

Child Health and Immunisations:

Immunisations for babies and children can be booked with the Practice Nurses. Appointments are normally 20 minutes long and can be booked through Reception. Dr Khandelwal and Dr Mallya carry out the post natal and six week check for all babies. Patients are notified of their appointment, however if you have not received any communication please contact the Surgery.

Family Planning:

A Family Planning clinic is held in the Health Centre between 14.30-17.00 each Friday. This service is run by Pennine Care.

The Practice does offer IUCD fitting and Contraceptive Implant. Please contact Reception and they will be happy to book you in for a consultation.

Minor Surgery:

The Practice offers a Minor Surgery service. To arrange an appointment please contact Reception and they will book you an initial consultation with one of the Clinicians.

Acupuncture Clinic:

The Practice offers acupuncture for a wide variety of conditions including joint pain, back pain, migraines, chronic sinusitis and pre menstrual tension. If you feel you are suffering from a condition, which might be amenable to this form of treatment, please make an appointment to discuss the options with Dr Chew during normal surgery times.

Cervical Smear Test:

It is recommended that all women between 25 and 65 years have regular cervical smears. You will be notified by post when your smear is due. Smear tests are done by the Practice Nurses. Both GPs and Nurses would be happy to discuss the procedure and any questions you may have.

Diabetic Clinic:

Our Nurse Specialist Mrs Lidia Cooper runs a weekly diabetic clinic. Patients are contacted to attend the clinic which runs on a Wednesday morning 08.30-11.30. The clinic aims to provide comprehensive care for all our diabetic patients. Patients who have any concerns can also book an appointment at other times.

Littleborough Group Practice

Littleborough Group Practice
Littleborough Health Centre
Featherstall Road
Littleborough
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HMRCCG.LittleboroughGP@nhs.net

Practice Manager

Mrs Kelly Vines

Partners

Dr Simon Howson (2713508)

Dr Ruth Chew (3253894)

Dr Paul Laker (3063833)

Dr Sarita Khandelwal (4632304)

Dr Venkatesh Mallya (4058488)

Salaried GP

Dr Jane Booty (3313136)

Nursing Team

Mrs Colette Taylor

Mrs Lidia Cooper

Mrs Margaret Ward

Mrs Dawn Alexander

Mrs Tracy Kershaw

Surgery opening Times:**Monday 08.00-20.45****Tuesday 08.00-18.30****Wednesday 07.30-18.30****Thursday 08.00-18.30****Friday 08.00-18.30****The Surgery is closed on the 2nd Thursday in each month from 13.00 for Staff training.****7 Day Access to a GP or Nurse:**

Provided by GP Care Services Ltd. This service is run in partnership with all Practices across HMR. If you require a routine appointment, they can offer appointments Mon-Fri 18.30-21.00; Sat 08.00-18.00 and Sun 10.00-13.00. To access an appointment please ring 0161 7638292.

Home Visits:

Home visits are provided for those patients who are housebound and unable to attend the Practice. The Receptionist will take details for the home visit. This enables the GPs to plan their visits ensuring more urgent visits are given priority. All requests for home visit should be received before 10.30am

Emergencies:

A Clinician is always on call for emergencies during normal working hours Outside of these hours please contact NHS 111.

Appointments:

There are a variety of ways to book an appointment:

- In person
- By telephone
- Via the automated system
- Online (Registration required for this service)

The Receptionist has been instructed to ask the reason for the appointment.

This is to ensure that an appointment is offered with the most appropriate Clinician and that an adequate amount of time has been allocated.

If you feel your problem can be dealt with over the telephone we do offer telephone consultations. Unfortunately these can only be booked in person or by telephone.

Routine appointments can be booked 4 weeks in advance; For an urgent appointments we offer same day appointments which can be booked on the day from 8am.

Children under 12 years who require an urgent appointment will be triaged by a Clinician the same day. Please bring it to the attention of the Receptionist when contacting us about a child under 12. Appointment slots are for 10minutes. If you feel you require a longer time please advise the Receptionist.

New registrations:

The Practice is happy to welcome new patients to the Practice. We ask new patients to provide proof of identity / residency and complete a lifestyle questionnaire. All patients, including children, are offered a new patient health check with our Health Care Assistant.

All children under 14 will need details of the school / nursery they attend and details of all over 18s who reside in the same household. These questions are asked by all surgeries in HMR.

We do accept patients who live outside the Practice area. For those patients who wish to register out of the area, there are some exclusions to the services we can offer. For more information, please ask at Reception.

Change in details:

It is important that you keep the Surgery up to date with any change to your address, name, or telephone number.

Repeat Prescriptions:

Patients who have a repeat prescription can order via our online system (you need to register for this service); in person or by fax. We do not accept telephone requests, except for those patients who are housebound. This is to reduce the risk of error.

The Practice offers electronic prescribing, whereby the prescription goes directly to the Chemist of choice. Please speak to your Chemist to arrange this.

We are unable to accept Community Pharmacy ordering. All Practices in HMR adhere to this policy.

All requests require 48 working hours' notice. For instance a prescription ordered on Tuesday PM will be ready Thursday PM.

Test Results:

Patients can obtain the results of their recent tests by contacting the Surgery and selecting option 4 on the automated telephone system. Please note we do not give out test results until after 2pm. Please do not ring before this time.

Patient Participation Group:

The Practice has a active PPG. Our Chair, Mr Peter Bamber welcomes new members to the group. For further information please contact the Surgery via email or phone and we will be able to assist you. The group normal meets bi-monthly on a Monday from 15.00.

Reception Staff:

Denise, our Senior Receptionist leads our team of Receptionists. The Reception team acts as the Patients first point of contact with the Practice.

Secretary:

Joanne is responsible for all aspects of secretarial work within the Practice.

Nursing Team:

We have an exceptional Practice Nursing team. The Nursing team provide minor ailment clinics and Chronic Disease management. Our Advanced Nurse Practitioners are qualified, independent prescribers and hold clinics alongside our Doctors.

Contact Numbers:

District Nurses — 01706 764316

Health Visitors — 01706 646234

Community Midwives — 01706 378166

Treatment Room — 01706 676067

Access to Medical Records:

If you require information on how to apply for the above, please ask at Reception. Please note there is a charge for this service.

Non NHS Services:

Certain services provided by the Practice are not covered by the NHS and a fee is charged. All our fees are in line with the British Medical Association's recommended charges. A List of services and their fees are displayed in Reception and on our website.

Complaints:

The Practice operates a complaints procedure which is part of the NHS. Should you wish to make a complaint, please refer to our Practice complaint procedure leaflet, this can be found in Reception or on our website.

Practice Manager:

The Practice Manager, Kelly Vines is available to help you will any enquires regarding the running of the Practice. She is available via telephone or by appointment.