

REPEAT PRESCRIPTIONS

You may obtain repeat prescriptions by ordering online, placing a written request in the box at reception or by posting your request with a stamped addressed envelope. Please allow 48hrs for your prescription to be processed, this allows the GP time to carry out essential checks on your repeat medication. We now provide electronic prescriptions sign up at your chosen pharmacy. Local pharmacies are willing to order your prescription for you please arrange direct with your pharmacy. We do not accept prescription request over the telephone or via fax.

CARERS – If you care for someone please inform us and we can add you to our carers register.

RESULTS

If the doctor arranges blood tests for you, you will be informed by the doctor if any actions are needed. Please note receptionist will endeavor to assist you but they are not qualified to interpret test results. Results will only be given to the patient themselves, unless they request otherwise.

HOW TO HELP YOUR DOCTOR

Extend the same courtesy and politeness to the practice team as you would expect to receive.

Inform your doctor/nurse if you cannot attend the surgery for an appointment, this is very important as this will enable us to offer the appointment to another patient who needs it.

Wherever possible you will be offered an appointment with the doctor of your choice, this is not always possible due to study days and meetings they may have to attend.

If you cannot keep an appointment with a

DR K MISTEREK, DR N VALLABH & DR LUKE

“HAWKLEY BROOK MEDICAL PRACTICE”

CHANDLER HOUSE, POOLSTOCK LANE

WIGAN

WN3 5HL



Tel: 01942 481400

Email: gp-p92647@nhs.net

Website:

<http://www.hawkleybrookmedicalpractice.nhs.uk/>

OPENING HOURS:

Mon to Fri: 8am - 6.30pm

PRACTICE PROFILE - Our practice is a multidisciplinary team and comprises of -

3 GP's - Dr K Misterek, Dr N Vallabh & Dr Luke

1 Practice Nurse - Lauren

2 Health Care Assistant's Louise & Lucy

Practice Manager - Shelley Ryder
Reception Manager - Vicky Burton
Team of 5 admin and reception staff.

We are also a training practice and have GP Trainee's & training doctors with our practice. We have several other community professionals attached to our practice who include, District Nurses, Health Visitors, Midwives, Counsellors, Health Trainers and Physiotherapists.

DR. K Misterek - Male – M.B. Ch.B. MRCP.

DR. N Vallabh – Male - MBBS, MRCP, MRCP

Dr. C. Luke – Female - MBBS

REGISTERING WITH THE PRACTICE

All newly registered patients will be asked to complete a questionnaire and offered a new patient medical for patients aged 5yrs and over.

HOW TO SEE YOUR DOCTOR

Appointments – The easiest and fastest way to get any kind of help is with askmyGP. It saves us time too, so please help us to help you. Available 24/7 – you log a request online to the GP, we respond in working hours, 8am to 6pm Monday to Friday. We can usually get back to you within the hour, and will see you same day if needed.

To register or for further information please visit our website.

Home Visits – Please request **before 11am**.

This service is available for patients who are housebound. Lack of transport is not a reason to request a home visit. The receptionist will take some brief symptoms regarding your illness, this will allow the GP to prioritise urgent cases. The decision to carry out a home visit is the responsibility of the GP and a telephone consultation may take place prior to the visit.

APPOINTMENTS SYSTEM

An appointment system is in operation with the following doctors:

Dr. K Misterek

Mon, Tues, Thurs, Fri AM
Tues & Thurs PM

Dr. N Vallabh

Mon, Wed, Thurs, Fri AM
Mon, Fri PM

Dr. C Luke

Mon, Tue Wed AM
Mon Tue PM

Practice Nurse/Health Care Assistant

Our nurses cover every day Mon - Fri please ask at reception for times of clinics.

OTHER SERVICES OFFERED ARE: Long-Term Condition Management, Stop Smoking, Diet & Exercise, Health Checks & Screening, Menopause Problems, Family Planning, Baby

Immunisations, Tetanus & Travel Vaccinations, and Smears.

WHAT TO DO IF SURGERY IS CLOSED

GP Alliance –for bookable appointments out of hours in Wigan borough telephone 01942 482848.

NHS111 - If you require urgent advice. Please note this service is for medical emergencies only that cannot wait until the surgery re-opens.

Visit NHS 111 website for further information
<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

ACCIDENT & EMERGENCY

The nearest available A&E department is at Wigan Infirmary, Wigan Lane, Wigan Tel. 01942 244000. Leigh Walk-in centre is situated at Leigh Infirmary, The Avenue, Leigh Tel. 01942 264000, this is a nurse led service and is open from 7.00am-9.00pm and they can deal with such things as minor cuts and wounds, strains and sprains, rashes etc

DISABLED PATIENTS

Our building has easy access for all our disabled patients; there are automatic double doors, lifts and disabled toilets.

COMPLAINTS/COMPLIMENTS

Any complaints/compliments can be made to the Practice Manager, either verbally, in writing or by making an appointment.

ABUSIVE/VIOLENT PATIENTS Our practice operates a Zero tolerance policy; immediate action will be taken against abusive and violent patients.