



Guide to Park Lane Surgery



**Park Lane Surgery
Waters Green Medical Centre
Sunderland Street
Macclesfield
SK11 6JL**

**Monday – Friday
08:00-18:30**
(Except public & bank holidays)

The practice sometimes closes from 13:00 – 1830 on one day a month for staff training. Please see website

<https://www.parklanesurgerymacclesfield.nhs.uk>

Park Lane Surgery

Information for Patients

Welcome to the practice.

This booklet contains information about the practice and the services we offer. We trust you will find it helpful, and suggest you keep it in a safe place for future reference.

Park Lane Surgery holds a contract with NHS England to provide services to our registered patients and temporary residents to help manage ill health, promote health through education and advice, and give additional services such as cervical screening, minor surgery and childhood immunisations.

The surgery is an old established family practice, with a long history of providing efficient and friendly medical care. We pride ourselves on being "Family Doctors".

Park Lane Surgery is registered with the Care Quality Commission.

Registration number: CRT-1-597386228

Inspected: February 2018 Rated: GOOD

New Patient Registration

To register as a new patient at the practice, you must live within our service area. We cover a 3-mile radius around Macclesfield Town Hall.

Registration process

The quickest and simplest way to register at the practice is to go online. When registering at the practice, you will be asked to fill in several forms, including a medical questionnaire and an agreement.

Please remember to have with you:

- Details of your previous GP surgery
- Details of any repeat medication (repeat side of prescription)

Once the forms have been completed, we are then able to register you at the surgery. We may ask that you attend a new patient medical review with one of our nurses or our healthcare assistant.

To help the surgery keep your record up to date, please notify the surgery in writing immediately if you change your name, address, home telephone number or mobile number. It is important that we have up to date contact details.

NHS App

The NHS App gives you a simple and secure way to access a range of NHS services and can be used by those ages 13 and over. It allows patients to:

- Book and manage appointments
- Order repeat prescriptions
- View your health record
- Manage your organ donation decision
- View your NHS number
- Use NHS 111 online

You will be asked to prove your identity to access all the features of the app. More information, and instructions for downloading the app, can be found here:

<https://www.nhs.uk/nhs-app/about-the-nhs-app/>

Patient Access

Our Patient Access service enables registered patients, 16 years or older, to access several online services, including:

- Repeat prescriptions
- Record of medication, allergies, and immunisations
- Access to records

Whilst registration at the practice does not require proof of identity, you will require two forms of identification if you wish to sign up to our Patient Access service:

- Photo ID (either passport or driving licence)
- Utility bill (dated from the last three months)

Training Practice

We are very proud to provide training opportunities in the practice for GP registrars, medical students, student nurses, work experience students and physicians' associates. Please see our website for further information.

Meet the Team

The Doctors

Dr Karen Hunter

MBChB (Aberdeen 1990) MRCP (1995) DFFP
Interests are child health/protection, GP trainer

Dr Joe Banns

MBChB (Liverpool 2011) MRCP (2016)
Interests are dermatology, care of older persons, adult health/protection, GP trainer

Dr Sam Locksedge

MBChB (Liverpool 2011) MSc (2010) MRCP (2018)
Interests are diabetes, palliative care, care of older persons, GP trainer

Dr Claire D'Arch Smith

BA Cantab (2006) MBS (London 2009) FRNZCP (2016) CEGPRC (2017)
Cert WH
Interests are dermatology, women's health, respiratory, musculoskeletal

Dr James Erskine

MBBS (London 1983) DA DTM&H MRCP (1994) MtropPaeds
Interests are paediatrics, ENT, orthopaedics, dermatology

Dr Sue Hull

MBBS (London 1993) MRCP 1999
Interests are women's health, sexual health

Dr Toseef Ahmad

BMedSci BMBS (Nottingham 2016) MRCP (2024)
Interests are Dermatology, Occupational Health

