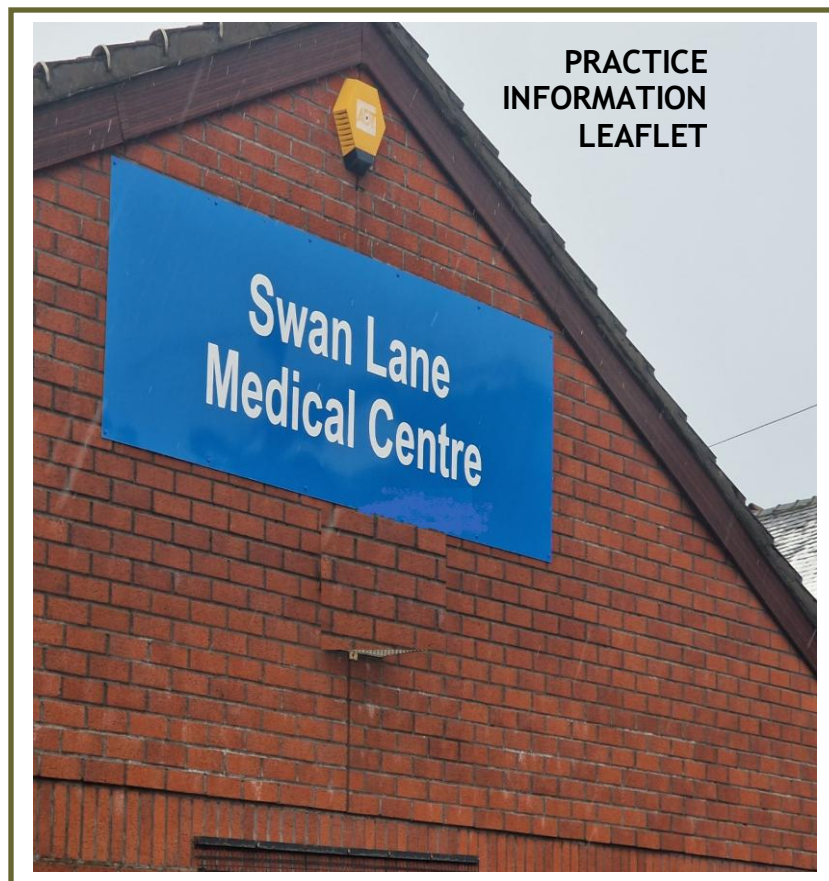


SWAN LANE MEDICAL CENTRE

SWAN LANE, BOLTON, BL3 6TL

Tel: 01204 661600

www.swanlanemedicalcentre.nhs.uk



WELCOME TO THE PRACTICE

Please read this booklet carefully and keep it safe and accessible. It will inform you of the services we offer and help you to get the most benefit from them.

The Practice offers a comprehensive range of medical services. Our surgery at Swan Lane is a purpose-built Medical Centre which opened in 1988, and has undergone further expansion in 2003/04. There is access and facilities for the disabled and mothers with babies.

The Doctors

Dr Maitrayee Arya (female)
(full time partner)
GMC No: 4623384

**MB BS Bangalore, India, 1992. DFFP(UK),
MRCGP (UK) 2010**

Dr Paul Nixon (male)
(full time partner)
GMC No: 4125941

**MB BS Newcastle 1994, MRCGP(UK) 2002,
MRCP (UK) 2000**

Dr M Choksi (male)
(full time partner)
GMC No: 5199198

BScHB, MBChB Zambia 1995. MRCGP (UK)

Dr Z Member (female)
(part time salaried GP)
GMS No: 703 7707

MB ChB 2009 University of Manchester

The Doctors practice together as a non limited partnership.

Our Staff

Practice Manager

Tracy Haslam oversees the day to day administration and non-clinical aspects of the Practice. She will be happy to discuss any queries, comments or suggestions you may have relating to the service offered by the Practice.

