

Cop Lane, Penwortham,
Preston, PR1 0SR



GP Partners

Dr Buckley

Dr Gundersen

Dr Jones

Telephone : 01772 970079

Website : www.stmaryshealthcentre.co.uk

<https://www.uclan.ac.uk/students/campus-life/health.php>

Email : GPCCG.psm@nhs.net (*for non urgent matters*)

Facebook : 'St Mary's Medical Group'

Twitter : @StMarysDoctors

Our Practice Staff

Doctors

Dr I Buckley (m)

Partner MBChB, DRCOG, MRCGP, FP cert (Manchester, 1986)

Dr I Jones (m)

Partner MBChB, DRCOG, MRCGP, FP cert (Liverpool, 1985)

Dr G Gundersen (f)

Partner MBChB, MRCGP cert (Liverpool, 2010)

Dr R Glen (f)

Part-time GP MBChB, DRCOG, DFFP, MRCGP (Sheffield, 1998)

Dr V Ginger (f)

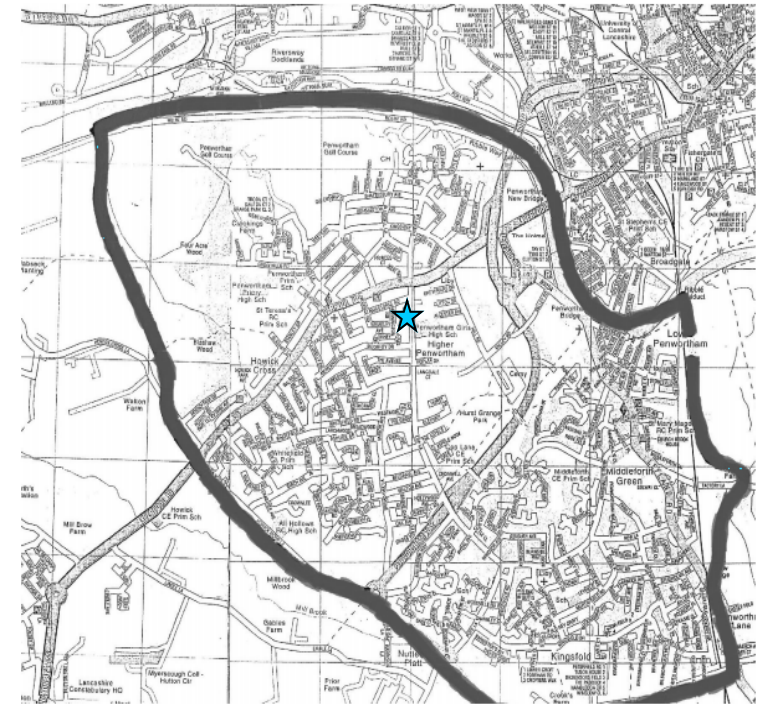
Full-time GP

Dr J Slater (f)

Part-time GP



St Mary's Health Centre Patient Catchment Area



Practice Manager

Michael Wain

**Complaints and Patient Facing Services
Manager**

F Greenbank

Complaints and Feedback

Complaints

We will listen to your complaint and fully investigate the matter for you.

The complaints team can be contacted by completing a complaints form which is available from the reception desk. If we cannot resolve your verbal complaint within 24 hours of you making it, the complaints team will write to you to acknowledge your complaint and keep in contact with you, until the matter has been resolved to your satisfaction. All complaints received in writing will be dealt with within three working days.

Positive Feedback

People are often keen to give negative feedback about the NHS and GP services. If you feel that you have had a particularly positive experience at our practice, we would greatly appreciate any feedback you can give us. You can do this either by filling in the National GP patient survey at www.gp-patient.co.uk (enter our postcode PR1 0SR), filling in our own survey on our website or by speaking to a member of staff directly.

You can also add a review to our NHS choices or Facebook pages:

NHS Choices : <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=37950>

Facebook : 'St Mary's Medical Group'

We would be very grateful for any comments or feedback as we are always striving to provide the best possible service for our patients.



