

Lawton House Surgery  
Bromley Road  
Congleton  
Cheshire  
CW12 1QG.  
Tel: 01260 275454

You can also visit our website for more information



[www.lawtonhousesurgery.nhs.uk](http://www.lawtonhousesurgery.nhs.uk)

It has .....

- Links to enable you to book routine appointments online if you have signed up for this
- Links to Patient Access for requesting repeat prescriptions
- Lots of useful health and social care information, including links to other services
- Meet the team

## INFORMATION FOR PATIENTS



### **Dr. Katherine Savile**

M.B., Ch.B. (Man. 1977), D.R.C.O.G., D.F.F.P., M.R.C.G.P.

### **Dr. Matthew Taylor**

M.B., Ch.B., B.Sc. (Man 1998)

### **Dr. Tom Rigby**

M.B., B.S (London 2004), M.R.C.G.P.

### **Dr. Paul Bishop**

M.B., Ch.B. (Edinburgh 1997), M.R.C.S., M.R.C.G.P., P.G.Dip  
(Cardio)

### **Dr. Collin Coulthard**

M.B.B.S. (London 1996)

### **Dr. Clare Gooding**

M.B.B.S. (Lincoln 1992) B.Sc.

**FOR ALL ENQUIRIES AT ALL TIMES TELEPHONE:  
01260 275454**

## Welcome to the Surgery

### The surgery is open:

Monday	08:00 to 18:30
Tuesday	08:00 to 18:30
Wednesday	08:00 to 18:30
Thursday	08:00 to 18:30
Friday	08:00 to 18:30

### Telephone Calls are received from:

Monday - Friday. 08:00 to 18:00

### How to see the doctor, practice nurse or Health Care Assistant

- All surgery times are by appointment
- You may make an appointment by asking at reception or by telephoning reception. Routine appointments may also be booked online. Please ask at reception for your unique user ID and password.
- If you feel that your problem will not wait for a routine appointment, please tell the receptionist who will arrange for you to be seen more quickly by a doctor, but she may have to speak to the doctor first.
- Please cancel your appointment as soon as possible if you are unable to attend.

#### Home Visits

- If you require a home visit, please telephone the surgery whenever possible before 10:30 am to enable the doctors to plan their rounds.
- Describing the symptoms helps us to judge the order or urgency of the visits, so do expect to be asked.
- Visitors are **ONLY** for those who are housebound or too ill to go out.

#### Telephone advice

If you wish to speak to your doctor or nurse please contact reception before 10:30 to ask for a telephone consultation. After that time, they can be arranged for the next day. You will be telephoned as soon as possible after morning surgery. Please make sure you give the receptionist your up-to-date telephone number.

## Other members of the health care team

**Receptionists** - the reception staff are here to help you. They have a very difficult job managing telephone calls and enquiries from every direction. Please be patient. When you call the receptionist may ask you for a few details, they have been trained to make these enquiries so that we can help you in the most appropriate way. They also manage repeat prescriptions.

**Practice/Medical Secretaries** - co-ordinate the referrals for patients to hospital consultants and other services such as physiotherapy, counselling, x-rays, etc.

**Deputy Practice Manager** - assists the Practice Manager

**Practice Manager** - responsible for all office administration and for the smooth running of the practice

**Practice Nurses** - Our Practice Nurses may be seen by appointment. They are involved in the running of health promotion clinics and chronic disease management. This encompasses well person clinics, cholesterol monitoring, childhood immunisations and the day-to-day management of patients with chronic conditions such as diabetes, asthma, respiratory disease and coronary heart disease. Appointments are also available for travel consultations and vaccinations, advice on contraception, advice on the menopause, cervical smears, ear care and syringing or minor ailments. Telephone consultations are available at the end of morning surgeries.

**Health Care Assistants** - support the GPs and practice nurses in providing patient care.

**District Nurses** - liaise with the GPs to provide nursing and treatment to the housebound.

**Housekeeper**

#### Clinicians who visit the surgery

Your GP will refer you to these services if you need them

**Dietician** - clinics are on alternate Tuesday afternoons

**Brief intervention Drug and Alcohol Worker**

## Other services available

- **New patient's medical examinations** - arranged by appointment with our health care assistants (HCA)
- **NHS Health Check** - arranged by appointment with the HCA.
- **Childhood immunisations** - Every Monday, 14:00 to 15:00. Please bring your child's RED BOOK to all appointments.
- **Child health surveillance** - arranged by appointment every Wednesdays 14:00 - 15:00
- **Minor operations** - by arrangement with your GP.
- **Adult immunisations** - by appointment, any day with a practice nurse.
- **Child health** clinics are held at Congleton Children's Centre on New Street. Contact the Health Visitor on 0300 123 4291 for details.
- **Family Planning Care** is available at the surgery through your PN and/or GP.
- **Maternity care** - if you wish to make an appointment please ring 01260 371061. If you need to contact a midwife or to arrange your FIRST ante-natal appointment, then please ring 01625 661145.
- **Stop smoking service** is held at Well Park Lane Pharmacy. Please ring 0800 085 8818 for an appointment.
- **Phlebotomy (blood tests)** - if your GP or Practice Nurse has requested that you have a blood test, please attend the phlebotomy clinic at Congleton War Memorial Hospital on weekdays (except bank holidays) from 08:30 - 11:10.