Assistant Practice Manager

Anne Czajkowski assists Tracy with overseeing the day to day administration and non-clinical aspects of the Practice. She will be happy to discuss any queries, comments or suggestions you may have relating to the service offered by the Practice.

Receptionists

We have a team of Receptionists who work under the supervision of Tristan, Reception Supervisor. They are here to help you in any way. They answer the telephone and deal with enquiries from all directions – often all at the same time. So please be patient.

Practice Nurses

Our Practice Nurses are Raeesa, Anna and Shaeesta. They aim to provide a high quality of care in an efficient and friendly manner. They run the smear clinic, baby Immunisation clinic, travel clinic and chronic disease clinics.

Assistant Practitioner

Our Assistant Practitioner Alison, is qualified to provide chronic disease reviews, learning disability reviews, NHS Health Checks, high risk CVD and/or at risk of diabetes reviews, anticoagulation monitoring and can perform spirometry testing in addition to the Health Care Assistant role.

Health Care Assistant

Our Health Care Assistant is Sandip. He offers blood testing, carers reviews, NHS Health checks, high risk CVD and/or at risk of diabetes reviews, blood pressure checks and can carry out ECGs. Sandip works with patients over the age of 40 years who are interested in making lifestyle changes and preventing future ill health.

Advanced Nurse Practitioner & Advanced Clinical Practitioner

Kath Hartigan is our Advanced Nurse Practitioner and Graeme King is our Advanced Clinical Practitioner. Similar to a GP they can see patients with acute and chronic illness and prescribe medication if required and arrange further investigations.

Musculoskeletal (MSK) physiotherapist

Our 2 MSK physiotherapists, Simon Pendlebury, and Emily Givens provide advice and treatment for a wide range of Orthopaedic and Rheumatological conditions that affect joints, muscles, ligaments and tendons - for example, sports injuries, lower back pain, complex pain conditions and after some surgical procedures.

Pharmacist and Pharmacy Technician

Fehmida Yusuf our in-house pharmacist and Debbie & Faye are our Pharmacy technician work with the GP's to complete medication reviews and initiate medication changes from the hospital. Faye also completes the surgeries medication audits.

Mental Health Practitioner

Maurizio is our Mental Health Practitioner. He is trained to assess and support people with common mental health problems such as anxiety disorders and depression.

Surgery Hours

Reception Opening Hours

Monday – Friday	8.00 am – 6.30 pm
Saturday	8.00 am – 12.15 pm

Surgery Telephone Hours

Monday – Friday	8.00 am – 6.30 pm
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Appointments Times

We offer a number of appointments throughout the week with the following clinicians. GP, Advanced Clinical Practitioner, Practice Nurse & HCA, MSK, Mental Health, Paramedic, Clinical Pharmacist. Our clinics are held between the hours of 8 am and 6.30 pm Monday to Friday.

Saturday's we hold nurse led clinics 8am & 12 noon.

In addition we are able to offer a selection of GP, Advanced Nurse Practitioner, MSK, Mental Health & Practice Nurse appointments, 6.30 pm to 9.30 pm Monday to Friday and Saturday's at Southbrook Surgery, Southbrook Grove, Bolton, BL3 2DN. To access these appointments contact our reception desk.

Making An Appointment & Online Consultations

To make an appointment sign up for online services such as the NHS App so that you can book appointments on line at your convenience. Ask our reception team for more information.

You can also visit our website www.swanlanemedicalcentre.nhs.uk, go to online services and complete an online consultation for non-urgent appointment requests and enquiries. What is an online consultation? It's a quick, convenient and secure way to digitally contact the surgery and get advice, without having to wait on the phone or take time out to come into the surgery. Online consultations are another way to consult with a doctor, nurse or healthcare professional. To access on-line consultations please visit our website.

To make an appointment via telephone please telephone our reception desk on **01204 661600**.