Dr Megan Druce

MBChB Medicine: Edinburgh University, June 2016
BMedSci (Hons) Psychology: Edinburgh University, June 2013

Advance Nurse Practitioner

Sandra Lea RGN (2002) NISP (2015)

Interests are complex diabetes, women's health, weight management, hypertension

Practice Nurses

Sister Caroline Noble RGN (1998)

Interests are COPD/asthma, travel, complex dressings

Jackie Allen – Healthcare Assistant (HCA)

Practice Manager

Mrs Kristine Kramer-Panton BA Hons

Practice Team Schedule

Dr Karen Hunter – Mondays (2 in 4), Tuesdays, Wednesdays

Dr Joe Banns – Mondays, Wednesdays (PM), Thursdays, Fridays

Dr Sam Locksedge – Mondays, Tuesdays, Wednesdays (AM), Thursdays

Dr Claire D'Arch Smith – Tuesdays, Wednesdays (2 in 4), Fridays

Dr Jamie Erskine – Mondays, Wednesdays, Thursdays

Dr Sue Hull – Mondays, Wednesdays, Thursdays

Dr Toseef Ahmad – Tuesdays, Fridays

Dr Megan Druce – Mondays, Thursdays (AM), Fridays

ANP Sandy Lea – Mondays, Tuesdays, Wednesdays, Thursdays

ANP Jane Taylor - Tuesdays

Sister Pranamee Das – Mondays, Tuesdays, Wednesdays, Fridays

Sister Caroline Noble – Mondays, Wednesdays, Thursdays, Fridays

Sister Jackie Allen – Tuesdays, Thursdays, Fridays

Practice Nurses

Our practice nurses, Pranamee Das and Caroline Noble, are fully qualified to offer a wide range of advice and procedures including:

1. Health promotion e.g., dietary advice.
2. Immunisation for children and travelling.
3. Cervical smears and advice on breast examination.
4. Long term condition management for blood pressure, asthma, COPD, heart disease and diabetes.
5. Contraception & sexual health.

Healthcare Assistant

Our HCA, Jackie Allen, offers appointments for dressings, removal of stitches, ear irrigation, ECG, new patient checks, NHS health checks, blood pressure checks, annual reviews for learning disabilities, mental health and dementia.

District Nurses

The team's duties include visiting patients in their homes after hospital discharge and caring for the housebound. They hold clinics for some treatments at Waters Green and these are by appointment.

The Midwife

The midwifery team work with the doctors to provide care for mothers during pregnancy, after delivery and care for the baby for the first fortnight of life. There are weekly antenatal clinics at local children's centres.

The Health Visitors

Our health visitors are available to help with health matters for parents and families and offer advice about staying well. They work with children under five and their families, advising on matters such as feeding, sleeping, immunisations and behaviour problems.

Talking Therapies

Patients can self-refer or will be referred by the doctor.

Visit www.mytalkingtherapies.com and click on the referral form button or call Talking Therapies on 01625 469955. Information regarding Talking Therapies can also be found on our website under 'Health Information > Clinics and Services'.

Clinical pharmacists

Our Clinical Pharmacists, Maria Allen and Aida Veladzic, offer hypertension management, medical reviews, asthma reviews and answer queries regarding medication. Maria consults at Park Lane Monday - Thursday and Aida Tuesday - Friday. All appointment requests must be made at 'Appointments Information > Appointment Request Form' on our website.

First Contact Practitioner

Anoosheh Redfern is a first contact musculoskeletal practitioner and an experienced physiotherapist. She has the advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal problems on a patient's first contact.

Pharmacy Technicians

Our pharmacy technicians, Trish Ridgeway and Amber Stephenson-Bee, assists with repeat prescribing and prescribing queries.

