

# Practice Area

This map is a guide only. Please ask the receptionist if you wish to join the Practice but are not sure whether you are within the Practice boundary.



**SPRINGFIELDS MEDICAL CENTRE  
BATH STREET HEALTH &  
WELLBEING CENTRE  
Legh Street  
Warrington  
Cheshire  
WA1 1UG**

**[www.springfieldsmedicalcentre.co.uk](http://www.springfieldsmedicalcentre.co.uk)**

**Telephone Number : 01925 303250**

**Dr N Aggarwal M.B., Ch.B., N.M.R.C.G.P , D.R.C.O.G .GMC No:6122530  
Dr Flora Kyriakou Doctor Medic 2002, M .R.C.G.P. GMC No: 6071431  
Dr Gareth Cox MBChB. GMC No : 6054504**

**Practice Manager Mrs Lorraine Stratulis**

<b>Monday</b>	<b>8.15am – 6.30pm</b>
<b>Tuesday</b>	<b>8.15am – 6.30pm</b>
<b>Wednesday</b>	<b>8.15am – 6.30pm</b>
<b>Thursday</b>	<b>8.15am – 6.30pm</b>
<b>Friday</b>	<b>8.15am – 6.30pm</b>
<b>Saturday</b>	<b>8.30am - 11.30am - booked appointments only</b>

**Telephone Lines are open from 8.15 am Monday to Friday**

**Practice premises provide suitable access for all disabled patients.**



# Welcome to the Practice



## Your Practice Team

- Doctors:** Dr Neetika Aggarwal  
Dr Flora Kyriakou  
Dr Gareth Cox  
Dr Sharmila Armitage
- Advanced Nurse Practitioners** Mrs Barbara Slack
- Practice Nurses:** Sister Lyn Hughes  
Sister Paula Raymond
- Clinical Pharmacist:** Agnieszka Zawadska
- GP Assistant:** Mrs Kate Redmond
- Health Care Assistants:** Mrs Jillian Rothwell and Mrs Angela Evans
- Practice Manager:** Mrs Lorraine Stratulis  
**Assistant Manager:** Mrs Judith Southart

They have overall responsibility for the administration and organisation of the Practice, staff management, liaison between clinical and non-clinical staff, and liaison between practice staff and outside agencies. They can provide advice on any non-medical or organisational aspects of your care and has responsibility for the Practice Complaints Procedure.

- Office Supervisors:** Miss Donna Cain and Miss Lottie Buffel  
**Practice Secretary:** Miss Kathryn Barker  
Mrs Danielle Hall

- Medical Records :** Mrs Susan Russ

- Practice Receptionists:** Miss Jasmine Cartwright  
Miss Jennifer Nestor  
Miss Sian Lowe  
Miss Jenny Nestor  
Mrs Jillian Rothwell  
Mrs Angela Evans  
Miss Tyler Hayes

### **Practice Nurses**

The Practice Nurses provide a high quality of general nursing care within the surgery and are responsible for various clinics, including chronic disease management, cytology, travel clinics, children's immunisations and family planning services.

## USEFUL TELEPHONE NUMBERS

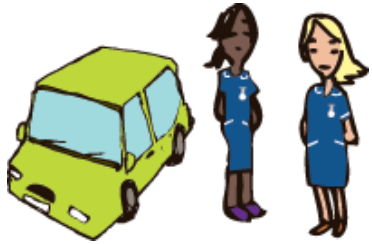
- Ambulance 999  
NHS Direct 111  
(www.nhsdirect.nhs.uk)  
Out of Hours Service 111

### Hospitals

- Warrington NHS Trust Hospital 01925 635911  
Halton NHS Trust Hospital 01928 714567  
Hollins Park Hospital 01925 664000  
Spire North Cheshire Hospital 01925 265000

### Other Services

- Health Services at Wolves 01925 251300  
Pathway to Recovery Team 01925 415176  
Bereavement Counselling 01925 631516  
Citizens Advice 01925 246994  
Warrington Police 01925 652222  
Social Services 01925 444000  
Warrington Borough Council 01925 444400  
Warrington CCG 01925 843636



## District Nurses

The District Nurses can be contacted Monday to Friday  
9.00am to 5.00pm on 01925 867924.

Evening and Nights between 5 pm and 9 am 111

Weekends and Bank Holidays 111

## Midwife

Patients can self refer to our Community Midwife. Our  
Reception team are here to help with this

## Health Visitor

The Health Visitors are based at :

**(West team)** Penketh Clinic, Honiton Way, Penketh,  
Warrington tel 01925 **867928**

**(East team)** Spencer House, Dewhurst Road,  
Birchwood, Warrington tel 01925 **843868**.

**(South team)** Grappenhall Annexe, Springfield Avenue,  
Grappenhall, Warrington tel 01925 **867908**.

They provide expert advice on all aspects of  
family health. The Health Visitors have a statutory duty  
to support and maintain the health of all children under  
the age of 5. They are available for general advice on  
all aspects of childcare.