Practice Appointment Regulations

- Please make one appointment per person, please note that for multiple issues multiple appointments will be necessary
- Please ensure you let us know if you cannot keep your appointment so that we can offer it to another patient
- **Urgent** cases will be seen on the day by the most appropriate clinician.

Types of Appointments Available

All of our clinical staff are able to offer remote consultation via telephone or video consultation, online consultation in addition to face to face appointments.

Reasonable Adjustment Digital Flag

Under the Equality Act 2010, organisations, including general practice, have a legal duty to make changes in their approach or provision, to ensure that services are as accessible to people with disabilities as they are for everyone else. This duty aims to address the recognition that people with disabilities may have equal access to care and services, but without specific adjustments being made, that access may not be equitable.

NHS England have therefore built a Reasonable Adjustment Digital flag, to enable health and care professionals to record, share and view details of Reasonable Adjustments across the NHS, wherever the patient is being treated. The flag indicates that reasonable adjustments are required for an individual and optionally includes details of their significant impairments, underlying conditions and key

adjustments that should be considered. With your consent, we can share your reasonable adjustment requests with other healthcare providers to make your access to healthcare more equitable. If you have a disability under the Equality Act 2010, and would like to request reasonable adjustment, please contact the practice and let us know.

Accessible Information Standard Policy

In support of Reasonable Adjustment Digital Flag, the practice is committed to providing accessible information as set out in the practice Accessible Information Standard Policy.

Accessible information standard covers the needs of people who are deaf/Deaf, blind, or deafblind, or who have a learning disability. This includes interpretation or translation for people whose first language is British Sign Language. It does not cover the needs for other languages.

The practice endeavors to have a consistent approach to identifying, recoding, flagging, sharing and meeting the information and communication support needs of patients service users, carers and parents with a disability, impairment or sensory loss.

As a practice we encourage all patients to self-identify

Chaperone Policy

The practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavor to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

If you would like to see a copy of our Chaperone Policy, you can view this via our website or have any questions or comments regarding this please contact the Manager.

Requesting a Home Visit

If you are too ill to come to the surgery, our doctors and nurses will visit you at home. If you feel that you need a home visit, please ring before 10.30 am, if possible. The Receptionist will ask you for details, to pass onto the clinician, so that he can ascertain the urgency of your call. In the interest of our staff health and safety, if you are expecting a visit, and you have free roaming pets, please ensure that non-assisting animals are kept secure in another part of your home during the visit. We also request that you refrain from smoking and vaping, during the visit.

Emergencies

Appointments are available Monday to Friday for emergencies. No emergency will ever be turned away, but we cannot guarantee that you will be seen by the preferred Doctor of your choice.

If your condition is non-urgent, we will endeavor to provide you with our earliest available appointment with the most appropriate clinician, though you may have to wait longer if you want to see a particular Doctor/Clinician.

When the Surgery is Closed

When the surgery is closed telephone 0161 763 8940. Please remember that this service should be reserved for genuine emergency calls only.

Change of Personal Details

If you change your address or telephone number, please notify the Surgery as soon as possible. A change of address may mean you are outside of the Practice area, we will be able to advise you on this.

Practice Charter

We aim to provide our patients with the best standard of care within the resources available to us, and to deal quickly and efficiently with any problems that may arise. Patients will be treated with respect at all times in a confidential manner.