Appointments

We operate an online triage system for all GP appointments

All requests for GP appointments are seen by our team at Park Lane. Click on 'Appointments Information > Appointment Request Form'.

www.parklanesurgerymacclesfield.nhs.uk

Please complete the online system yourself. If you can't, a friend or relative can put in a request on your behalf. Failing this, please phone our trained Receptionists who will submit an online request for you (if you complete a request on behalf of someone else, please tell us who you are and for whom you are completing it.)

Please:

1. Give us as much information as possible.
2. Tell us when you are available – missed appointments are a big problem!
3. Look out for text messages from the surgery.
4. Let us know what you want from us! We are here to support you, and we only know what you want if you tell us.

How does the doctor contact you after an online submission has been made?:

Text message

A text message may be sent to:

- Request further information to be able to provide the best care for you.
- Offer an appointment date & time either telephone or face-to-face.
- To advise you that your request has been completed/further action is required by you.
- To redirect to another service that is more appropriate.

Telephone consultations

A text message will be sent to you with a date and approximate time that you will receive a phone call – please make sure that you look out for a call from 01625 422 893. The call could be from a doctor, nurse, clinical pharmacist or first contact musculoskeletal practitioner. You may need to attend the surgery for a face-to-face appointment following on from this contact.

Face-to-face appointments

You will be offered a face-to-face appointment if appropriate. Please let us know in your online request if you particularly want one of these.

If you have requested a particular doctor or have specified times you are available, we will try to accommodate your requests where possible, but due to staffing rotas and holidays this may not be possible.

Improved access appointments

GP practices in Cheshire East are working together to give patients better access to healthcare services by offering additional appointments to see a clinical member of the practice team on weekdays outside of 08:00-18:30 and on Saturdays and Sundays.

You can access extended hours appointments by requesting an out of hours appointment when you place a 'Appointments Information > Appointment Request Form'; we will try to accommodate that request. The consultation may not be with your named GP, or in your usual practice, but they will still be able to access your GP record, with your permission.

Nurse appointments

Please submit an online enquiry through our website by using 'Appointments Information > Appointment Request Form' or telephone our Reception Team.

Other services and advice

WWW.NHS.UK

The NHS website provides an award-winning, comprehensive online health information service with thousands of articles, videos and tools, helping you make the best choices about your health and lifestyle, as well as making the most of NHS and social care services in England.

Our Website

Our website, which can be found at <http://www.parklanesurgerymacclesfield.nhs.uk/>, offers a wide range of information about the practice and access to its services.

Physiotherapy

You can self-refer to local physiotherapy services.

<https://physio.easterncheshireccg.nhs.uk/Appointment>

NHS 111

NHS 111 is a telephone service staffed by trained call handlers, giving confidential healthcare advice and information 24 hours a day. Patients can access this service at any time.

Minor ailments

Your local pharmacist can offer advice, and if necessary, prescribe medication to treat earache, hayfever, vaginal thrush, sore throat, conjunctivitis, oral thrush (in babies), simple urinary infections in women, head lice & impetigo. If you do not pay for your prescriptions, some of these treatments will be free of charge.

Home visits

Home visits are available for the **completely housebound** and are made strictly on medical grounds. All requests for visits should be made between 8.00am and 11.00am via Park Lane Surgery website, 'Appointments Information > Appointment Request Form'. The visit request will be dealt with by the triage team and the patient/requestor will be informed. Babies and children are expected to be brought to the surgery where suitable facilities for examinations are available.

Wheelchairs

Waters Green Medical Centre is fully compliant with the regulations for wheelchair access. If you need a wheelchair when you visit the practice, please go to security on the Ground Floor.

Emergency medical care when the surgery is closed

The surgery is open 08:00-18:30, Monday – Friday (Excluding bank holidays).

If you require urgent medical attention when the surgery is closed, please dial 111. This is a national service, and calls are free from landlines and mobiles.

Results

When you've had a test, you'll be told how long it will take to get the result. Complete a 'Appointments Information > Appointment Request Form' after this time if you haven't heard anything. Our data protection and confidentiality policy means we can only give results to the patient themselves without prior permission to speak to someone else.

