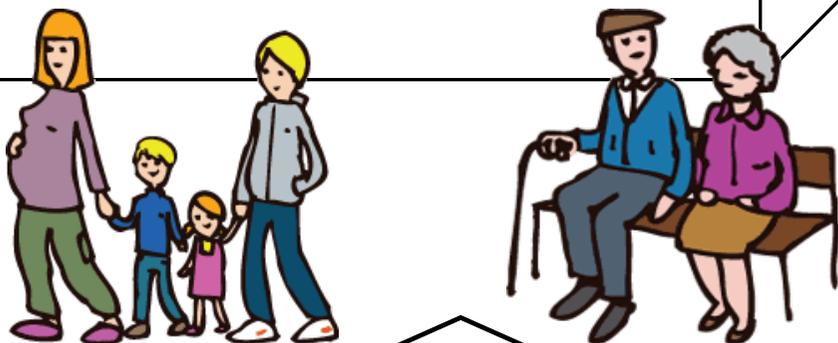


Peel Park Surgery

NHS

Practice

Information Leaflet



Tel: 01274 634989

Fax: 01274 627043

**CALL
111**

**when it's less
urgent than 999**

General Information

General information

Dr Poonam Jha is a single handed practitioner practising from a surgery within a purpose built Health Centre with all modern facilities. The surgery is near to bus routes 645 and 646. There are no steps, allowing disabled patients full and easy access to the facilities. There is ample parking space and a chemist attached to the health centre.

Confidentiality and Data Protection

We ask you for personal information in order that you receive the appropriate care and treatment. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of the multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team. The practice is registered under the Data Protection Act to hold computerized patient medical records. This enables all information relative to your health to be updated speedily and accurately (including letters from hospital etc.) ensuring full information is available to the healthcare professional in the practice consulting rooms.

Clinical Staff

Dr Poonam Jha (Female) MBBS, MRCOG, DFFP.

Nursing Team

Phlebotomist

Practice Manager Margaret Jackson

Surgery Times

Monday	8:30am—11:30am	2pm—5:30pm
Tuesday	8:30am—11:30am	2pm—7:30pm
Wednesday	8:30am—11:30am	No Afternoon Surgery
Thursday	8:30am—11:30am	3pm—5:30pm
Friday	8:30am—11:30am	3pm—5pm

The Surgery is staffed 8am till 6pm Monday, Wednesday, Thursday and Friday. 8am till 8pm Tuesday.

Closed Weekends and Bank Holidays

Home Visits

Home Visits are available to those patients who are unable to attend the surgery due to being housebound by their medical condition. Please telephone before 10am if possible although requests after this time will always be dealt with. The Receptionist will require as much information as possible to assist the doctor in assessing the priority. A doctor will ring you to discuss your request before visiting and may ask you to attend the surgery. Please remember that several patients can be seen in the practice in the time it takes to do one home visit.

Repeat Prescriptions

You may order repeat prescriptions by ticking the appropriate box on the reorder form attached to the back of your script and handing it in at reception or through the surgery post box. Alternatively you may post your request with a stamped addressed envelope. Please allow 48 hours notice Monday to Friday when ordering repeat prescriptions. Patients can also order their repeat prescriptions online at www.peelparksurgery.co.uk

Complaints

The practice aims to maintain a professional and friendly relationship with all our patients within the constraints of the NHS. If however you have any complaints or concerns about the service you have received from the doctors or members of staff working at this practice you are entitled to ask for an explanation. Please ask at reception for our complaints leaflet.

General information

If you need medical help fast but it isn't a 999 emergency you can now call NHS 111. NHS 111 will assess you, provide advice and direct you straightaway to the local service which can help the best. NHS 111 is available 24 hours a day, 7 Days a week and calls are free from both landlines and mobiles.

For more information visit www.nhs.uk/111



when it's less
urgent than 999

Services Not Covered By the NHS

We can upon request, provide a range of non-NHS services. These include medical examinations and reports which you may require for such things as insurance companies, DVLA, etc. Please note that non NHS services are only provided at the GPs discretion and a fee will be payable. Further details are available at reception. If information is requested by an outside source, patient's written consent will be required.

Services Provided/Clinics

General Clinics include Asthma, Diabetes, Cytology, COPD, CHD, Well Woman, Contraception, Smoking Cessation and Phlebotomy.