Patients' Rights to General Medical Services

As a patient of this practice you are entitled to:

- Be registered with a GP
- A clear explanation of any treatment proposed for you
- Be supported by a relative or friend if you want one
- Privacy and Confidentiality

- Respect for your religious and cultural beliefs
- Courtesy from the staff
- Information in a format accessible to you (eg large type if you are partially sighted)
- Emergency care with the most appropriate clinician
- Be offered a Health Check on joining the practice
- Be given an appointment the same day if the GP agrees following triage
- Be referred to a consultant when your GP thinks it necessary and be referred for a second opinion if both you and your GP agree that this is desirable
- Have access to your medical records and to know that those working in the NHS will by law keep their contents confidential
- Choose whether or not you wish to take part in medical research or medical student training
- Be given detailed information about local family doctor services through your Bolton Clinical Commissioning Group's local directory
- Receive full and prompt reply to any complaints about the services provided by the practice
- Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions

Help us To Help You

As a patient of this practice we expect you to:

- Treat the doctors and staff with courtesy
- Be punctual for appointments
- Specify your preference of appointment, telephone or face to face. Please note, should your symptoms not warrant a telephone or face to face appointment the clinician may alter your preference accordingly.
- Give as much notice as possible if you are unable to keep an appointment
- Make more than one appointment if more than one person needs to be seen
- Be prepared to make further appointments if you have numerous or complicated problems

- Be patient if appointment times are running late as it may be you who needs the extra time on another occasion
- Only ask for a home visit if you are unable to attend the surgery due to illness
- Attend for further investigations, treatment and hospital appointments, should the Doctor feel they are necessary
- Secure all animals when staff are attending a home visit request
- Do not smoke when staff are attending a home visit request
- Only contact an out-of-hours doctor if your medical complaint cannot wait until the next working day
- Only contact Accident & Emergency if the surgery is closed and your problem cannot be dealt with by the out-of-hours doctor
- Be prepared to see another doctor if your own is unavailable
- Be very careful to follow treatment prescribed by your doctor
- Make constructive comments, suggestions or complaints to the practice manager

Repeat Prescriptions

Repeat prescriptions are issued for medication which your Doctor has agreed you need on a regular basis. You can request your medication using the following methods, giving us a minimum 48 hours notice (excluding bank holidays and weekends):

- Use the online service such as the NHS App – please speak to a Receptionist for the details.
- Order via your pharmacist
- Use Online Consultation to request prescriptions
- Using the order form attached to your prescription, tick the items you require and put the request into the “post box” adjacent to the Reception window.
- You can send it through the post, enclosing a stamped addressed envelope (or alternatively you can pick it up yourself)

For reasons of safety, we do not operate a telephone prescription line to request your medication.

If you cannot find your request form, you can write down the items you require and use one of the above procedures.

For those patients who find it difficult to get to the Surgery we are happy to work with the local Pharmacies who operate a repeat prescription collection and delivery service.

Blood Tests

Please note, in the event that your test results are abnormal and further action is needed we will contact you directly. If your blood tests are normal, we will NOT contact you to inform you.

If you wish to view the results of your blood tests, you can do this via your NHS App. If you have not yet signed up for the NHS App we advise that you do as the NHS App is useful for management of your healthcare. Via the NHS App you can view blood test results, consultation notes and clinic letters in addition to managing your appointments.

Should you wish to call for your test results, please call after 5 working days from the date of your test and call after 1pm.

Private Medical Services

Medical Examinations for life assurance, pre-employment medicals, PSV license etc, are a service not covered by the NHS and will attract a fee which has been recommended by the British Medical Association. Please enquire at Reception for advice on appointments and charges.

Last Updated 19th February 2025

Patient Confidentiality

The Practice is registered under the Data Protection Act, therefore we uphold the ethics of the Medical Profession, that information held and the disclosure of such information should only be made in accordance with the strict code of professional confidentiality. All staff are trained in, and aware of, the importance of patient confidentiality.

We may share information with the following main partner organisations:-

- Strategic Health Authorities (SHAs)
- NHS Trust (Hospitals, PCTs)
- Special Health Authorities
- Ambulance Service

We may also share your information with your consent and subject to strict sharing protocols on how it will be used, with:-

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

No information about yourself will be released without your consent unless it is within the confines of the NHS, or by legal requirement, or if it is in public interest.