Sickness certification

First 4 days – no certificate required.

Next 3 days – including Saturday and Sunday: must complete a self-certification form, available from online.

After the first 7 days – a doctor's certificate is required please use 'Appointments Information > Appointment Request Form'.

Employers may request a GP certificate for less than 7 days absence. In this case the employee may be charged by the surgery.

Repeat prescriptions (electronic prescribing service)

If you need a repeat prescription, you can choose from one of the following three options:

- NHS app info here
- Online at: <https://www.patientaccess.com/> Please register for online access. If you do not have access to the internet, please put your request in the Park Lane letter box on the Ground Floor of the Medical Centre.
- Through your NHS app
- In person at our surgery
- By post

For your safety we do NOT accept requests for repeat prescriptions over the phone. Make sure your repeat prescription request reaches us 7 days before the due date. Allow 2 working days between requesting and collecting your prescription. If you're ordering your medication early, tell us the reason with your prescription request to avoid delays.

If you wish to have your repeat prescriptions posted, please provide a stamped addressed envelope.

Some of the local chemists will collect prescriptions from the surgery and if necessary, deliver the medicine to your home. Please contact the chemist of your choice for further information.

All patients having repeat prescriptions will be reviewed on an annual basis so that we may continue prescribing your medication safely.

Chaperone policy

Park Lane Surgery operates a chaperone policy for intimate examinations. You may request a chaperone to be present, or the doctor or nurse may decide to use a chaperone.

Sexual health

We offer a full range of services including pills, implants and coils. Emergency contraception (the "morning after pill") is available from the doctor, nurse or pharmacist. Please use 'Appointments Information > Appointment Request Form'.

Flu vaccination

A flu vaccination is recommended to patients with heart, lung or kidney diseases, diabetes, residents of nursing and rest homes, and patients over 65 years old. Please look at the website in August/September for details of the clinic times.

Holiday vaccinations

Anyone planning a holiday abroad should check with the practice nurse two or three months before they are going to travel, so we can ensure that vaccinations are completed on time. Please fill in a Travel Form with details of your trip, when booking an appointment. Travel Forms can be found at Reception or on our website, alongside further information regarding holiday vaccinations.

Named accountable GP

The practice is required under the terms of their GP contract to allocate all patients a named accountable GP. This GP has responsibility for the coordination of all appropriate services required under the contract, and ensures they are delivered to each of their patients where required, based on the GP's clinical judgement.

This does not mean that you will only see your named GP, you will continue to be able to see any member of the clinical team and your care will still be provided by the most appropriate member of the clinical team here at Park Lane Surgery.

If you wish to be told the name of your accountable GP, please ask the receptionists when you are next in the surgery. Please inform us if you wish to change your accountable GP.

Please note that despite our GP's working with other health and social care professionals to deliver your care needs, they do not take on the responsibility for the care others deliver to you. If you have concerns about any care provided by a health and social care professional outside of the practice, this should be raised directly with them, or their organisation.

Patients over 75 years of age

If you are aged seventy-five years or older and have not seen a GP since your last birthday, you should be seen either by the Practice Nurse, District Nurse or Health Visitor. This is usually arranged at the surgery. A home visit can be arranged if completely housebound.

Private fees

Certain services provided by your Doctors are outside the terms and conditions of the NHS and will be charged for. These include:

- Medical reports, certificates, and letters.
- Face-to-face medical examinations.
- Travel cancellation documents.
- Private prescriptions and sick notes.

Charges for these services are posted on our website and in Reception.

Violent and abusive patients

At Park Lane Surgery we operate a zero-tolerance policy towards violence and abuse. The partners are committed to do everything possible to protect staff, patients, and visitors from unacceptable behaviour and their zero tolerance of any incident that causes hurt, alarm, damage or distress. Any person found to be violent or abusive shall be dealt with under the practice policy for violence and aggression.