## NEW PATIENT REGISTRATION

Patients can apply to register at the Practice either by calling into the surgery  
and completing a registration form and questionnaire or via our website  
[www.springfieldsmedicalcentre.co.uk](http://www.springfieldsmedicalcentre.co.uk).

## APPOINTMENTS

We currently have 4 GPs : Dr Neetika Aggarwal , Dr Flora Kyriakou , Dr Gareth  
Cox and Dr Sharmila Armitage. We also have an Advanced Nurse Practitioner  
Barbara Slack . We have a mix of Face to Face appointments and telephone  
appointments and reception need to offer you the most appropriate appoint-  
ment to deal with your problems . You may not always need a Face to Face  
appointment with a GP/Nurse at the surgery , you may be offered a telephone  
consultation, extended access appointment or directed to one of our local  
Walk in Centres or Pharmacy. A receptionist will need to ask you for details of  
the problem you are calling with , this is to enable us to direct you to the most  
appropriate person to deal with your problem. For minor symptoms less than  
3 days old, we would encourage you to consult your local Pharmacy or see  
our self care section on our website.

## E-CONSULT

You can access e-consult via the website where you can request sick notes,  
appointments, and administrative advice.

## GP EXTENDED ACCESS AND OUT OF HOURS SERVICE

Warrington GPs are working together to provide evening and weekend  
NON-URGENT appointments at Bath St Health and Wellbeing Centre for those  
who may find it difficult to get to a GP during the day. Appointments are availa-  
ble Monday to Friday 6.30 pm to 8.00pm and Saturday 8.00am to 8.00pm.  
These are NON-URGENT, BOOKED appointments only through your GP sur-  
gery. This service is not for emergencies or for Walk In Patients.

If you require a doctor for emergency medical help when the surgery is closed  
please ring the Warrington Out of Hours Service on 111.

## HOME VISITS



Any requests for a Doctors home visit must be received if possible by the Surgery before 10.30am. Most requests for home visits are made out of fear or a concern that a visit to Surgery may worsen the condition. In the vast majority of cases this is not so. Examples of appropriate home visit requests include visits to the genuinely housebound, visits for terminal care, conditions causing severe pain and immobility. In certain emergency situations such as patients with chest pain or extreme difficulty in breathing we will suggest immediate transfer to Hospital and arrange an Ambulance. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

## REPEAT PRESCRIPTIONS

Requests for repeat prescriptions can be made in the following ways:

Online: via system on line - ask at reception to register for this service.

By our website: [www.springfieldsmedicalcentre.co.uk](http://www.springfieldsmedicalcentre.co.uk)  
E-mail: [warccg.springfieldspx@nhs.net](mailto:warccg.springfieldspx@nhs.net)

By Post : using your repeat slip.

In surgery: using your repeat slip, place in the prescription box in reception.

For safety and security reasons **we do not accept** prescription requests by telephone. Unless you are a vulnerable patient you must order your prescription yourself. Pharmacies are only allowed to request prescriptions for vulnerable patients.



## What we ask of you ...

- Be honest in your dealings with us make sure we know everything we need to know to help you.
- Tell us if you change your name, address and telephone number and remember to include your postcode.
- Make appointments that you know you can keep and arrive on time. If for some unexpected reason you cannot attend, make sure you let us know as soon as possible.
- Ask for a home visit only if you are too ill to come to the surgery. If possible, telephone before 10.30 am.
- Treat us with the same courtesy and respect that you expect to receive.
- Be patient if we are running late – on another occasion it might be you who needs the extra time.
- Do not ask for another member of the family to be seen at your appointment without making prior arrangements.



No matter how hard we try, problems can arise. If you are unhappy about any aspect of the service you receive from us please let us know.

We cannot improve our own standards unless we know there is a problem. If you have any concerns about our services, talk to one of the Doctors or the Practice /Deputy Manager about it.

## Suggestions/Complaints

We are always pleased to receive suggestions, which would improve patient care. Complaints or difficulties, which you experience, can be raised with any of the Doctors or the Practice /Deputy Manager. A formal complaint should be made in writing to the Practice Manager who will acknowledge your complaint within 3 working days, investigate and where possible reach a conclusion within 10 working days. We and our staff have the right to work in a safe, non abusive environment. We will not tolerate violent or abusive behaviour. We reserve the right to remove offenders from our list and will press for the strongest penalties in law.