Zero Tolerance

This practice operates a zero tolerance policy. Aggressive behavior of any type towards other patients, Doctors or Staff on the premises or on home visits will result in immediate removal from the Practice list. In some cases the Police may be informed.

Comments and Suggestions

We strive to offer you a high quality health care service. If you have any comments – good or bad – then please let us know by speaking to the Practice Manager.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. We operate an informal in-house complaints procedure, drawn up to respond to patients' grievances. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes we have made. This procedure does not deal with matters of legal liability or compensation. If you use this procedure it will not affect your right to complain to Healthwatch Bolton or Greater Manchester Integrated Care Board, Primary Care Complaints or Parliamentary & Health Service Ombudsman.

Your complaint should be addressed to the Practice Manager, who will ensure that it is investigated thoroughly and as speedily as possible. Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the person in question.

Freedom Of Information

This leaflet has been prepared to comply with the Freedom of Information Act 2000. If the information that you require is not here, please contact the practice and we will try and assist you.

Self Treatment of Minor Illness and Accidents

Many common aches and pains can be simply treated by visiting your local pharmacy and NHS 111 online help. In addition we can refer you for a one to one consultation with a local Pharmacist via the Community Pharmacy Consultation Service which is offered by most local pharmacies.

Chickenpox

This is the commonest childhood infection which we cannot prevent by immunization. It usually follows contact with other children with chickenpox and starts with small red spots that soon become little blisters. More blisters develop for a couple of days. Usually it is quite mild and only needs treatment with calamine lotion to ease the itching and paracetamol to help the fever. Both of these can be bought from the chemist. Once the spots dry off, the child is usually well enough to return to school.

Coughs, Flu, Colds and Sore Throats & Other Minor Ailments

These do not usually need antibiotics. Children and Adults with these symptoms often get swollen glands at the same time. Treatment with paracetamol and other simple remedies is usually enough. We will refer you for a one to one consultation with a local pharmacist. If you or your child seem very unwell, or if the symptoms last more than several days, you should see a doctor.

Fever – Child

A child can have a high temperature for various reasons. Do not wrap the child in blankets. Keep them as cool as possible with light loose clothing. Give plenty of fluids to drink and tepid sponging will make the child more comfortable. Liquid paracetamol can be given as directed to children over three months of age.

Burns and Scalds

Remove any clothing from the area and apply lots of cold water. Do not burst any blister. If there is a large area it may be worth attending Accident & Emergency.

Worms

These are very common in children. It is worth checking to see if others in the family are affected. Treatments are available from the chemist through the Pharmacy First Scheme.

Head Lice

These are also very common. Shampoos or lotions are available from the chemist through the Pharmacy First Scheme.

Diarrhoea and Vomiting

These are very unpleasant symptoms that often resolve spontaneously. Frequent small amounts of clear fluids are best, and can include flat cola drinks or dehydration powders such as Dioralyte and Rehidrat. You can introduce milky drinks or solids once you are feeling better.

Specialist services

The following services are available by appointment with either the nurses or the doctors.

Weekly Post natal Checks, Baby 8 week Check & Baby's 1st Imms

This is routinely booked for you with Dr Arya and the practice nurse.

Childhood Immunisations

We hold regular weekly child immunisation clinics and we will invite all eligible children for vaccinations when they are due. Vaccinations are recommended because they give your children protection against serious diseases, most of which can be fatal. For further details on the recommended childhood vaccination programme please visit <https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

Child Health Surveillance

The practice provides this service in conjunction with the Health Visitor's.

Chronic Disease Management Clinics

Special clinics are run by the practice for the management of Diabetes, Coronary Heart Disease, Heart Failure, COPD, Asthma, Hypertension, etc. Our Nurses are specially trained and work with the doctors to help patients with these conditions.

Family Planning

The practice provides a range of contraceptive services. Please discuss this with the doctors in a normal consultation. Coils and implants are available through designated Family Planning Clinics.

Cervical Smears

All female patients (age 25-65) are offered screening at 3/5 yearly intervals.

