

New Patients

Patients wishing to register with the Practice should collect the necessary forms from reception. The forms are also available online, to print off or email when completed.

When the forms are received, appointments will be made with a practice nurse and doctor if necessary.

All new patients over the age of 40 or are on repeat medication are invited to attend the surgery within a month of joining to have a general health check with the practice nurse. Please try to bring details of past illness, vaccinations and smear history, where applicable, and bring a sample of urine for testing. If you are on any repeat medication, please also make an appointment to see a doctor.

Named Accountable GP

All patients are assigned an accountable GP. Once you are registered if you wish to know who your accountable Doctor is, or you have a preference then please contact the practice, or ask when you are next in the surgery. Your accountable GP will take responsibility for your overall care at the practice, however this does not affect your right to see any doctor or nurse of your choice.

Pre-registration with the Practice

If you wish to pre-register please visit our website. When you register you will also be asked to fill out a medical questionnaire. There is an online version of this form too, which you may fill out and send to us.

Note that by sending the form you will be transmitting information about yourself across the Internet. You should be confident your computer and internet connection are secure to protect your privacy.

Alternatively, you may print off a registration form, fill it out and bring it to the practice to register and book a new patient check.

PALS (Patient Advice and Liaison Service)

This service is available to any patient giving advice of your rights and services. If you would like more information about PALS, the functions it is intended to provide and the standards it should strive to achieve, they can be contacted on **01204 462701**.

Summary Care Record (SCR)

The SCR is to help emergency doctors and nurses help you when you contact them when the surgery is closed, it will contain your medications and allergies. **It is assumed that you want your record uploaded to the Central NHS Computer System unless you actively opt out.**

Bolton Care Record (BCR)

In Bolton your NHS has launched BCR, which means that as your GP we are able to share your records with relevant NHS healthcare & social care professionals. This means if you see a specialist or out of hours Doctor they will be able to access your records. No one can access your data without your permission and your consent will always be sought by the health or social care professional.

Our Privacy notice can be found on our website: Heaton Medical Centre (boltongp.co.uk) alternatively you can ask at reception

Medical Education

As a Training Practice we are responsible for the education of our next generation of doctors and nurses.

We have a number of Qualified Doctors working at the practice, from Foundation Year Doctors to Registrars. All of these doctors are fully qualified to see any general medical condition presented at the practice. The doctors are on placement with us from 4 to 12 months. They offer appointments in the same way as your regular doctor.

We are also involved in training undergraduate medical students for Manchester University who may be present during a consultation. You will always be informed of their presence and have the right to be seen without the trainee should you wish.

Extended hours

Extended hours is provided by the Bolton GP Federation service, they offer appointments with the following: GP, ANP, nurses, MSK, Mental health practitioner and Health care assistant.

Online Access

You can register for patient access so you can book or cancel an appointment online and order repeat medication. You can register for this service by visiting our website www.boltongp.co.uk. You will also have access to update your contact details and personal information. To gain full access you will need to bring I.D to the surgery.

Heaton Medical Centre is home to an NHS general practice providing a comprehensive range of medical services within friendly, comfortable and modern purpose-built premises. There is off-street parking and the single-storey building offers easy access and facilities for disabled people and mothers with babies. There is a pharmacy at the practice to dispense your prescriptions.

In 2003 the practice became a PMS (Personal Medical Services) practice. This enables the practice to agree a local contract with the Primary Care Trust and allows more flexibility in the services that we provide, giving you and your family high quality personal care.

Patient Reference Group

Would you like to have a say about the services provided at Heaton Medical Centre. The Patient Reference Group would like to hear your views. By providing your email details we can add them to a contact list that will mean we can contact you by email every now and again to ask you a question or two. Please visit our website www.boltongp.co.uk or ask a receptionist for a form.

Updating your Address

By updating your address, telephone and email, we will be able to contact you more quickly with any important information.

Facebook

Please 'Like' us on Facebook for Practice updates and Health advice [www.facebook.co.uk/Heaton Medical Centre](http://www.facebook.co.uk/Heaton-Medical-Centre)

Complaints & Comments

Any general comments, compliment or complaint about the practice should be made to the Practice Manager.



Heaton Medical Centre

Practice Leaflet

Heaton Medical Centre
2 Lucy Street
Bolton
BL1 5PU

Main Number: 01204 843677

Web: www.boltongp.co.uk

We are located between Chorley Old Rd and Whitcroft Road, with our own car park and a Pharmacy.

Opening Hours

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

Friends and Family Questionnaire



DOCTORS

Partners:

Dr Rachel Webster - (Qualified Liverpool University Medical School in 1994. She joined the practice in 1998. She works part time.
Dr Dharmesh Mistry - Qualified at Cambridge University and Guy's and St. Thomas Medical Schools and qualified in 1997. He joined the practice in 2006.

Dr Sheetal Saggar - Qualified at Manchester University in 2005. She joined the practice in 2010.

Dr Nicholas Pendleton - Qualified at University College London Medical School . He joined the Practice in 2013.

Dr Rebecca Oates - Qualified at Manchester University in 2006. She joined the Practice in 2013.

Dr Ali Omed—Qualified at Manchester University in 2009. He joined the Practice in 2015.

Dr Tahera Saleem—Qualified at the University of Karachi in 2002. She joined the Practice in July 2016.

Doctors:

Dr Sophie Pritchard —Qualified at University of Birmingham in 2013. She joined the Practice as a salaried GP in June 2021.

