

# Practice Area

This map is meant as 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 843880  
(4 lines)**

**Fax Number: 01925 843879**

**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>8.30am – 6.30pm</b>
<b>Tuesday</b>	<b>8.30am – 6.30pm</b>
<b>Wednesday</b>	<b>8.30am – 6.30pm</b>
<b>Thursday</b>	<b>8.30am – 6.30pm</b>
<b>Friday</b>	<b>8.30am – 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.**

## Your Practice Team

**Doctors**  
 Dr Neetika Aggarwal  
 Dr Flora Kyriakou  
 Dr Gareth Cox

**Practice Nurses:**  
 Sister Lyn Hughes  
 Sister Paula Raymond

**Clinical Pharmacist** Mehrad Hosseini

**Health Care Assistants:** Jillian Rothwell and Angela Evans (In addition to their reception duties, Jillian and Angela have received special training to perform basic nursing tasks including blood pressure measurement and performing blood tests.)

**Practice Manager:** Mrs Lorraine Stratulis has 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. Mrs Stratulis can provide advice on any non - medical or organisational aspects of your care and has responsibility for the Practice Complaints Procedure.

**Assistant Manager:** Judith Southart  
**Administration Assistant:** Lottie Buffel/Kate Redmond  
**Practice Secretary:** Kathryn Barker/Kate Redmond  
**Medical Records Administrator:** Susan Russ  
**Practice Receptionists:** Jillian Rothwell  
 Susan Dey  
 Margaret Kane  
 Jennifer Nestor  
 Angela Evans  
 Lottie Buffel  
 Tyler Hayes  
 Danielle Hall

**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 (www.nhsdirect.nhs.uk)	111
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
Warrington Substance Misuse Alcohol Team	01925 415175 01925 428465
Bereavement Counselling	01925 631516
Cheshire Health Agency	01244 650400
Citizens Advice	01925 831832
Warrington Police	01925 652222
Social Services	01925 444000
Warrington Borough Council	01925 444400
Warrington Clinical Commissioning Group	01925 843636



## District Nurses

The District Nurses are based on site at Bath Street Health and Wellbeing Centre, Legh Street, Warrington

They can be contacted Monday to Friday 9 am to 5 pm on 01925 867924

Evening and Nights between 5 pm and 9 am 111

Weekends and Bank Holidays 111

## Midwife

A team of midwives is attached to the surgery. Antenatal care is provided by appointment with the Doctor of your choice and the midwife



## 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



## NEW PATIENT REGISTRATION



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

## APPOINTMENTS

We currently have 3 full time GPs Dr Neetika Aggarwal , Dr Flora Kyriakou and Dr Gareth Cox who each provide 8 sessions per week



The surgery has a service that will help you get the appointment you need, when you need it. If you want advice about a health problem, you can have an appointment by telephone and speak directly to your doctor on the day that you call. You can use this appointment service for urgent and non-urgent health problems.

Call us on the main surgery telephone number and ask to make an appointment with the doctor. The receptionist will ask you for your name and telephone number. If you need to speak to the doctor urgently because it's an emergency, tell the receptionist straightaway. The receptionist will ask you to say generally what your health problem is. You don't have to tell the receptionist if you don't want to, but if you can, it helps the doctor to decide whom to prioritise for a call back based on clinical need. If you want to talk to a specific doctor, tell the receptionist and wherever possible, they will arrange it. Your call will go straight through to the doctor if they are free. You can then talk to your doctor about your health problem in the same way you do if you come into the surgery for an appointment. If your doctor thinks you need to come into the surgery to be seen, or you would still like to come in, he or she will make an appointment for you. When you call the surgery, the doctor will call you back as soon as they can. If you want us to call you between certain times then tell us, where possible, we will arrange that.

The practice nurse is also able to offer telephone advice for many areas including contraception, travel, general vaccines and minor ailments.

The surgery offers extended hours appointments on a Saturday morning from 8.30 am to 11.30 am. These are booked appointments only and the surgery is not open for telephone calls or for patients to collect prescriptions.

## **GP EXTENDED ACCESS AND OUT OF HOURS SERVICE**

Warrington GPs are working together to provide evening and weekend NON-URGENT appointments at Bath Street Health and Wellbeing Centre for those who may find it difficult to get to a GP during the day. Appointments are available Monday to Friday 6 pm to 8 pm and Saturday and Sunday 8 am to 8 pm. These are NON-URGENT, BOOKED appointments only through your GP surgery. 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 visit must be received if possible by the Surgery before 10.30am. The Triage Nurse will assess all such requests. 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 and the Triage Nurse will advise accordingly. 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 the Triage Nurse may 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:

By Fax : 01925 843879  
By our website: [www.springfieldsmedicalcentre.co.uk](http://www.springfieldsmedicalcentre.co.uk) By Post : using your repeat slip.  
In surgery: using your repeat slip, place in the prescription box in reception.

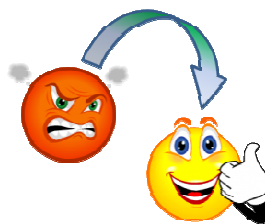
For safety and security reasons **we do not accept** prescription requests by telephone.

## **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 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 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 received by 4.00pm will be ready by 4.00pm the following day. Prescriptions received after 4.00pm on Friday will be ready after 4.00pm on Tuesday. 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.



### **Yellow Fever Centre**

Yellow fever is a serious illness passed to humans by the bite of an infected mosquito. Yellow fever occurs in tropical parts of South America and Africa. Springfields Medical Centre is a registered Yellow Fever Centre. We are able to offer vaccination and advice for at risk destinations. This is not available as an NHS service and will incur a charge of £55 per vaccine.



### 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.



### Smoking Cessation

We are committed to smoking cessation as a vital part of helping our patients maintain good health and prevent future serious illness. All medical staff give smoking cessation advice. Jillian Rothwell our Health Care Assistant provides a smoking cessation clinic and can provide information on community advice clinics.

NHS smoking helpline Tel 0800 169 0169 or [www.givingupSmoking.co.uk](http://www.givingupSmoking.co.uk)



### 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



### 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.

