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# Practice Information Leaflet

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**Dr Sivakumar and Dr Gude**

The Surgery  
1 Coldalhurst Lane  
Astley.Manchester M29 7BS  
Tel 01942 878711  
Fax 01942 878714  
[www.thesurgeryastley.co.uk](http://www.thesurgeryastley.co.uk)  
Email: [gp-p92020.nhs.uk](mailto:gp-p92020.nhs.uk)

This practice is within the Wigan Borough Clinical  
Commissioning Group



## **Welcome to our Practice**

This leaflet has been produced to outline the services that we provide at the practice and to give guidance on how to access them and some general information about how our practice operates.

If you have access to a computer and our website, there is also a Patient Guide to GP Services, which has been put together by GP Practitioners (RCGP) for patients.

The guide provides helpful information on all aspects of using GP services from finding and choosing a practice and how to get the most out of a GP consultation to accessing other services and understanding patients rights and responsibilities.

We are committed to providing you with the best possible services. This practice is working under a General Medical Service Contract (GMS) with the Wigan Borough Clinical Commissioning Group.

## **Our Team**

There are two full time General Practitioners working in a partnership and one part time salaried General Practitioner. We provide General Medical Services to patients registered at the practice. All doctors are committed to providing personal continuing care. All patients have the choice of seeing any doctor, no matter who they are registered with.

## **The Doctors**

### **Name**

### **Qualifications**

Dr Sadras Sivakumar (M)	MBBS (1987), DFFP May 2002 MRCGP April 2004
Dr Rao Gude (M)	MBBS 1988, DCH 1991 MRCP 1998, MRCGP 2006
Dr Radha Gummadi (F)	MBBS 2000 MRCPCH 2005 MRCGP 2007 DFSRH 2007

## **Training Practice.**

We are proud to say we have been accredited with the University Teaching status. Our GPs and staff teach medical students and also accredited as a training practice for the training of new doctors.

## **GP Registrar**

We also have a GP Registrar, who is fully qualified doctor and is in the final year of training to become a GP. **(Currently Dr Robert Lamb)**

## **FY2 Doctor**

The first two years after qualifying as doctors are known as Foundation Year 1 (FY1) and Foundation Year 2 (FY2) these doctors have had 12 months experience in hospital medicine. The FY2 will be working at the practice for four months. **(Currently Dr Anam Shabazi)**

## **Medical Students**

We also teach and support medical students who are training to be doctors. There may be a medical student in with the doctor you have made an appointment to see. The reception staff will make you aware of this and ask your permission / consent before you enter the consulting room.

## **Practice Staff**

We aim to treat all our patients promptly, courteously and in complete confidence. We respect your right to privacy and keep your medical records confidential and secure, following the Code of Practice on Confidentiality and Disclosure of Information. We do feel it is important to know who you are speaking to, so our staff will always identify themselves on the telephone.

## **Receptionists**

Our receptionists are trained to deal with queries sympathetically and confidentially. They are your first point of contact with the practice and will assist you in every way that they can.

## **Practice Manager**

Our Practice Manager, Janet Welch, manages the day to day affairs of the practice and may be able to help you if you have a problem on a non medical aspect of your health care.

## **Our Administration team**

### **Practice manager**

**Janet Welch** will be able to help you with any administrative problems you may have with the way our practice is run.

### **Reception staff**

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**Lynn Pevitt**  
**Stephanie Jones**  
**Cheryl Twist (Health Care Assistant)**

**Sharon Brackenridge**  
**Vanessa Worthington**

## **Our Community Team**

Community Midwife  
Community Matron  
Health Visitor

District Nursing Team  
Palliative Care Nurses  
Health Trainer

## **Our nursing team**

Our highly qualified nurses deal with a range of conditions and health concerns. They are experts in many areas of disease management such as diabetes and asthma. They regularly attend courses to keep their skills up to date.

### **Yvonne Heywood**

Practice Nurse. RCN

Yvonne is a fully qualified practice Nurse, whose special interests include diabetes, asthma and COPD.

