

Sandy Lane Surgery

“ Achieving Quality Care with Compassion and Dignity”

A Guide to Our Services

Opening Hours:

Monday to Friday 8am – 6pm
Saturday 8.45am – 11:45 am
Every 2nd 3rd & 4th Sunday
of the month 9am – 3pm

**Dr. P Grace, Dr. B Rambihar, Dr. A Speller, Dr. A Ryatt,
Dr. L Roby, Dr. W Grice, Dr. S Nair, Dr. Z Mahomed.**

Sandy Lane Surgery
Sandy Lane
Leyland
Lancashire
PR25 2EB

Tel: 01772 214700

Fax: 01772 214709

www.sandylanesurgery.co.uk

Welcome

This leaflet is for new patients. It tells you about our services, how to access them and other general information about how the Practice operates.

Sandy Lane Surgery strives to provide a good quality of care for all of our patients. This means the right person providing the right care at the right time.

Our team includes 8 GPs, 4 Practice Nurses, 2 Health Care Assistants, Practice Management, Receptionists and Office Staff.

We offer a full general practice service and run several different specialised clinics, which are mentioned further on in this information booklet.

At Sandy Lane Surgery, we aim to treat all our patients promptly, courteously and in

complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge.

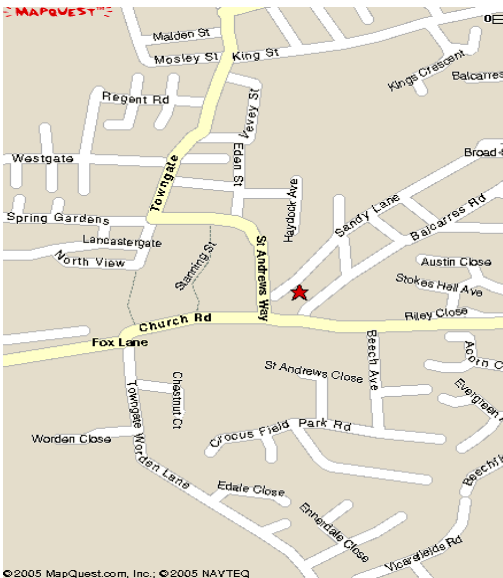
Sandy Lane Surgery is proud to be a training practice. Each year we will usually have two registrars working with us who are completing their training to be a GP and one Foundation Year 2 student with us at different times of the year. We occasionally ask for your permission to videotape your consultation for training purposes.

We have a car park at the back of the surgery, which includes 4 disabled parking bays. However we recommend people come by other means, as parking is limited.

The practice has made every effort to ensure easy access to the building and toilet facilities are available for

the disabled. Part of the reception desk has been lowered to facilitate wheelchair access and there is a loop system for the hard of hearing. Please inform our reception staff if you wish to use this.

New Patients



We are situated near St. Andrew's Parish Church.

We are across the road from the back of Tesco.

Public Transport

Several bus services run close to the Surgery. The closest bus stop to the Surgery is Leyland Tesco. There is a path

up the side of Tesco which leads towards the Surgery. It is no more than 2 minutes walking distance.

Registration

We welcome new patients who live within our practice area. Simply call in for a registration form or contact reception for further information. You can also print off a registration form from our website, fill it out and bring it in with you on your first visit to the practice.

As it often takes some time for records to be forwarded from your former practice all newly registered patients will be asked to complete a health questionnaire and make an appointment with the Health Care Assistant for a health check. Medical treatment is available from the date of registration.

Our Doctors

Dr. Pauline Grace *MBChB MRCP FRCGP DRCOG FPcert D.OCCMed*. Qualified at Manchester University in 1980. Her special interests include diabetes and family planning.

Dr. Brian Rambihar *BSc MBBS, DOccMed, FRCGP MMed .FHEA*. Qualified at Charing Cross and Westminster Medical School in London in 1986. He has been at this practice since 1997 and is particularly interested in minor surgery, diabetes and medical education.

Dr Alicia Speller *MBBCh DRRP DRCOG MRCGP*. Qualified at the University of Wales College of Medicine in 2000. Joined the surgery in 2005 and has a special interest in forensic medicine.