Protection and use of your information

We ask for information about you so that you can receive the best possible care and treatment. We keep this to ensure that your doctor or nurse has accurate and up-to-date information.

We sometimes must pass on information about you to others, such as hospitals or social services. This is always done confidentially or by removing your identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We are bound by the General Data Protection Regulations and comply with the Freedom of Information Act.

To read more about our privacy notice please visit our website at www.parklanesurgerymacclesfield.nhs.uk and click on 'Our Practice > Practice Policies'.

We will treat you as an individual and respect your privacy and dignity. In return we ask you to be polite to our doctors and staff.

How you can get involved

Compliments, concerns and complaints

We are always pleased to hear about the care you or your family have received. We always aim to make sure you are treated promptly and properly and that you are satisfied with your care. Unfortunately, sometimes things do go wrong.

If you do have any concerns or complaints then please contact Kristine Kramer-Panton, our Practice Manager, or ask for a 'compliments, concerns and complaints' leaflet from Reception.

Friends of Park Lane

Park Lane Surgery has an active Patient Participation Group that meets with practice staff on a regular basis. To contact the group please e-mail cmicb-cheshire.parklanepg@nhs.net or ring the surgery and ask to speak to the Practice Manager.

Primary Care Network (PCN)

Macclesfield's six GP practices have joined forces to make sure every resident in our town can benefit from resilient, accessible, high-quality healthcare both now and in the future. Our united name for this is the **Macclesfield Primary Care Network**. Although our practices still operate independently, we are now providing certain services together. We work in partnership across the health and care sector to offer more of the services that are needed by the Macclesfield community.

Opportunity to volunteer

As we move forward, the Macclesfield Primary Care Network (PCN) is launching a new volunteer scheme, **Team Volunteer**, to support our patients at Waters Green and provide an opportunity for those who want to get involved and give back to the community.

There is a definite need for the service; they are searching for people who are looking for a way to stay active and involved in the community. The PCN are looking for people to fulfil a variety of different roles and are able to commit time as and when required, this could be on a weekly basis or occasionally. You will be given full training,

including an induction and the support to develop new skills and meet new people in your chosen role.

Car parking information

There are 134 car park spaces for patients and visitors. Additional car parking is available at the three public car parks located close-by.

There are 10 spaces for disabled drivers.

The car park entrance is accessed from Boden Street and the exit from the car park is onto Charlotte Street and then Pickford Street. Parking is free for patients and their carers attending appointments within the medical centre for up to one hour.

If you park in the medical centre's car park you must enter your registration number into the tablet in the practice's Reception area. You may enter your details at any time during your visit (i.e., before or after your consultation).

If the duration of your visit exceeds one hour, you must tell a member of our Reception team who will adjust the duration of your stay on the system. If you forget to enter your registration number, you will receive a fine from Parking Eye.

Cycle storage

There are bicycle racks at the front of the building and on car park level 1 in the (which cyclists can access from Charlotte Street). The entrance and exit for cyclists to the car park is from Charlotte Street.

Useful telephone numbers for patients

Park Lane Surgery	01625 422 893
Phlebotomy Service (bloods)	01625 264 095
Health Visitors	0300 123 0755
District Nurses	01625 501 922
NHS 111	111
Macclesfield District General Hospital	01625 421 000
Macclesfield Police Station	0845 458 0000
Non-urgent Police matters	101
Social Services	0300 123 5010
Citizens Advice For assessment & advice	0344 411 1444
From a mobile	0300 330 0650
Relate (Marriage Guidance)	0300 003 2972
Samaritans	116 123
NSPCC Child Protection Line	0808 800 5000
Alcoholics Anonymous	0800 917 7650
Cheshire East Substance Misuse Service	01625 464 995
Terence Higgins Trust	0808 802 1221
British Pregnancy Advisory Service	03457 30 40 30
NUPAS	0333 004 6666
Axess Sexual Health	0300 323 1300