## Suggestions, comments and complaints

Our Practice Complaints Procedure deals with comments, suggestions and complaints about the service we provide. There is a suggestions box on the reception counter, or our Practice Manager, Deputy Practice Manager or Reception Manager will give you further information. Our aim is to give you the highest possible standard of service and we will try to deal swiftly with any problems to improve the service. If you have concerns please ask to speak to one of the managers listed above.

## Emergencies

In the event of a serious medical emergency, contact 999

### What do to in the event of an urgent medical problem When the surgery is closed

*Either*

Telephone the practice (01260 275454) and a recorded message will advise you of the number to contact:

*Or*

Between 18:00 - 18:30 on any weekday, contact 01260 295959

At all other times, telephone Eastern Cheshire Out of Hours Service 111

- You will be able to speak to a nurse or a doctor who will decide whether you need to attend one of the primary care centres which are based in Congleton, Macclesfield, Knutsford and Handforth.
- Remember, home visits are **only** done when strictly medically necessary. Please be prepared to accept telephone advice.

### Minor Injuries

Unless directed otherwise, please do not attend Congleton War Memorial Hospital without telephoning the nurse on duty first (01260 294828). The Congleton War Memorial Hospital, Canal Road is equipped to deal with minor injuries and is open:

Monday to Friday      10:00 - 13:30 and 14:00 - 18:00  
Saturdays and Sundays 08:00 - 13:00 and 13:30 - 16:00

### Eye Injuries

Please note that eye injuries cannot be treated at Congleton War Memorial, please attend Leighton Hospital A&E.

### Children under the age of 5 years old

Children under the age of 5 cannot be treated at Congleton War Memorial, and should attend Macclesfield Hospital A&E unless it is an eye injury in which case go to Leighton Hospital A&E.

## Our Practice Charter

### Your rights and responsibilities

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

- Courtesy, respect, privacy and confidentiality.
- Quality medical care, health checks, promotion of healthy lifestyles and illness prevention advice.
- Explanation and information about your illness, treatment and our services.
- Referral to a specialist for a second opinion when appropriate.
- Surgery appointments to be available within 48 hours with a doctor or nurse.
- We shall do our best to see you on time and would not expect you to wait over 30 minutes.
- Prompt investigation of any complains about the service. We try our best - sometimes things go wrong. We shall answer complaints following the NHS complaints procedure.
- Access to your medical records subject to current legal and legislative requirements.

#### *What we ask of you:*

- Treat us with the same courtesy and respect that you expect from us.
- Do not use the out of hours service as an extension of surgery hours - **It is for emergencies only:**
- Only request a home visit if you are too ill to come to the surgery. Please try to make the request before 10:30.
- Allow 3 working days (72 hours) before collecting repeat prescriptions.
- If you cannot keep an appointment, please let the surgery know in good time. We may be able to offer it to someone else whose need is urgent.
- Tell us if you change your name, address, telephone numbers or email address.
- Please be patient, if we are very busy or running late.

### Your personal health information

The practice is bound by the Data Protection Act and the General Data Protection Regulations (GDPR) and any information regarding your medical history is confidential. This will not be released to any third party.

## Our Practice Area



### Repeat Prescriptions

- If your doctor agrees, you may be issued with a repeat prescription to enable you to receive regular medication without seeing the doctor every time.
- You will usually receive 2 months treatment at a time.
- Please follow the instructions on the repeat slip and allow 3 working days before you collect the prescription (72 hours). **If you need your prescription sooner, please speak to the reception staff when you make your request rather than putting it into the box on reception.**
- We regret we cannot accept requests for repeat prescriptions over the telephone.
- If you have lost your repeat slip, you can ask for another copy at reception, or complete a request slip instead, also available at reception.
- Prescriptions can be managed electronically to go to a pharmacist of your choice. Please speak to your pharmacist or ask for a leaflet about this at reception.
- Repeat prescriptions can be requested online via 'Patient Access'. Please ask at reception about this.

### Student doctors and nurses

Students may join us for short periods as part of their training. You will be asked if you mind a student being present during your consultation.