### **HCA – Cheryl Twist**

An important member of the nursing team who works under the supervision of a qualified nurse. Cheryl's special interests include health promotion, NHS Health Checks offering life style advice and smoke cessation

## **Practice Nurse Clinics.**

**Asthma**  
**Contraception**  
**Dementia**  
**Epilepsy**  
**Hypertension**  
**Well Man**

**Baby Vaccinations**  
**COPD**  
**Depression**  
**HRT**  
**Travel Vaccinations**  
**Well Woman**

**Cardiovascular Risk check**  
**Chronic Kidney Disease**  
**Diabetes**  
**Free NHS Health Check**  
**Stopping smoking**  
**Weight Management**

## Appointments

### Protecting your Privacy

When staff are booking appointments for the Practice Nurse or the Health Care assistant, they will ask you the reason for attending the clinic, this is to enable them to know how long to allocate the appointment for. However, should you not wish to disclose to the receptionist these reason for your appointment, if you just inform the receptionist and they will book a 20 minute slot.

### Appointments

We aim to offer non- urgent appointments within 48 hours and urgent appointments the same day. Please do let us know if you cannot keep your appointment.

#### Surgery Office Hours

<b>Mon</b>	8:00	8.30	13.00	14:00	19:15
<b>Tues</b>	8:00	8.30	13.00	14:00	18:30
<b>Weds</b>	8:00	8.30	13.00		
<b>Thurs</b>	8:00	8.30	13.00	14:00	18:30
<b>Fri</b>	8:00	8.30	13.00	14:00	18:30

#### Doctors Surgery Times

	Dr Sivakumar	Dr Gude	Dr Gummadi	FY2	Registrar
<b>MON AM</b>	9.00-11.30	9.00-11.30	X	9.00-11.30	9.00-11.30
<b>MON PM</b>	3.00 -5.30 6.30-7.15 Alt wks	3.00-5.30 6.30-7.15 Alt wks	X	3.00 -5.00	
<b>TUES AM</b>	9.00-11.30	X	X	9.00-11.30	X
<b>TUES PM</b>	3.00-5.30	3.00-5.30	X	3.00 -5.00	
<b>WEDS AM</b>	9.00-11.30	9.00-11.30	X	9.00-11.30	09-11.30
<b>THUR AM</b>	X	9.00-11.30	9.10 – 11.40	9.00-11.30	09-11.30
<b>THUR PM</b>	X	3.00-5.30	X	3.00 -5.00	
<b>FRI AM</b>	9.00-11.30	X	9.10 – 11.40	9.00-11.30	09 -11.30
<b>FRI PM</b>	3.00 -5.30	X	X	3.00 -5.00	09 – 11.30

#### EXTENDED HOURS ON A MONDAY 6.30PM TO 7.15

During office hours between 8.00 and 8.30. Please ring: - 01942 878711 for emergencies. Between 1pm and 2pm - Please ring: - 07501477791 for emergencies.

## **Extended Hours**

We have a late clinic every Monday evening between 6.30 and 7.30, to see either a GP or a Practice Nurse.

## **Winter Pressure Appointments**

Between the end of November and the end of March we will be providing additional appointments at the end of a morning surgery, this is to try and ease the pressures on the Accident and Emergency Hospitals. Therefore, if you attend A&E during surgery hours, you may be asked to ring your GP for an appointment.

## **Appointments**

Appointments can be booked several weeks ahead. You may choose an appointment with any of the doctors although not all of them are available every day. Appointments are for ten minutes, but can be longer if necessary.

## **Routine Appointments**

If your condition is non-urgent, you can expect to see a GP within two working days

## **Urgent Appointments**

Patients are seen on the day, if you request an urgent appointment. BUT this may not be the GP that you usually see. Young children will always be offered an appointment the same day

## **Telephone Advice**

If you wish to speak to a Doctor or a Nurse, please give your details to the receptionist who may ask you to ring back at the end of the surgery, or if the call is urgent, will put the call straight through to the GP who is free.

## **Extended Hours**

We have a limited number of appointments available between 6.30pm and 7.15pm. These are suitable for patients who are working and having difficulty in attending during normal working hours

## **Online Booking Access**

Subject to availability .Appointments can be booked over the internet; you will need a user name and password to do this. Please ask the receptionist for further details.

## **Cancelling your appt**

Please be sure to cancel unwanted appointments in good time to enable us to be able to offer the appointment to someone else who may need it.