NHS Health Checks for Patients aged 40 to 74 years

If you are aged 40-74 and eligible for an NHS health check we will invite you to attend for this important health check every 5 years. Those who are eligible are aged 40-74 and do NOT have pre-existing conditions such as heart disease, chronic kidney disease, diabetes, high blood pressure, atrial fibrillation, history of TIA, inherited high cholesterol, heart failure, peripheral arterial disease, stroke, on a statin to lower cholesterol, found to have a 20% or higher risk of getting cardiovascular disease over the next 10 years. For further information on NHS health checks visit, www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check/

Patients aged 16-74 not seen within 3 years

If you are aged between 16 – 74, you may request a health check, if you have not had one for 3 years.

Patients over 75 years of age

If you are over 75 years you will be notified of your nominated GP responsible for ensuring all appropriate services required are delivered to you. You also have access to an annual health check if you wish and a care plan.

Patients aged 65 to 74 years of age

Whilst the inevitable process of ageing can't be stopped, there are measures which can be taken to support people to keep fit and stay independent. If you are aged 65 to 74 we will invite you for an Ageing Well Health Check every 3 years.

Travel Vaccinations

Please make an appointment at least 6 weeks in advance of your holiday, to ensure adequate cover. A charge may be made for certain vaccinations which are not covered by the NHS.

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung, kidney disease, diabetes, immunosuppressed, residents of Nursing and Rest Homes. If you are eligible we will invite you to book an appointment. Flu vaccination clinics usually start mid to late September. You can book appointments online via the myGP app, alternatively please contact the Reception Staff. If you are unable to attend the surgery due to ill health, a home visit can be arranged.

Shingles Vaccines

Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness. We will offer eligible patients the shingles vaccine. Those currently eligible include patients aged 70-79, those who turn 65 on or after 1st September 2023 and those aged 50 years and over with a severely weakened immune system. For further information on the shingles vaccine visit www.nhs.uk/conditions/vaccinations/shingles-vaccinations/

NHS Community Pharmacist Consultation Service (CPCS)

For patients who are suffering from minor illnesses and aged over 1 years old, we will refer you to a local pharmacist for a one to one consultation. Your Pharmacist can give you advice and help you to access the right treatment and self-care for your minor illnesses. Should you require treatment for conditions such as (but not inclusive of) bites/stings, colds, congestion, earache, conjunctivitis, constipation, diarrhoea, hay fever, cold sores, coughs and colds, sore throats, impetigo, uncomplicated UTIs in women, sinusitis, shingles, we will refer you for a personal consultation with your local pharmacist.

Should the Pharmacist feels that you require further input from another service such your GP or A&E, they will signpost you to the relevant service.

Useful Telephone Numbers

Out of hours Service	0161 763 8940
Ambulance/Police/Fire Brigade	112 (replacing 999)
Social Services	01204 337720
Royal Bolton Hospital	01204 390390
Alcoholics Anonymous	0845769755
Samaritans	08457909090
National Aids Helpline	0800012322
Citizens Advice	08448269707
Bolton Hospice	01204 663066
Mencap	08088081111
Registrar of Births and Deaths	01204 331188
NSPCC (Child Protection Helpline)	08088005000
Rape Crisis Association	08088029999
Sexual Health Clinic	01204 390142
The Parallel	01204 462444
Bolton Carers' Support	01204 363056
Asian Carers' Forum	01204 651123
Womens' Domestic Abuse Helpline	0161 636 7525
Childline	0800 1111
Bolton Healthwatch	01204 372842

Our Practice Area

Patients living within the blue shaded area are within the Practice's primary boundary area and are able to register with us.

If you are already registered with us, and move address, the green shaded area is the Practice's secondary boundary which highlights the areas we would keep you registered with us if you so wish.

For anyone who moves address beyond this boundary, you will be asked to register with another GP in your local area.

