Keeping This Leaflet Up to Date

This leaflet is reviewed annually to ensure all information is accurate.

Get In Touch

Telephone Line
01772 282700

Ingol Health Centre
87 Village Green Lane, PR2 7DS

Broadway Surgery
2 Broadway, PR2 9TH

Website
northprestonmedicalpractice.nhs.uk

NHS

North Preston Medical Practice

Ingol Health Centre & Broadway Surgery

NORTH PRESTON MEDICAL PRACTICE

Ingol Health Centre & Broadway Surgery

01772 282700

WELCOME LEAFLET

Welcome to our practice

May we take this opportunity of welcoming you to our Practice.

We are a five-partner training practice operating over two sites in the North Preston area.

In this leaflet you will find information about:

1. Our Team
2. Our Practice Area
3. Access for Disabled Patients
4. Registering as a Patient
5. Your Preferred GP
6. Services We Provide
7. Opening Hours & Accessing Services
8. Home Visits
9. Consultations
10. Out of Hours Services
11. Repeat Prescriptions
12. Complaints & Feedback
13. Your Rights & Responsibilities
14. Zero Tolerance Policy
15. Patient information & Confidentiality
16. Contact Details for NHS England
17. Keeping This Leaflet Up to Date

Our Team

GP's
Dr Melanie Walsh, Partner GP
Dr Joanne Murray, Partner GP
Dr Nightta Anjan, Partner GP
Dr Anitha Rangaswamy, Partner GP
Dr Dawn Webster, Partner GP
Dr Veena Thangaraj, Salaried GP
Dr Fahima Shakir, Salaried GP
Dr Preethi Gananathan, Salaried GP
Dr Zubair Musthaq, Salaried GP

Advanced Care Practitioners (ACP)
Samantha Bennett

Pharmacy Team
Tamsin Rigby, Clinical Pharmacist
Carly Myers, Pharmacy Technician
Caitlin Taylor, Pharmacy Technician
Vikki Carr, Pharmacy Technician

Nursing Team
Sister Alicia Holden, Lead Practice Nurse
Sister Aimie Bell, Practice Nurse
Sister Julie van Mierlo, Practice Nurse
Charlotte Barlow, Practice Nurse
Courtney Kelly, Nurse Associate
Jessica Blaylock, Healthcare Assistant
Olivia Aspinall, Healthcare Assistant
Tanya Leeming, Healthcare Assistant

Our Team

Management Team
Tracy Cottam, Practice Manager
Danielle Longdon, Deputy Practice Manager
Diane Bailey, Clinical Coordinator

Workflow Team
Maria, Workflow Supervisor
Susan, Clinical Coder
Helen, Clinical Coder

Secretarial/Admin Team
Jenny, Medical Secretary
Aime, Medical Secretary
Aimee-Lynne, Administrator

Reception Team
Zoe Abbott, Reception Supervisor

Care Navigators: Ellie, Nadine, Olivia, Jess, Tracy, Amy, Lisa, Donald, Jayne, Yvonne, Janet, Janet, Emma and Sue.

We undertake teaching and training of healthcare professionals or students.

Our Practice Area

We provide services to patients living within the following area:

Click this link: https://www.google.com/maps/d/u/0/viewer?mid=1nhgP7PSmXJZuFe_eNv95xAZz7ek&shorturl=1&ll=53.7900716135655%2C-2.7467905140851956&z=14

If you don't have internet access, please contact us and we'll be happy to check your address for you

Access for Disabled Patients

The practice premises are accessible for wheelchair users and people with mobility needs.

At Broadway Surgery we have a lift and accessible toilets.

Ingol Health Centre is a bungalow with accessible toilets.

If you have difficulty accessing the building, we can provide services via telephone / video consultation if clinically appropriate.

Registering as a Patient

To register, please complete our registration form online.

Broadway Surgery - https://gp-registration.nhs.uk/P81103

Ingol Health Centre - https://gp-registration.nhs.uk/P81103002

If you don't have internet access, please visit reception. Our reception team will print the form for you and provide any assistance you need.

You will be assigned an accountable gp (named gp), who is responsible for your overall care.

Please note that while there are separate sites, you will be registered with North Preston Medical Practice and appointments will be offered at both sites when you contact the practice.

