

## Health Promotion

### Self Treatment

Many common aches & pains can be simply treated at home and without need to consult a Doctor

Information and advice can be obtained from

### NHS 111

National health line providing expert health advice, information and re-assurance .

**Available 24hours, 7 days a week**

**Phone 111**

### NHS Choices

For general medical advice and health tools visit the following websites

<http://www.nhs.uk>  
or  
[www.patients.co.uk](http://www.patients.co.uk)

### Home Visits

Home visits are reserved for patients who are housebound or who are too ill or incapacitated that they cannot come, or be brought, to the Surgery.

If you need a home visit please **telephone the surgery before 10am**

The cost of travel to the surgery cannot be a consideration in requests for home visits so please ensure that you have a system whereby you can access transport by family, friends or taxi in an emergency.

## **We know we can do better.....**

We intend to give our patients the finest service possible, and that means always trying to do better.

You can help us by telling us when we please you and also when we don't.

**"If we can change things for the better we will."**

If you want to formalise any complaint please ask to speak to our Practice Manager who will then ensure it is fully recorded and investigated.

## **We need you.....**



If you would be interested in joining our Patient Participation Group (PPG) then please also ask to discuss this with our Practice Manager.

## **Who do I contact when the practice is closed**

Outside surgery opening times, including weekends and Bank Holidays, please contact NHS 111 service whose contact details are as follows

**NHS Direct 08454647**

or visit the following websites

**[www.nhs.uk/](http://www.nhs.uk/)**  
**[www.patient.co.uk](http://www.patient.co.uk)**

## **Penny Lane Surgery Patient Information Leaflet**



## **"We Welcome New Patients"**

**Dr Paul Mullen** MBChB

**Dr Maria Winstanley** MBChB, MRCP, DTM & H

**Dr Lyn Hamlett** MBChB, MRCP, DRCOG DCH, DFPP, Bsc(Hons)

**Dr Felicity Mattocks** MBChB(Hons), DFPP

**Dr David Smith** MA (Cantab), MB BChir, MRCP, DRCOG, DFRS

**[www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)**

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