Dr R Deacon (m)

Full-time GP

Dr J Whittle (m)

Full-time GP

Dr A Sado (m)

Locum GP

Dr C Foy (f)

Locum GP

Dr S Dhungana (m)

Locum GP

Dr M Patel (m)

Locum GP

We also have Trainee GP's on a rotation basis

Advanced Clinical Practitioners

Sister A Pavlou (f)

Sister J Hough (f)

Sister Caroline Hardee (f)

Sister Emma Cornell (f)

Sister Jane Drake (f)

Sister Fiona Chester (f)

Mark Paine (m) (Paramedic Practitioner)

Practice Nurses

Sister B Patchell (f)

Sister A Curran (f)

Sister S Manning (f)
(Sexual Health)



Nurse Associates / Assistant Practitioners

Jade Taylor (f)

Mariam Yousaf (f)

Trainee Nursing Associate

Danielle McLaughlin (f)

Medicines Team

Yasmin Ahmed (f) (Lead Pharmacist)

Hafeeza Qadir (f) (Clinical Pharmacist)

Guldasta Shah (f) (Clinical Pharmacist)

Jon Yeo (Pharmacy Technician)

Srilekha Beathi (Pharmacy Technician)

Your Information

Your Doctor and other health professionals caring for you keep records about your health, treatment and care. In some circumstances other NHS services, such as 111 may access these records, to ensure you receive safe and effective care. You should always be asked for your consent before your information is accessed. Our records are used to guide healthcare professionals in the care you need and administer the care you receive.

We routinely record calls to the service to support ongoing training and development of the service, and to ensure safety and quality.

Everyone working for the NHS has a legal duty to keep information about you confidential. We may need to share some of your information with our NHS colleagues so we can all work together for your benefit, but we will only pass on information about you if there is a genuine need to do so. In some circumstances we may be required by law to report certain information to the appropriate authorities'. In this instance we would either be operating under a court order, ask Dr Buckley, our Caldecott Guardian, to ensure this is the correct action or seek advice from our medico-legal advisors if necessary, before information is shared.

For further information about your information and how it is used, please visit the GDPR section of our website or ask one of the reception staff for more details.



Your Rights

At this practice, we will make every effort to make sure you know about the services we offer. We will treat you politely and with respect at all times. The practice will respect any privacy, dignity and religious and cultural beliefs of all our patients.

You have the right to see your health records on request, in accordance with current legislation. We will never give information we hold about you to a third party without your consent. All our staff respect and understand your right to confidentiality within the law.

Your Responsibilities

- Please be polite to the staff at all times (remember they are working under the Doctors' orders). We will not tolerate abuse. If you behave badly, we may remove you from the practice list.
- Please attend appointments on time or tell us in plenty of time if you want to cancel. If you fail to attend 4 appointments within a 6 month period, you will be removed from our practice list.
- Please remember an appointment is for one person only. If another member of the family needs to be seen, or if you need to discuss their care, please make another appointment.
- You should only ask for a home visit if the patient is housebound or too ill to visit the surgery. The Doctor will decide if a visit is needed and may offer you advice over the phone.
- Please only ask for an out-of-hours call (evenings, nights and weekends) if it is really necessary and cannot wait until the surgery re-opens. The out-of-hours service is recharged to the practice.
- Please do not expect a prescription with every consultation. Doctors will only prescribe antibiotics or other medicines if they will help your medical condition.

Continuity of Care

The Doctors at this practice are committed to providing a quality service to all our patients. If you have an ongoing condition, it is ideal to see the same Doctor every time. They can then recognise and assess any changes in your condition more effectively. Although you may have to wait slightly longer for an appointment, our Doctors feel this is still more beneficial for your health than seeing a different Doctor every time. This helps with continuity in your care and treatment.

However, If you are unable to make an appointment with the same Doctor, this should not be a cause for concern. All of our Doctors can access your medical records and provide the same treatment as your usual Doctor.

To prevent an unnecessary delay in the management of your condition, try to book your next appointment as soon as possible. Remember, you can always book at least one month in advance.



How to Register

If you live in our practice area (see back of leaflet) and would like to register with us, please complete one of our registration forms which are available from our reception counter or our website. You will need to show up-to-date proof of residence (e.g. a recent utility bill).

When you register, you will also be asked to fill out a medical questionnaire. This is because it can take a considerable amount of time for us to receive your medical records. Newly registered patients who are on medication should make an appointment to see a Doctor well before your medication will need renewing. Medical treatment is available from the date of registration.

