration

Michele Jennings (Administration manager)

Fiona Lawrence

Carol Wiggins

Beverley Cleveland

Amanda Wyeth

Teresa Akrell

Ruth Clarke

Jo Salmon (Finance Administrator)

Patient services Team

Julie Maughan (Patient Services manager)

Debbie Cowen (Team Leader)

Jacqui Clouston (Team Leader)

Keith Waite (Team Leader)

Allie Taylor

Annette Noades

Amanda Frances

Claire Dibley

Christine Redrup

Gill Mole

Jakie Cantle

Jane Chattin

Janet Turtle

Janet Brain

Janice Waters

Lisa Brown

Lisa Whitlam

Margaret Thomas

Nicola Henley

Rebecca Jemmott

Rebecca Johnson

Ruth Clarke

Sarah Adams

Sarah Simpson

Sheila Bradbury

Vicky Sherwood

Wendy Wilkins

Patient Services Team provides an important link for patients with the practice and is your initial contact point for general enquiries. Patient Services Team members can provide basic information on services and results and direct you to the right person depending on your health issue or query. They make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, raising invoices, dealing with patient records and providing cover for the our call centre.

Secretaries

Lorraine Peters (Senior Secretary)
Angela Tappin
Jenny Toland
Hollie Caulfield
Melissa Maughan (MSK secretary)

Care co-ordinator

Sarah Hislop

Support

Fiona Nairn (Support manager)
Ira Ward (Communications manager)
Hollie Caulfield
Jenny Toland
Melissa Maughan

PRACTICE BOUNDARY:

