

PATIENT CONFIDENTIALITY

Your doctor and the team of health professionals caring for you keep records about your health and any treatment you receive from the NHS. This information will either be written down or held on computer. These records are then used to guide and manage the care you receive.

You may also be receiving care from organisations outside the NHS. If so we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

We may also receive requests for medical information about you from outside agencies i.e. solicitors handling a personal injury claim, employers etc. We will not release this information without a signed consent form from you and you have 21 days to see any information before it is sent. You do, however, need to notify us if you wish to see the information before it is sent.

If you have any queries or concerns about our use of your information please feel free to make an appointment with the Business Manager to discuss them.

Links with other services

Community Midwife
District Nurses
Community Matrons
Community Pharmacy
Health Visitors
Social Services & Social Prescribers
Community Mental Health Team
Learning Disability Team
Physiotherapy Services
Speech Therapy
Occupational Therapy
Podiatry
Palliative Care Services
Go2Doc (out of hours)
Wellbeing Services

Practice Location

The Practice is situated on Gillibrand Street in the centre of Chorley, within easy reach of local bus services



Car Parking

We have a car park for patients to the rear of the building. Patients are permitted to 1 hours free parking whilst visiting The Surgery. Upon arrival, patients will be requested to enter their car registration details into the touch screen located in reception. The nearest large car park is on West Street which is adjacent to the surgery.

Access for Disabled

Ground floor access is available to disabled patients for all services provided by the practice. There are disabled toilet facilities. The surgery also has a lift for those requiring access to the first floor clinics. Portable induction loop systems are available for hearing aid wearers. If you have any special requirements please advise us in advance of arrival at the surgery, us on 01257 513970.

Complaints and Compliments

We take all complaints seriously and ensure that they are thoroughly investigated, please contact us if you have any concerns. Our full complaints policy is available on request and on our website.



Patient Information Leaflet

Tel: 01257 513970

Fax 01257 513980

www.thechorleysurgery.com

Practice Opening Times

Monday to Friday - 8am-6.30pm* Saturdays & Sundays -
CLOSED

Routine & Urgent Appointments

These can be made online via Patient Access, Doctorlink or by telephoning the surgery. We politely ask patients to notify us as soon as possible if they are unable to attend for an appointment.

Urgent Appointments

If you feel you need to be seen urgently explain this clearly to the receptionist. For the soonest available appointment we may need to ask you some questions to determine whether it's a doctor or nurse practitioner you need to see. The nurse practitioner can prescribe and treat many conditions.

NHS App

The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. The NHS App allows our patients to

- get health advice
- find out what they need to do when they need help urgently
- order repeat prescriptions,
- view their GP health record securely

All GP practices in England are connected to the NHS App. This means that anyone aged 13 or over and registered with a GP practice in England can use it.

For more information visit [NHS App - NHS \(www.nhs.uk\)](http://NHS App - NHS (www.nhs.uk))

Telephone & Video Consultations

The Practice Team are available to speak to patients where needed. An appointment for a routine telephone or video consultation can be booked via **Doctorlink** or reception

Home Visits

Are for housebound patients. They are at the **discretion** of the doctor. Please telephone the surgery as soon as possible after 8am if you think you need a home visit.

Repeat Prescriptions

Prescriptions may be requested by emailing the-chorleysurgery@nhs.net Alternatively you can request online via Patient Access. They may also be requested Monday to Friday by leaving a request slip at the reception post box. **PLEASE NOTE:** We require a **MINIMUM of 2 working days notice** to process repeat prescriptions.

PRACTICE SERVICES

Treatment Room

Services are available during most surgery hours. Please arrange with reception in advance.

New Patient Checks & NHS Health Checks

With the Practice Nurse, to include all aspects of general health.

Diabetic Podiatry Appointments

Offered in surgery by appointment only.

Baby Immunisation Clinic

Run by our Practice Nurse's.

Maternity Medical Service

Midwife Clinics—Wednesday 1pm-3pm— by appointment

6-8week baby check—by appointment with GP.

Postnatal checks—by appointment with GP.

Foreign Travel Vaccination

Full service and advice.

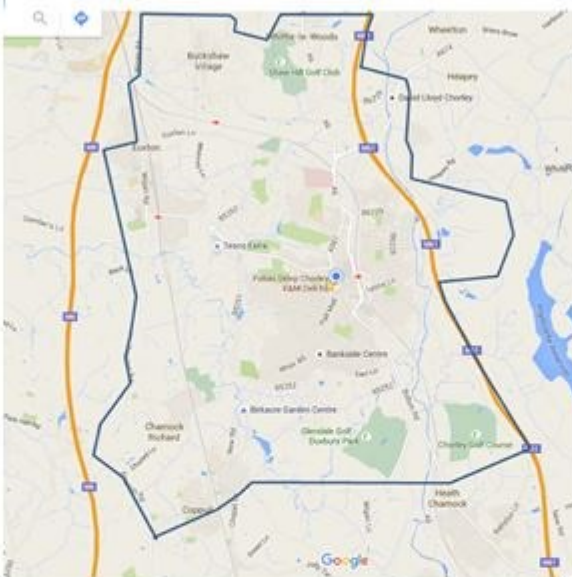
Out of Hours

In the case of an urgent need, when the practice is closed you can call 111 to obtain advice. Your needs will be assessed and advice offered and/or arrangements made for you to see a doctor. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

New Patient Registration

New patients are welcome to register with us at The Chorley Surgery by contacting reception to complete registration forms. These forms are also available to download at our website

Practice Boundaries



Practice Area

Includes Chorley, Astley Village, Euxton (east of the A49 and south of Euxton Lane), and parts of Whittle le Woods, Chamock Richard, Heath Charnock and Higher Adlington.

Zero Tolerance

We do not tolerate violent and abusive behaviour by any patient, carer or relative towards any of our staff or other patients. Such behaviour will lead to immediate removal from the Practice list of patients, and possible prosecution.

*Striving for excellence in healthcare for
You and Your Community*

Doctorlink

The Chorley Surgery would like to invite our patients to join Doctorlink.

Doctorlink is a confidential 24/7 online triage and advice tool which helps the patient manage their symptoms or see the right healthcare service to suit their needs—whether that is an appointment at the surgery, emergency care, visiting a pharmacy or other healthcare professional. Doctorlink allows the patient to:

- ◇ Check their symptoms, by completing a series of relevant questions based on their symptoms and concerns
- ◇ Book urgent & routine appointments online
- ◇ Request fit/sick notes
- ◇ Access advice

You can register online by following the link <https://app.doctorlink.com/chorleysurgery/register>. Further information is also available on our website. Apps are also available to download (IOS & Android)

Your Clinicians

GP's

Dr Lindsey Dickinson

Dr Shashidhar Khandavalli

Dr Jyotsna Magapu

Dr Hamish Grant

Advanced Nurse Practitioners (ANP)

Rachel Keyton & Helen Mather

What is an Advanced Nurse Practitioner?

ANPs are qualified to diagnose medical problems, order treatments, perform advanced procedures, prescribe medications, and make referrals for a wide range of acute and chronic medical conditions within their scope of practice.

Practice Nurses

Linda Caunce, Claire Corbishley, Cheryl Williams

Assistant Practitioner

Kaye Wood

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