

Dr. R. Littlewood
Dr. S. Greenhalgh
Dr. G. A. Counsell
Dr. M. A. Mirza
Dr. K. A. Boodhun

The Pikes Lane Centre
Deane Road
Bolton Lancs
BL3 5HP
Tel No. 01204 463636
Fax No: 01204 463635

Drs Littlewood, Greenhalgh, Counsell, Mirza and Boodhun

THE PIKES LANE CENTRE

Deane Road, Bolton BL3 5HP
Telephone 01204 463636 • Fax 01204 463635
Website: www.mysurgerywebsite.co.uk/index.aspx?p=P82002

Surgery Opening Hours

Monday: 07:00-18:30

Tuesday: 08:00-18:30

Wednesday: 07:00-18:30

Thursday: 08:00-20:00

Friday: 07:00-18:30

Dr. R. Littlewood
Dr. S. Greenhalgh
Dr. G. A. Counsell
Dr. M. A. Mirza
Dr. K. A. Boodhun

The Pikes Lane Centre
Deane Road
Bolton Lancs
BL3 5HP
Tel No. 01204 463636
Fax No: 01204 463635

WELCOME TO THE SURGERY

Please read these notes carefully and keep them somewhere safe but easy to find. They will tell you of the services available and help you get the full benefit from them.

THE PRACTICE

The practice was established at the turn of the century on Derby Street by Dr Rice. He was later joined by Dr H W Taylor and Dr R H Clarke before the Second World War. Dr F Ratcliffe joined the practice in 1961. Dr D Dennard amalgamated his practice with that on Derby Street in 1969 and the practice moved to premises on Cannon Street. More recently, Dr R Littlewood joined the practice in 1984 following the retirement of Dr Clarke. Dr Greenhalgh in turn was appointed in 1990 following the retirement of Dr D B S Taylor. Dr Hall replaced Dr Ratcliffe on his retirement in November 1997. Dr Counsell joined the practice in February 1999. Dr Dennard retired in October 2002 and was replaced by Dr M A Mirza. In November 2000 the practice transferred to its present location at the Pikes Lane Centre.

THE DOCTORS

Dr Robert Littlewood
MB ChB MRCGP DRCOG FPA Cert (Male) Reg 1980 Manchester
Dr Stephen Greenhalgh
MB BS (Male) Reg 1981 London
Dr Koushal Boodhun
Reg 2005 Manchester
Dr Gillian Counsell
MB ChB (Female) Reg 1988 Sheffield
Dr Mohamed Arif Mirza
MB ChB MRCGP DRCOG (Male) Reg 1994 Manchester

The doctors work as a group practice. Please feel free to attend any of the doctors but we suggest you see one doctor for one particular problem. This will allow you to gain the most benefit from your consultations and avoid repetition. Please note that Dr Counsell works part-time. All our doctors are qualified medical student tutors.

Dr. R. Littlewood
Dr. S. Greenhalgh
Dr. G. A. Counsell
Dr. M. A. Mirza
Dr. K. A. Boodhun

The Pikes Lane Centre
Deane Road
Bolton Lancs
BL3 5HP
Tel No. 01204 463636
Fax No: 01204 463635

APPOINTMENTS: HOW TO SEE YOUR DOCTOR

We run an appointment system to keep your waiting time as short as possible. To make an appointment either telephone or call at the surgery during opening hours (8.00 am - 6.30 pm, Monday - Friday). Please make one appointment for each person wishing to be seen. You have the right to see your preferred doctor. For non-urgent appointments you may have to wait a day or so at busy times to see your preferred doctor. For non-urgent matters you may have to wait a day or so at busy times to see the doctor of your choice. If you have an urgent problem, please inform the receptionist who will make an appointment for you. If you are unable to keep your appointment, please telephone the receptionist so that someone else may benefit from your place.

HOME VISITS

Home visits are for people who are housebound or seriously ill. If you can get to the surgery, please do so. Please try to telephone for a home visit between 8.00 and 10.00 am.

We are sorry, but it is not possible to promise that one particular doctor will visit, but requests will be noted.

The doctors' time is valuable. Please note that in the time that one patient can be seen at home, three can be seen at the surgery where more facilities are available. When you ask for a home visit the receptionist will ask for further details. This information is for your doctor and like all other information you give us is strictly confidential. The information is needed so that the doctor can decide which calls need attention straight away and which can wait until after surgery.

NIGHT VISITS and WEEKEND VISITS: Please ask for a night visit only if it is truly necessary. If your problem will wait until the following day, an urgent appointment or visit can be arranged by telephoning the next day.

Dr. R. Littlewood
Dr. S. Greenhalgh
Dr. G. A. Counsell
Dr. M. A. Mirza
Dr. K. A. Boodhun

The Pikes Lane Centre
Deane Road
Bolton Lancs
BL3 5HP
Tel No. 01204 463636
Fax No: 01204 463635

WHAT TO DO WHEN THE SURGERY IS CLOSED (EMERGENCIES ONLY)

If you require general advice, please telephone NHS Direct on 0845 4647. If you have an urgent problem that requires a doctor when the surgery is closed, please always telephone 463636. Your call will then be transferred to another service, so please allow time for this process to take place. Have a pen and paper to hand and follow the instructions given each time. Please do not arrive at the surgery without prior arrangement; if your problem can wait then please telephone again when the surgery is open.

TELEPHONE ADVICE

If you only need telephone advice from your doctor, the most convenient time to ring is between 10.30 and 11.00 am. If the doctor is seeing a patient, the receptionist may ask you to ring back at a given time.

REPEAT PRESCRIPTIONS (TELEPHONE BETWEEN 11.00 am - 2.30 pm)

Patients having long-term drug treatment may order their repeat prescriptions either by telephone or with the receptionist at the surgery. The prescription will be printed by the practice computer and will include a tear-off slip with which to re-order your next prescription. If you wish for your prescription to be posted to you, please include a stamped, addressed envelope with your prescription request. You should see your doctor at intervals agreed with him to review your medication and state of health.

Please note that your prescription will be available after 4.00 pm the following day.

Dr. R. Littlewood
Dr. S. Greenhalgh
Dr. G. A. Counsell
Dr. M. A. Mirza
Dr. K. A. Boodhun

The Pikes Lane Centre
Deane Road
Bolton Lancs
BL3 5HP
Tel No. 01204 463636
Fax No: 01204 463635

HOSPITAL/LAB TEST RESULTS

The reception staff may provide these results during office hours. Please try to avoid telephoning between 8.00 - 10.45 am as the office is very busy at that time. Please do not ask the receptionist to explain hospital test results to you. If you have any questions make an appointment to see the doctor or arrange to phone back when the doctor is available to speak to you. Do not be alarmed if the receptionist is unable to give you the results. You may be asked to make an appointment with the doctor.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, it is important that you inform the surgery as soon as possible. Please give full details to the receptionist including your postcode.