Dr. Amrit Ryatt *BSc. MBChB MRCGP*
Dr Ryatt Qualified from the University of Manchester in 2002, her special interests include mental health. Provides the BBC with expert medical advice on topical matters.

Dr Lee Roby *MBChB (Hons) MRCP(UK) MRCGP DGM DRCOG GDL*. Dr Roby graduated from the University of Leicester in 2007 and has joined the surgery as a partner in June 2016. He enjoys all aspects of general practice but has particular interest in medical education and managing long term conditions.

Dr Sheeja Nair *MBChB BSc. Trained in India* graduated from Magpur University in 1994. Joined the surgery in 2010. Dr Nair fits the subcutaneous contraceptive implant

Dr Wendy Grice *BSc Hons MBBS MRCGP DFFP*. Graduated from Royal Free School of Medicine in 1999. Joined the surgery in August 2005. Interests in Dermatology, Childrens health, Women's health inc. coil and subcutaneous contraceptive implant fitting.

Dr. Zaakira Mahomed *MBChB MRCGP*
Dr Mahomed qualified at Leeds University in 2010. She is currently completing a diploma of the faculty of sexual and reproductive health.

Appointments

	Mon	Tues	Wed	Thur	Fri
Dr. Grace	✓	pm	am		am
Dr. Rambihar	✓	pm	✓		
Dr. Speller	✓	✓			✓
Dr. Ryatt		✓	✓	✓	✓
Dr. Roby	✓	✓	am	✓	
Dr. Grice			✓	am	✓
Dr. Nair		✓		✓	✓
Dr. Mahomed	✓		✓	✓	

We are also open Saturdays from 8.45 am to 11:45. We are also open every 2nd 3rd & 4th Sunday of the months from 9am to 3pm. Please ask the receptionist which GP's are available.

You can book appointments up to two weeks in advance with a doctor or a practice nurse, subject to availability. A number of appointments will be allocated each day for patients who require 'URGENT' appointments. Ask for a telephone consultation if you need advice but do not need to attend the surgery.

The more information you can give the reception staff, the easier it will be to guide you to the appropriate person for your care.

You can book an appointment to see any of the GP's in the practice but if you wish to see a particular GP please inform the reception staff and they will try and accommodate your request. This may not be possible if you are requesting an urgent appointment.

If you are registered for our **on-line service** "Patient Access" you can book appointments on line.

Missed Appointments

If you have booked an appointment with a Doctor, Nurse or other member of staff, it is really important to let us know if you need to cancel it.

Methods for cancelling your appointment are:

- **On-line** if you are registered for **Patient Access**
- **By Telephone:** Please call us on 01772 214700 and tell the receptionist.
- By **replying** to your text service appointment reminder
- **In Person:** Call into the surgery and let the receptionist know in person.

Why is it important to tell us you want to cancel your appointment?

Many patients fail to cancel their appointment each month. This wastes a lot of valuable Doctor and Nursing time and also

means everyone waits longer to be seen.

By telling us in good time that you cannot keep an appointment, we can offer your appointment to someone else. This helps us to reduce waiting times and means everyone can be seen sooner.

If you fail to attend several of your appointments and do not contact us to cancel them you will receive a letter from the practice, if after receipt of this letter you continue to fail to attend, we may have to consider removing you from the practice list.

Prescriptions:

Repeat Prescriptions can be ordered in a number of ways.

1) Patient Access:

This is an on-line service.

2) If you prefer you can tick the items required and place your repeat slip in the order box at reception.

3) You can liaise with your local pharmacy to manage them for you.

4) Via regular email. From our website, please note when using this method we **cannot offer or guarantee your privacy.**

Prescriptions are normally ready for collection within 48 hours of ordering

If you are ordering a prescription early please state a reason.

On-Line Service Patient Access

If you are 16 years of age or older and have a smart phone, home computer, laptop or tablet you can now register for [PATIENT ACCESS](#). Once you are registered you can book or cancel appointments, request repeat medication. Update your contact details and view your medical records on-line 24/7.

To register simply bring two forms of ID with you to the surgery one ideally should be photographic plus a utility bill containing your address and the receptionist will guide you from there.