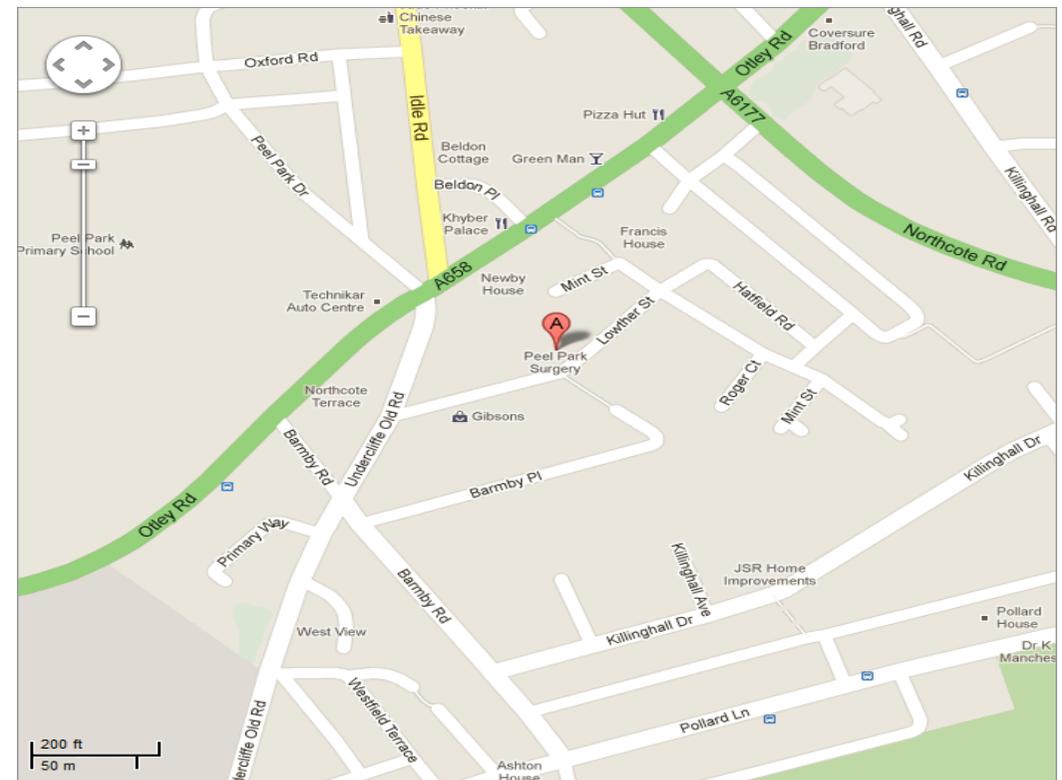
For Clinic Times Please Enquire at Reception.

Well Baby Clinic every Thursday 1.00pm till 2.30pm

How to Register with the Practice

If you are interested in registering as a patient, please apply directly in person to the reception desk. A member of our reception team will ask you for your address, which will need to be confirmed by means of a utility bill/passport. (If you are able to bring your medical card, this will help us process your application). The receptionist will confirm whether your address is within the practice's allocated area, as submitted and held by the City CCG. We invite patients joining the practice to attend a new patient medical with the practice nurse. This gives us the opportunity to take your medical history, check that your vaccinations are up to date and record any regular medications you take.

Practice Area



General Appointments

The practice operates an advanced access system to assist our patients in gaining timely appointments with a Health Care Professional

Emergency Appointments

All Patients who need to be seen URGENTLY will be seen on the same day. Maximum effort shall be made to accommodate for all emergency cases on the day.

For Life Threatening Situations Call 999

Late Arrivals

If you are late for your appointment, you may be asked to rearrange your appointment for another day.

Cancellations

If you are unable to keep your appointment, please let us know as soon as you are able so that the time can be given to another patient

MISSED APPOINTMENTS POLICY

Peel Park Surgery is dedicated to providing a high standard of care and services to all our patients. One extremely important factor is making sure we have enough appointments and missing an appointment without telling us is not acceptable.

First Missed Appointment

If you do not come to an appointment, or if you cancel your appointment at such short notice that we are unable to offer it to another patient, you may receive a warning letter.

Second Missed Appointment

If you miss two appointments you will receive a warning to say that if you miss any more appointments you will be taken off our medical list.

Evenings, Weekends and Public Holidays

When the surgery is closed, if you need an urgent home visit, telephone 01274 634989 where you will be passed to our Out Of Hours service.

What we expect from you, the Patient

We operate a zero tolerance zone at this practice. We ask that you treat both your GP and the Practice Staff properly, without violence or abuse. Failure to do so may result in your removal from the practice list.

Practice Area

Covering post codes 2-10 Greengates, Ravenscliffe, Undercliffe, Thornbury, Laisterdyke, Thorpe Edge, Idle, Eccleshill and Bolton.

For existing patients, we also cover postcodes LS28 5AA, LS28 7HG, LS28 8HA, LS28 8EL and LS19 6DQ. Please note that we do not at present accept new patients from these postcodes.