Information leaflets for non English speakers wishing to register are available.

Making an Appointment

Our practitioners will see you in surgery by appointment, which can be made in person or by telephoning the reception team on 01772 970079. Although you are registered with a specific Doctor, you are free to consult any of our Healthcare Professionals. If we have your mobile number, we can send you a text reminder of your appointment. You can also register for the Patient Access scheme and download the MyGP app to enable you to book your appointments online. To do this, you will need to ask a receptionist and bring a form of photographic identification.

Routine appointments

Routine appointments can be booked with a clinician of your choice. Please remember that some of our clinicians work part time, and this can extend waiting times. You can always ask for the "first available routine appointment" if you do not mind who you see.

Repeat Prescriptions

You can order your repeat prescription in one of four ways:

- 1) **Via the online service**—Register to the patient access service by collecting your login details from reception. This will enable you to order your prescriptions via a quick and easy online service. You will then be able to collect your prescription from your nominated local pharmacy.
- 2) **Use the printed request form on the right hand side of your prescription**—tick the items you need on your request form and post it in the prescription request box in reception or outside the practice.
- 3) **Use a prescription request form**—you can collect a prescription request form from reception, fill in your details and place it in the prescription request box, either in reception or outside the practice.



Please Note:

We require 48 hours to process your repeat prescription. This will be from the time we receive your prescription request. In view of this, you may need to allow extra time if you are sending your request in the post or if you are submitting your order through a pharmacy. The collection time will remain after 2pm.

The prescription box in reception will be checked regularly at 8am, 11am, 2pm and finally at 5.30pm.

Home Visits

If possible, please try to telephone reception before 10:30am if you require a home visit.

Your telephone number will be taken, along with the reason you are requesting the visit. Please give the receptionist as much information as possible, so the Doctor can give your request due priority. A Doctor or Advanced Practitioner will call you back to assess the need for a visit, take further information and advise you if someone will be attending. It may be that your problem can be dealt with by telephone advice or that it would be more appropriate to send a Nurse, or indeed arrange a hospital attendance.

Please remember there are better facilities for examining and treating patients at the Health Centre, not to mention that several patients can be seen in the practice in the time that it takes to make one home visit. Therefore, home visits should only be requested for patients who are permanently housebound because of illness or disability, or are genuinely too unwell to come to the surgery on the day.

Opening Hours

We are open Monday to Friday 8am until 6pm. On these days, our surgery times are 8.00—12.00 and 14.00—17.30.

When We are Closed

There is a service during weekends and bank holidays (excluding Christmas Day) provided by the Greater Preston Locality Group. This service provides a mixture of routine and on the day appointments.

As well as this, the 111 service offers free health information 24 hours a day. Contact them by ringing 111, or for more information visit their website www.nhs.uk/111.

If you need URGENT medical attention out of hours, please ring 111.

Follow up appointments

If a Doctor has asked to see you again in a couple of weeks time, please make the appointment on your way out and inform the receptionist the Doctor has asked you to do so. This way we will normally be able to accommodate the appointment in the time frame the Doctor has requested. Waiting to re-book nearer the time reduces the chance of us having availability.

On the day appointments/Urgent conditions

Urgent conditions will be seen the same day. Our receptionists will ask for a contact telephone number, so our Advanced Practitioners can contact you and effectively assess your needs over the phone. In many cases, this can prevent you having to travel to the surgery, either by being offered advice or by being issued a prescription, which can be sent directly to a pharmacy of your choice. Alternatively, the Advanced Practitioner may advise you to attend an appointment and an appointment time will be given. This is normally the same day, but could be for a different day if they feel you need to see a particular clinician and the problem you have can wait for further assessment. A clinician can contact you and give advice or arrange an appointment. We will do our best to accommodate time and choice of clinician, however, when dealing with urgent problems, our priority will always be to get you seen by the most appropriate person as quickly as possible.

When booking an appointment, our receptionists will ask you for a brief idea what the problem is, to enable them to direct you to an appropriate clinician in a suitable time frame. The Partners of the practice have requested the receptionists ask for this information to ensure we are aware of and can prioritise problems effectively. Please note that all of our receptionists have been trained as Care Navigators and that patient safety is always our utmost priority.