

## A Warm Welcome

Penny Lane Surgery is a well established and highly regarded family Practice.

We have been described by our patients as a "warm, welcoming and caring practice"

### **Our guiding principles are;**

- ✓ To treat patients with dignity & respect
- ✓ To provide patients with an assured quality of preventative, curative and palliative care as well as health education & promotion
- ✓ To develop and enhance the range of services and care of residents within our Practice area. To meet the changing health needs of the future in close co-operation with our Clinical Commissioning Group (CCG) and other local community & professional groups
- ✓ To operate an ethical, efficient and successful Practice to resource the provision and development of health care.

### **A reminder of some of the services we offer.....**

- ✓ Open access GP surgeries
- ✓ Cervical Cytology
- ✓ Child health surveillance
- ✓ Family planning advice
- ✓ Long term condition management clinics & advice
- ✓ Immunisation and vaccinations
- ✓ Travel vaccinations
- ✓ Pre-conceptual advice
- ✓ Help for carers
- ✓ Practice Nurse appointments

## Reception Opening Hours

	Door Open		Phones Open
<b>Monday (OA)</b>	8.30-12.30	1-6.00	8-6.30
<b>Tuesday</b>	8.30-12.30	1-6.00	8-6.30
<b>Wednesday (OA)</b>	8.30-12.30	1-6.00	8-6.30
<b>Thursday</b>	8.30-12.30	1-6.00	8-6.30
<b>Friday (OA)</b>	8.30-12.30	1-6.00	8-6.30
<b>Saturday</b>	Closed		
<b>Sunday</b>	Closed		

**OA = Open Access**

## Accessing A GP

### Open Access

**Every Monday, Wednesday and Friday morning** we offer **open access surgeries**. This means that any patient who arrives in the surgery before 10am will be seen by a Doctor working that morning.

On arrival patients are given a time for their appointment and they can then choose to either wait in the Surgery or leave and come back in time for their appointment.

Please note we are unable to offer patients their choice of Doctor at these sessions

### Booking appointments with Doctors

At all other times patients can see doctors only by appointments made in advance

Our appointments become available daily on a rolling 14 day basis.

## Repeat Prescriptions

There are many options for patients when ordering their repeat medication

- ✓ Tick the appropriate medication on the computer counterfoil of your last prescription. Then hand this in to reception
- ✓ Request via the practice website at [www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)
- ✓ We will send a prescription to you if you provide an SAE
- ✓ Because of the potential for mistakes we **WILL NOT** accept requests over the phone

Please ensure you allow **2 working days** for your repeat request to be processed and for the script to be available for collection.

## Test Results

It is your responsibility to follow-up the results of any test you may have had arranged by a GP or Nurse. Please allow 5-10 days for the results to be returned to the Surgery

For reasons of confidentiality test results will only be given to the person to whom they relate. Exceptions to this can only be with the prior consent of the patient concerned

## Confidentiality

The confidentiality of patient information is maintained at all times in accordance with NHS guidelines and all staff are regularly reminded of their responsibilities in this regard.

The same standards of confidentiality are applied to information held on our computer system and, in this respect, we are registered under the Data Protection Act.