## OUR COMMITMENT TO YOU

The Doctors, nursing staff and receptionists at this centre share a commitment to provide you with the best medical care and a high standard of service.

Our Practice leaflet tells you who we are, highlights the services we provide and includes other information, which you as our patients should know. We have provided this leaflet to explain the standards of service, which you are entitled to expect from us. It is a charter of your rights as a patient with this Practice. In addition, the leaflet highlights your responsibilities to the surgery team.

You have an important role in the partnership of care that exists between us. If you accept your responsibilities as a patient, we can help you get the most from the medical care and facilities that are available to you here.

### **What you can expect from us ....**

Courtesy and respect for you, your racial and cultural background and your rights as an individual, especially your rights of privacy and confidentiality.



Quality medical care provided by qualified individuals both here at the surgery or at your home, depending on your condition. Also regular health checks and referral to a Consultant if this is felt to be appropriate. A clear explanation of the treatment, which we propose to give you and an understanding response to any questions or concerns, you may have.

Access to your health records, subject to legal requirements. Secure storage of records with access limited to staff members involved in your clinical care.

Information about the services and facilities available at this centre.

## Prescriptions

There is a 48 hour turnaround on prescriptions. For example if you order your prescription by 4pm on Monday your prescription will be ready to collect on Wednesday after 4pm.

At times the Doctor will not automatically issue a repeat prescription. This will occur if your condition has not been assessed for some time and the Doctor wishes to see you, if a blood test is overdue or if there is a question as to whether the medication remains necessary. In most cases you will be offered a short term prescription and asked to make an appointment

## Clinics

We offer a comprehensive range of clinics for our patients. Special clinics are offered within the surgery for the management of certain chronic medical conditions. These clinics are generally provided by the Practice Nurses who have received special training and overseen by a Doctor.

Diabetes Clinic  
Asthma Clinic  
Chronic Obstructive Pulmonary Disease (COPD)  
Ischaemic Heart Disease

## Travel Clinic

Provided by the Practice Nurse Team. Vaccination and special health precautions are required for some holiday destinations. Our Nurses are able to offer the latest advice on all aspects of health for travellers.





### Childhood Vaccinations and Immunisations

Tuesday 3.00 pm—4.30 pm.

Childhood vaccinations are performed by the Practice Nurses. If you have any concerns about vaccination issues the Practice Nurse, your Health Visitor or one of the Doctors would be happy to advise. The Practice is committed to full vaccination and protection of all our children from the potentially serious and life threatening conditions against which we vaccinate.



### Family Planning Service

All Doctors and Nurses within the Practice are able to provide advice on a full range of contraceptive services.

### Cervical Smears

Appointments can be made with the Practice Nurse or if preferred the Doctor of your choice.



### General Surgery

Both our Practice Nurses and Health Care Assistants hold general surgery clinics for blood pressure checks, blood tests, removal of stitches, weight management and general health advice.



### Six Week Baby Checks

Dr Flora Kyriakou and Dr Gareth Cox carry out the six to eight week developmental checks.

### Bereavement Support Group

Mike Dennis (Counsellor) and Judith Southart run this informal group which takes place once a month at the surgery.



## PRIVATE MEDICAL EXAMINATIONS

The Doctors are happy to carry out medicals (such as for: Insurance and Driving Licence Medicals) by appointment outside surgery hours only. Please telephone the surgery for an appointment. Please ask for the charges of these services. Doctors are unable to sign Passport Application Forms.

## REMOVAL OF PATIENTS FROM OUR PRACTICE LIST

In exceptional circumstances we have the right to request a patient to be removed from our list. Examples of such circumstances include verbal or physical abuse, including threats or gestures, discriminatory abuse, intentional damage to practice premises, sexual/racial harassment, stalking and inappropriate emotional attachment to the Doctor. Supporting or encouraging such behaviour is also seen as unacceptable and may involve the patient, a relative, a household member or pets (such as unchained dogs). Crime and deception, eg: fraudulently obtaining drugs, deliberately lying to the Doctor or other members of the healthcare team eg: by giving a false name or false medical history in order to obtain a service or benefit by deception, attempting to use the Doctor to conceal or aid any criminal activity, stealing, making a complaint, which is subsequently shown to be activated by malice. You would be informed in writing of this decision and the reasons for it. We would continue to treat you until you have been allocated a new doctor unless violence is involved when immediate removal would take place.



## CHANGE OF ADDRESS OR TELEPHONE NUMBER

Please let us know if you change address or contact number as soon as possible so we can keep our records up to date. If you move out of our Practice area it will be necessary for you to register with another Practice.

## ACCESS TO MEDICAL RECORDS

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