## **Home Visits**

If you are too ill to attend the surgery please request a visit before 10.00am. The Doctor may telephone you and if appropriate may suggest that you make an appointment. If it is urgent you can call anytime.

## **Interpreter**

If an interpreter is needed, we can book an appointment with one using a telephone interpreter service.

## **Chaperones**

If you would like a chaperone for any examination, please inform the receptionist or the Doctor.

## **Clinics**

We run a range of clinics. For an appointment or further details, please ring 01942 878711

### **Antenatal Clinic**

#### **Thursday 10am-12pm**

This clinic is run by the midwives. If you become pregnant, you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

### **Child health checks**

All new babies are invited for regular check-ups from eight weeks old.

### **Minor surgery**

#### **Monday, Tuesday, Wednesday**

Minor procedures can be done; joint injections and minor wart removal. Please discuss this with your doctor.

### **Other Clinics available**

Counselor, Psychology Services, Health Trainer, who provides lifestyle advice

### **Disabled Access Available**

All services for patient access are on the ground floor.

## **Abuse or Violence**

Most of our patients treat staff very well. Abuse, threats or violence will not be tolerated. Such patients will be removed from the list and could result in a police prosecution.

## **Prescriptions**

There are a number of chemists offer a collection and delivery service within the area.

## **Repeat prescriptions**

If you take medication on a long- term basis, you can ask for a repeat prescription by:-

- Ordering online at [www.thesurgeryastley.co.uk](http://www.thesurgeryastley.co.uk)
- Fax on 01942 878714
- You can also call in and ask at reception.
- Post and enclose a SAE. You can ask the chemist to order, collect and deliver your medication.
- Telephone requests will be accepted for house bound patients
- Your prescription will be available for you to pick up within a maximum of 48 hours.

## **House bound patients**

If you are house bound arrangements can be made for a chemist of your choice to order and collect your medication for you.

## **Blood Test Results**

Please ring between 2pm and 3pm for results of blood tests or X-rays. For blood results please allow 3-4 days before you ring, X-rays can sometimes take up to 2 weeks before we receive them.

## **Referrals**

If the Doctor feels your condition requires a referral to the hospital you will be referred to a hospital of your choice. You may be asked to contact the Hospital in 48 hours to make your appointment.



## **Registering with the Practice**

We are happy to register anyone living within the practice area.

Please complete one of our registration forms that are available from our receptionist, or you can complete the forms on our website at [www.thesurgeryastley.co.uk](http://www.thesurgeryastley.co.uk)

To register you will need to provide proof of ID, such as

- Passport
- Driving licence
- Proof of address

You will also need to see the Practice Nurse for a Health Check; this will enable us to gather your medical history, until we receive your medical records.

**Named GP from** April 2015 all patients will be allocated a named General Practitioner and all patients over the age of 75 years will be notified of the named accountable GP, within 21 days of if 75 or newly registered.

## **Non NHS Services**

The NHS may not cover certain things; for instance, visitors from abroad may not always be eligible for free treatment (although emergencies are always covered).

## **Private Fees**

We can also provide certain services outside the NHS, such as LGV or Taxi medicals, insurance examinations, Holiday Cancellation forms for which a fee is payable. We do not countersign passports. Our charges for these are displayed in the waiting room. You can also obtain a fees leaflet from the receptionist.

## **Fit Notes (sick notes)**

For illnesses lasting less than a week, you should not require a doctor's Certificate, but can use a Self Certificate (SC1) obtained from your employer or a DHSS office. If you are asked by your Employer for a private certificate, there is a fee Payable to the Doctor via the receptionist. If you are unwell for seven days or longer you will need to see a see the Doctor for a certificate.

## **Statement of Purpose**

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4) the registering body (Dr Sivakumar and Dr Gude) is required to provide to the Care Quality Commission a statement of purpose.

## **Mission Statement**

*We aim to provide high quality care to the patients underpinned by long standing virtues of honesty, compassion and empathy in a innovative and professional environment where promoting best practice through utilising specialist expertise within the practice team and encourage the continuing professional development of all members of the Practice Team.*

## **Our Standards**

We aim to implement systems which make it as easy as possible for our patients to access a Doctor, Nurse, or other Health Care Professional.