Services We Provide

Our NHS contract allows us to provide:

- General medical services (consultations, diagnosis, treatment)
- Health promotion and disease prevention
- Immunisations and vaccinations
- Cervical Screening
- Maternity and health services
- Chronic Disease Management
- Minor Surgery
- Family Planning
- Phlebotomy
- Wound Care

Opening Hours & Accessing Services

BROADWAY SURGERY

Monday	8am - 6pm*
Tuesday	8am - 6pm*
Wednesday	8am - 9pm
Thursday	8am - 1pm*
Friday	8am - 6pm*
Saturday	9am - 12pm
Sunday	Closed

*Telephone lines are open until 6:30pm

INGOL HEALTH CENTRE

Monday	8am - 6pm*
Tuesday	8am - 6pm*
Wednesday	8am - 6pm*
Thursday	8am - 6pm*
Friday	8am - 6pm*
Saturday	Closed
Sunday	Closed

*Telephone lines are open until 6:30pm

When We Are Closed

If you need **urgent medical advice** outside normal Surgery hours please **call 111**.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best.

In a genuine **emergency** you should **call 999**. (Chest pains and/or shortness of breath constitutes an emergency).

Evening and Weekends

We provide access to appointments on evenings and weekends, working with other local practices, which can be booked via our reception team and cancelled during opening hours.

Outside of our opening hours, you can call our telephone lines and you will be diverted to the surgery providing the enhanced service.

- Monday - Friday 6:30pm to 8:30pm
- Saturday 9am to 5pm
- Sunday 9am to 12pm

To read more about the practices who participate in collaborative working, head to our website: https://northprestonmedicalpractice.nhs.uk/appointments or contact us to learn more.

Home Visits

Home Visits are available for patients who are genuinely housebound or too ill to attend the surgery. Please call before 10am if possible to request a visit.

Consultations

Consultations are available:

- In person at the practice
- By telephone
- By video consultation

Appointments can be booked by using our online triage form: https://accurx.nhs.uk/patient-initiated/p81103 or If you don't have internet access, please contact our reception team by telephone.

Complaints and Feedback

We welcome feedback to help improve our service.

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to the **complaints manager**.

A complaint can be made verbally or in writing.

There are a number of ways you can make a complaint.

- A complaints form (available at reception)
- An online complaints form (available through our website)
- Writing a letter
- Emailing us (ingol.broadway@nhs.net)

If you are dissatisfied with the outcome of your complaint from either Lancashire & South Cumbria ICB or this organisation, you can escalate your complaint to the Parliamentary Health Service Ombudsman (PHSO) at either:

Millbank Tower, Millbank
London
SW1P 4QP
Citygate, Mosley Street
Manchester
M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk

Your Rights and Responsibilities

- Be polite and respectful to staff and other patients.
- Keep appointments or cancel in advance if you cannot attend.
- Be honest when providing medical information.
- You have the right to:

> Confidential Treatment
> Access your medical records.
> Express a preference for a GP.
> Make a complaint or suggestion.

Zero Tolerance Policy

We operate a **zero-tolerance policy** toward violent, abusive or unreasonable behaviour. Patients who are violent, threatening or behaving in an unreasonable way may be removed from the list and reported to NHS England for special allocation.

Did Not Attend Policy

Our practice enforces a strict policy regarding patients who do not attend scheduled appointments.

To help reduce missed appointments, we provide multiple, convenient cancellation options, including replying to text reminders, submitting an online request, cancelling via the app, or contacting the practice by telephone.

We also issue appointment reminders, read back appointment details, and highlight this policy in this welcome leaflet.

If a new patient fails to attend their New Patient Check, the practice may decrease the number of medications issued at one time or ask the patient to register elsewhere.

If a patient fails to attend 4 appointments within an 18-month period, the patient will be removed from the practice list and asked to register with a new GP practice.

Patient Information & Confidentiality

- Your medical records are confidential.
- Only authorised members of our team have access to patient information.
- We share information only when required by law or to support your care (e.g referrals).
- You can ask to see your medical record or request a copy under data protection laws.

Contact Details for NHS England

- Phone 0300 311 22 33
- Email england.contactus@nhs.net
- Writing to NHS England, PO Box 16738, Redditch, B97 9PT