We also have a **TEXTING SERVICE**. For appointment reminders and surgery information so please make sure we

have all your contact details.

Practice Nurses

The practice nurses offer a wide range of services. These include:

- CDM clinic include:
 - Heart problems
 - Kidney disease
 - Asthma
 - COPD
 - PAD
 - Hypertension
 - Mental health
 - Dementia
 - Learning disabilities
- Diabetes Clinic
- Well Woman Clinic
- Blood Pressure Checks
- Dietary Advice
- Injections
- Travel and health advice & vaccinations

Clinics

Blood Clinic

Monday, Wednesday and Friday by appointment only.

Well Woman Clinic

Practice Nurse led, by appointment only.
Contraception, smears, Depo-Provera injections etc.

Diabetic Clinic

Held by both Practice Nurses and Doctors alternately. Full checks are given every 6 months in accordance with local and national guidelines.

Chronic Disease Management (CDM) Clinics

This clinic sees patients with one or more chronic disease such as heart disease, asthma, COPD, mental illness, hypertension and many more for an annual blood test and review.

Immunisation/Well Baby Clinic

GPs and Practice Nurses perform immunisations, baby weighing and provide advice. A GP carries out eight week baby check and postnatal checks.

Minor Surgery

Patients are referred by the doctor; this includes joint injections, incisions and aspirations

Home Visits

Home visits are intended for people who are house bound or too ill to travel to the surgery. Whenever possible try and come to the surgery where facilities allow for a more thorough and professional assessment of your illness.

To allow the doctors to plan their day if possible please try to telephone reception before 10am. Please provide as much information as possible. The Doctor will telephone you to assess the urgency of your request and deal with it appropriately.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit.

District Nurses

The community nursing team delivers skilled nursing care in people's homes. They are in contact with the GPs. Their direct telephone is 01772 644669. There is

an answer phone to leave messages if they are not available when you ring.

Health Visitors

The health visitors are part of the community health services and are all qualified nurses with special training and experience in child health. They are in regular contact with the GPs. Their direct telephone number is 01772 644114.

Midwives

A skilled team of community midwives hold clinics each week at the surgery offering antenatal care.

Out of Hours

If you need to see a doctor **urgently** outside surgery hours, please ring:

Between 6-6:30

01772 214721

After 6:30 **111**

If you have a life threatening emergency please call 999

If it not a 999 emergency but you need medical help fast call the new NHS telephone number 111 for assistance.

Zero tolerance

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar way.

Threatening, violent or abusive behaviour towards any of our staff or patients will not be tolerated. If a patient is violent or abusive, we may take action to have them excluded from our list of patients.

Patient Confidentiality

The practice takes patient confidentiality very seriously. Medical information about you will only be shared with those healthcare professionals involved in your care. Reception and administration staff access your medical records to perform their duties.

We are a teaching practice providing placements for Foundation training doctors and GP Specialist training doctors. These doctors require access to your records as part of their training. Both staff and all training doctors are bound by the same rules of confidentiality as the practice medical staff.

Anonymised patient information may also be used for audit and management purposes to help improve the services offered. You have a right to know

what information we hold about you. If you would like to see your records, please contact our Practice Manager in writing.

Complaints & Comments

Sandy Lane Surgery aims to give a friendly and professional service to all of our patients. However, if you have any concerns about any aspect of your care, please let us know by contacting the Practice Manager.

In the majority of cases concerns can be resolved quite easily. However, if you do not wish to raise your concern directly with us or you feel that we have not dealt with the complaint properly, you can contact **NHS England** (Details Below)

P.O. Box 16738
Redditch
B97 9PT
Tel: 0300 311
2233(Mon-Fri 8am-
6pm, excl. Bank
Holidays)

Complaints regarding commissioning decisions/issues e.g. individual patient funding requests should be directed to

The Customer Care team (Details below).

Customer Care Team
LCSU
Jubilee House
Lancashire Business
Park
Jubilee House
Centurion Way
Leyland
Tel: 0800 032 2424

Freedom of Information Act 2000

The freedom of information act gives members of the public access to information, which is not personal data, about how public organisation's such as Central Lancashire CCG conduct their affairs and make decisions. If you have a particular request in this area please write to us. Our address can be found on our website