The standards that we strive to achieve are:-

- Provide a high standard of Care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating.
- Ensure a safe and effective services and environment.
- To improve as a patient centred service through decision making and communication.
- To maintain our motivated and skilled work teams.
- Through monitoring and auditing continue to improve our healthcare services.
- To guide our employees in accordance with diversity and equality.
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty

## **Confidentiality and Data Protection**

### **Data Protection Act 1988.**

You are entitled to access your clinical records held by the practice. This should be requested in writing stating exactly what information you require. A charge of between £10 - £50 may be charged. Please ask at the Practice for a form.

### **Confidentiality of Records.**

Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practices quality of care to the patient; therefore they may need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality. If you do not wish your records to be inspected, then please contact the Practice Manager.

### **Freedom of Information Act (2002)**

The Act enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities to be more open and accountable and organise their information in an efficient and accessible way. This excludes personal data. The Practice Publication Scheme Document is available to view, please contact the Practice Manager for more information.

### **Summary Care Record.**

If you need to call or be seen by a GP out of hours, a Summary Care Record can be made available to them. This will be a summary of any allergies and also any medication that you are taking. If you do not want this information to be made available, you can complete an OPT out form, (available from the receptionist)

### **Complaints, Concerns or Suggestions**

The practice aim to give a friendly and professional service to all our patients. If you have any complaints, concerns or suggestions on how we can improve our services, please request a form from the receptionist. If you are complaining on behalf of someone else, other than a child, you will also need their written consent. Or you can write to Janet Welch, Practice Manager, who will look into the concerns that you have raised and aim to provide you with a response and apology were appropriate.

## **Patient Participation Group News**

### **WANTED**

**\*\*\* NEW MEMBERS \*\*\***

IF YOU WANT A SAY IN THE PATIENT CARE OF THIS PRACTICE

PLEASE JOIN **THE PATIENT PARTICIPATION GROUP.**

THE **GROUP** MEETS APPROXIMATELY EVERY 8 WEEKS,

AND THE MEETING ARE SCHEDULED TO LAST FOR ONE [ 1 ] HOUR

ON A TUESDAY AFTERNOON BETWEEN **1.00PM AND 2.00PM**

**INTERESTED** : PLEASE CONTACT:-

Janet Welch Practice Manager on **01942 878711**

### **PPG NEWS**

**At the last PPG meeting, it was suggested that each family registering with the practice is given a booklet, with details of what services are available from the practice.**

**To ensure that this information is given to patient, we have added the service details to the practice leaflet.**

**We welcome new members to our group, if you would like to join us at our next meeting, please speak to the receptionist.**

## Services Available

**Active Living** – offer specialist support to improve health through physical activity. Your GP or nurse can refer you to an Activity Officer who will devise a personal activity programme to suit your health and fitness needs. For further details speak to either the GP or Practice Nurse.

### **Advice Network 01942 674548**

**Age UK 0800 169 65 65** Age concern publish a number of leaflets, examples Coping with End of Life, Making your will, Planning a funeral.

Age Concern - Every Tuesday at Higher Folds Community Centre, 10-12 for help and guidance. Other activities available, bingo, tea dance.

**Alcohol Recovery Services 01942 487578** – Providing a range of support services to people who want help with a drug or alcohol problem.

**Arthritis Care Support Group 01942 704704** at Kingsleigh Methodist Church Leigh, every 3<sup>rd</sup> Wednesday each month 2.00 – 4.00pm. The group is all about supporting people with Arthritis, Carers, Family and Friends.

**Bereavement Advice Centre** 0800 634 9494

**Cancer Screening** – Accessible Cancer Screening for all. Adaptations can be made available, if needed, for people with disabilities, for all cancer screening programmes, but you may need to request these. If you are eligible, wait for the invitation letter to arrive and contact the number below

- Bowel Screening to discuss the need for an alternative bowel screening kit ring 0800 707 6060
- Breast Screening to discuss mobility issues or adapted appointments ring the breast screening unit 01942 774752/3
- Cervical Screening –discuss any needs when booking your appointment with the GP practice

