

Travel Immunisation

Are available by appointment with a Practice Nurse at Padgate or Woolston Surgery. We provide a limited range of vaccinations for overseas travel

Please allow **at least six weeks** prior to your departure to complete any vaccinations. Prior to your consultation you will need to complete the travel questionnaire via our website.

Well Baby Clinic

Padgate Medical Centre
Tuesday 09:00-12:00pm

(PLEASE don't bring poorly babies to the Well Baby Clinic!)
For childhood immunisations the Practice Nurse and GP are available for these sessions.

Development check-ups are carried out for children aged six weeks. Eligible children will be sent an appointment.

All children deserve protection against infectious diseases.

Immunisations are simple and safe and can be given either in baby clinic or in normal surgery time.

How to register

If you live within our Practice boundaries as described above, you may register by printing aGMS1 online or in person at the practice.

Practice Area

Our Practice boundaries were redefined in April 2004. Our western boundary is the A49
Our southern boundary is the Manchester Ship Canal
Our eastern boundary is the M6 motorway and our northern boundary is the M62 motorway, but we do serve both Birchwood and Croft.

We regret to inform you that if you move house out of our area you will need to find a new GP practice that serves your new area.

How we use your personal information

The doctors and other healthcare professionals looking after you keep records about your health and any treatment you receive either privately or via the NHS. Most information is held on our computer system but some information is held in a patients manual record. Eg insurance reports and hospital letters.

Everyone working in the NHS has a legal obligation to keep information about you confidential.

- We will not disclose any information about you to a third party without your consent.
- We will only disclose information about you with other healthcare professionals involved in your care and when there is a genuine need e.g. hospital consultant.
- We are legally obliged to report certain information to the appropriate authorities on certain occasions. **These are**
- When a formal court order has been issued
- Notification of a new birth
- An infectious disease such as Measles which may endanger other members of the public.
- All of the above information is given with the permission of your doctor or health care

And finally ...

Your comments, complaints or compliments about the services we provide are always welcome.

Please leave a note in our suggestion box, or speak to our Practice Manager who is based at Padgate Medical Centre.

Complaints

Our complaints policy/leaflet can be found in reception. All complaints will be processed in line with our complaints policy
The Practice Manager is our Complaints Officer and can advise about our Complaints Procedure.



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Woolston Neighbourhood Hub, Hall
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Dr Rakhi Raj (f) Senior Parter
M.B.Bs.,D.R.C.O.G.,D.F.F.P.,M.R.C.G.

Dr Kiki Lam (f) Partner
MBBS MRCP (2013) PgDip SEM

Dr Lucy Hyland (f) Partner
MBChB, MRCP, MRCP

Dr Alex Gan (m) Salaried GP

Dr Sampa Chail (f) Salaried GP

Dr Anisha Gopall (f) Salaried GP

Dr Imran Sahgal (m) Salaried GP

General Information

Surgery opening times : Padgate

Monday to Friday

08:00 am to 18:30 pm– Telephone

08.00am to 18.30pm—Doors Open

Surgery opening times : Woolston

Monday, Tuesday, Wednesday & Thursday 08:00 to 16:00pm & Friday 08:00-15:00pm—Please contact Padgate

Extended Hours service

You can book an appointment outside of usual surgery hours on:

Wednesday 18:30pm—20.30 pm

Appointments

Consultations with the doctors and Practice Nurses are by appointment. You will need to submit an PATCHs via our website

However if you need to see a doctor urgently your details will be passed to the on call GP who will contact you to assess the nature of the urgency.

You may consult any of the doctors depending on your preference or convenience, and in the case of part-time GPs, on their availability.

If you cannot keep your appointment **please notify the surgery** so that your appointment may be allocated to someone else. Please note routine appointment can be booked up to 2 week in advance

Chaperone Policy

The practice has a chaperone policy which is designed to protect both patients and staff. You have a right to ask for a chaperone to be present during any consultation. All of our staff are chaperone trained.

Home Visits

Please phone before 10.30 am if possible. This allows the doctors to plan their rounds. Home visits will be carried out for the very elderly, housebound or terminally ill patients

When the surgery is closed

Ring 111

Emergencies arising in the evenings and at weekends are dealt with at the GP Out-of-Hours Centre based at Bath Street Warrington. The centre is staffed by a team of highly-trained nurses and a large rota of most of the Warrington GPs including our own doctors.

Please note that attendance at the centre is **by appointment only**.

Calls may be diverted automatically overnight from GP OOH to 111

Please note that calls to 111 from a landline or mobile are free

Pre bookable, evening and weekend GP appointments to suit you

There are a wide range of GP appointments available to fit into your lifestyle

Pre-bookable evening and weekend appointments with a local GP are available from 6.30pm—8.30pm Friday, 8am-4pm Saturdays and Sundays 10-2pm at Bath Street Health and Wellbeing Centre.

Easily accessible, the Health and Wellbeing Centre is in the town centre and accessible by public transport on the town's main bus routes.

To access an extended access appointment, please call us to arrange. Please be aware that you will need to consent to share your medical record with the GP who is on call in the Extended Access Service

Disabled Access

The Practice has wheelchair access and toilet This practice complies with disabled access requirements

Interpreter Services

We can provide an Interpreter Services for you're appointment. Please inform a member of staff on booking your appointment. This can be for patients requiring language support and BSL.

We have a hearing loop at both Padgate and Woolston surgery.



Repeat Prescriptions

We accept written requests. Please use the right-hand side of your last prescription as an order form and tick the items you need. Prescription are requested via System One via our website.

Otherwise please call at the surgery or write enclosing an s.a.e. or order repeat medication via the NHS App. Please allow 48 hours (two working days) for your prescription to be ready.

You will be asked to see the doctor/practice pharmacist for a check-up and review of your treatment from time to time.

Some pharmacies can provide a collection and delivery service for repeat prescriptions. We are no longer able to accept prescription requests by telephone.

Patients can now request prescription using the online services tab on our website. Please speak to reception for more details

Test results

Please ring after 2pm to find out whether your test result has been received at the Practice.

Test results can be given over the phone, but are not given to anyone other than the patient.

Practice Staff

Our team of receptionists is led by our Practice Manager who is based at Padgate.

Our **Practice Nurses** are available by appointment for a wide range of services including well person screening, smear tests, travel vaccinations/advice, dietary advice and chronic disease management.

Our **Health Visitors** are based in Spencer House (tel 843864)

Our **midwife** is based at Warrington General Hospital where they supervises all ante-natal and post-natal care,

Together these members of our Primary Health Care Team work with the doctors to provide a wide range of services including:

Family Planning, Ante-natal and Post natal care, Child Health Surveillance, Asthma Management, Diabetes management, Minor Surgery, Advice on healthy living.

Patient Participation Group (PPG)

All registered patients are welcome to join the PPG.