Advance Nurse Practitioner

Emma Oliver— BSC (Hons) RGN

Natalie McWilliams - BSC (Hons)

Paramedics—Kerry, Laura, and Sarah
Nurses

Natalie Holland—BSC (Hons)

Samantha Dunbar—Dip HE PM, Dip HE Nursing (Adult), RGN

Nicola Holland— BNurs Adult nursing with honours

Saeedah— BNurs Children's Nursing, Bachelor of Nursing (Honours)

We have a team of administrator and reception staff at the practice. They are able to deal with most queries about your registration, notes and referral. Sometimes they need to ask for more details in order to do their job. This will always be treated in the strictest confidence as they are bound by the same rules of confidentiality as the doctors

Our nurses are available, by appointment, for Chronic Disease Management. They also undertake the following: cervical smears, immunisation, contraception checks and advice, health checks and new patient checks. Our Nurses offer a Travel Clinic Service for our patients.

Health Trainer— carries out health checks and life style management advise

Phlebotomists - We have a team of Phlebotomists provided by Royal Bolton Hospital.

MSK— The MSK can see any patient over the age of 16 that are generally well but suffering from pain/discomfort/sprains of any joint, limb or soft tissue injury. This can be a new or existing problem. It can also involve a change in mobility or post orthopaedic surgery

Mental Health Practitioner - We have a Mental Health Practitioner for if you feel great emotional distress or anxiety, can't cope with day-to-day life or work, think about suicide or self-harm, or experience hallucinations and hearing voices.

Community Nurses & District Nurses are based at the Bolton community Centre at Avondale, where they run a dressing clinic and ear syringing service. We have a team of nurses attached to the practice who work closely with the doctors and will visit patients in their homes, if you are housebound. They can be contacted directly by telephoning 01204 462626

Health Visitors - are available to give expert advice and support for pre-school children. They will help to assess the child's development and general health during the early years. They can be contacted on 01204 463407.

Appointments

Doctors' Availability

*times my vary	Monday	Tuesday	Wednes-day	Thursday	Friday
Dr Webster	am pm	am -	- -	am pm	- -
Dr Mistry	am pm	- -	am -	am -	am pm
Dr Saggar	am -	am pm	- -	am pm	- -
Dr Pendleton	am pm	- -	am pm	am -	- -
Dr Oates	- -	am pm	- -	am pm	am -
Dr Omed	- -	- -	am pm	am pm	am pm
Dr Saleem	- -	am pm	am pm	- -	am pm
Dr Pritchard	am pm	am pm	am pm	- -	- -

These times may vary due to holiday, sickness or study leave.

Making an Appointment

Online Consult

Simply go to our website and fill in a health enquiry form outlining your symptoms. You'll then be directed to information articles and videos advising you on how to treat your symptoms and what you may need to do next. The forms are quick and easy to use and tailored to give you help and advice that's specific to your condition. Your completed form will be sent to us so that we can review the information provided and advise you on the most appropriate next step.

We have consultations that are available to book in advance or on the day. These can be booked by telephoning 843677 or alternatively you can book some appointments On-Line by registering for our on line access at <https://heaton-medical-centre.appointments-online.co.uk/> and clicking on the appointment tab.

On the day appointments become available on line from 7.00am and by telephone from 8.00am.

We also offer telephone consultations for follow ups and reviews, or for problems which do **NOT** require a face to face consultation. These will be book able in advance. Routine appointments are at 15-minutes intervals, but if you have a problem that you feel is likely to take longer please ask for a longer appointment. For non-urgent matters with a specific doctor you may have to wait longer at busy times.

Urgent Appointments

We do not offer a service for **"Walk-in" urgent appointments**. To improve access for patients with urgent problems we have appointments available, on the day, everyday, subject to availability.

Home Visits

Please call 843677 before 11.00am if you are **housebound** and unable to come to the surgery.

NHS Out Of Hours Service

If you require urgent medical assistance which cannot wait until the surgery re-opens, please call the Out of Hours Service on 0161 763 8940. Calls to the Out Of Hours Service are chargeable at standard/ local rate.

If you have a life threatening medical emergency please dial 999.

Missed Appointments

These degrade our service by depriving us of a valuable resource. If you are unable to keep an appointment, please notify the surgery in good time so that we can offer the appointment to another patient. Alternatively you can reply CANCEL to your text message reminder and this will automatically cancel your appointment **Patients who persistently miss appointments will be asked to find another practice**

Are you Pregnant?

You no longer require an appointment with the GP to confirm your pregnancy. Please advise the Receptionist who will give you the midwives contact number. This will avoid any delay in arranging a scan.

Test Results

Test results will only be available after 11.30am via telephone.

Prescriptions

Repeat Prescriptions

If you are on long-term medication, you will be given a computerised prescription re-ordering slip. This allows you to re-order repeat medication without seeing the doctor every time. After a specified number of repeats, you will be required to see the doctor or nurse for a review. If you would like to use our on-line service to order a repeat prescriptions go to:

<http://www.boltongp.co.uk/>

Alternatively, you can either post the slip to us, ticking the items that you require. If you post it and enclosed a stamped, addressed envelope we will post your repeat prescription back to you.

You can now also nominate a pharmacy to have your prescription sent directly to them for collection
Enquire at your local pharmacy about this.

WE DO NOT ACCEPT ORDERS FOR REPEAT PRESCRIPTIONS BY TELEPHONE.

Please allow at least 48 hours (2 working days) excluding week-ends and Bank Holidays, for your request to be processed.
Some prescriptions may take a little longer, if they are not on your regular repeat list.

Text Messaging Service—To book and cancel appointments from your phone download our free myGP app.

If you persistently miss appointments you will be asked to find another practice.