**Care Options** – Consider your housing and care options, plan early talk to friends and families support.

**Carers support Team 01942 487955** If you are a carer you can register and receive support from the team. There is also a Carers Emergency Card Scheme, which offers back up, if there is an emergency and you need to put replacement care in place as soon as possible. Register to put a plan in place. You will receive a Carers Emergency Card. There is no charge to register and the 1<sup>st</sup> 48 hours

of support is provided free of charge. As a carer you would not expect to pay for services which help to support you. However, there may be a charge for the person you care for, this will depend on their financial circumstances. However, if support cannot be arranged and the person needs to be admitted to residential care, there will be a charge for this. For more information see fact sheet Paying for Community Care Services at [www.wigan.gov.uk/publicityregister](http://www.wigan.gov.uk/publicityregister)

**Childrens Information Services 01942 486960** the service is impartial and does not recommend any particular type of childcare or childcare provider, but can talk through the range of childcare which is available to children of different ages. Child minders, Nurseries, Pre-school Playgroups, before and after School Clubs, Holiday Care.

**Counselling** – Patients can be referred for counselling, please speak to the GP and this can be arranged for you locally, usually at one of the Health Centres in the area.

**Dementia** – the practice nurse or health care assistant may carry out a memory test if you are worried about your memory.

For patients with dementia and their Carers there is a helpline number, which is 0300-222-1122, where you can obtain information on how to get help locally, maintaining independence, financial and legal matters, caring for people with dementia, community care, and long stay care. For callers whose language is not English, a translation service is available. Or if you have speech or hearing difficulties and have access to a text phone, dial 18001 0300 222 1122 and a RNID type talk operator will join the line to relay the conversation.

**Dementia Café 01942 674548** for families and carers, games, quizzes, books, films and other activities to bring back memories. Every Friday 10am to 12 – Higher folds community Centre.

**Dementia Magical Memories 01942 404738 free** lunch and afternoon of reminiscence and friendship at Tyldesley Library, held on the 1<sup>st</sup> Wednesday every month. [Tyldesley.library@wlct.org](mailto:Tyldesley.library@wlct.org)

**Disabled Children** Face 2 Face is a network of trained volunteer patient befrienders who support you to successfully navigate through the worry and confusing experience of having a child diagnosed with support needs. You can self-refer by ringing 07436 264 532

**Health Trainers** We have a Health Trainer that comes into our practice once a week on a Thursday afternoon. They offer free support and encouragement to enable you to make a positive change to your lifestyle. You will receive a Personal Health Plan so that you can achieve your goals, such as eating healthier, getting more active,

stopping smoking, cutting down on alcohol or reducing your stress levels.

**Minor Ailments Scheme** Some local chemist offer this scheme, which is free if you are eligible and they can prescribe free of charge of the cost of a prescription charge. Chemist offering this scheme can offer advice on:- coughs, colds, hayfever, allergies, indigestion, diarrhoea, heartburn, minor skin conditions, eczema, warts, verruca's, athletes foot, mouth ulcers, cold sores, conjunctivitis, earache, thrush, cystitis, nappy rash, head lice and threadworms.

**NHS Health Check (free patients aged 40-74)** available at the practice. Everyone is a risk of developing heart diseases, stroke, diabetes, or kidney disease. The good news is these can be prevented, even if you have a history in your family. There are certain things that will put you at greater risk, which are overweight, lack of exercise, smoking, high blood pressure, and high cholesterol.

**Psychological Services** you can refer yourself to the Psychological Services, who provide help, support and information to adults age 16+, experiencing mental health problems, such as anxiety and depression. Please note that this service is a non-urgent service. If you feel you are in a crisis, speak to your GP to contact the Mental Health Assessment Team to arrange an appointment. 01942 264051

**Smoke Cessation** we have a Health Care Assistant who is able to offer smoke cessation, advice and support. Please book your appointment now.

**Sure start** All children aged 3 and 4 are entitled to a free part time Early Education place regardless of the type of nursery. For further details contact 01942 486960 Sure start Finance team 01942 486050

**Trim down, Shape Up 01942 496496** this service is for men aged 18 or over, with a BMI of 25 or over. Men can access the service by texting FIT and their name to 60777 or ringing the above number. There are a range of activities across the borough, including the soccer dome and Leigh Sports village.

**Weight Management Service 01942 496496** Are you aged 18 or over? Do you have a BMI of 25 or over? Are you registered with a GP in the borough? The Weight Management program is run by Slimming World. If you satisfy the above criteria, you will receive 12 weeks of healthy eating advice, tailored physical activity sessions and on-going support for 12 months.