

Practice Manager: Anna Powell

Practice Nurse: Michelle Riley

Assistant Practitioner: Sharon Raynor

Receptionists

The surgery reception staff are all fully trained and experienced in dealing with confidentiality issues.

District Nurses

The District Nurses are based at Tyldesley Clinic and can be contacted on 01942 482600 for appointments and advice.

Health Visitor

The Health Visitor is based at Tyldesley Clinic Health visitors can be contacted on 01942 482615.

Midwives/Maternity Care

Midwives hold a clinic in the Surgery every Friday Morning 10am – 12 noon

Disabled Access

The premises have suitable full access for disabled and wheelchair dependent persons

CCTV

There are certain areas of The Surgery that are covered by CCTV cameras.

Patient Participation Group (PPG)

For more details please take a look at the Patient Participation Group leaflet or ask to speak to the Practice Manager.

Contact Details

Please inform the surgery with any change of name, address or telephone number as soon as possible.

Complaints , Compliments & Suggestions

Complaints can be made by speaking to the practice manager or completing the complaint form. Please ask a member of staff. Our aim is that all our patients are healthy and happy

Abusive/Violent Patients

The surgery operates a **ZERO** tolerance policy.

Immediate action will be taken against abusive and/or violent patients.

Practice Boundaries

The practice accepts patients within a 3 mile radius of the surgery. If you wish to register with The Surgery call in for the necessary forms.

Confidentiality

All patient information is considered to be confidential and we comply fully with the General Data Protection Regulation (GDPR). All employees have access to this information in relation to their role and have signed a confidentiality agreement.

Information may be shared, in confidence, with other NHS organisations in the interests of patient care. For information is on our website.

Patient Access Online

You can now order repeat prescriptions, book appointments or view your medical record online.

To register visit our website:-

www.thesurgerytyldesley.co.uk



PATIENT LEAFLET

Dr C P Khatri & Partners
The Surgery
High Street
Tyldesley
Manchester
M29 8AL

Tel: 01942 882950

Fax: 01942 886611

Website: www.thesurgerytyldesley.co.uk

Email: gp-p92033@nhs.net

Dr Chandra P Khatri (Male)
M.B.B.S., F.P.A 1971
University of Indore, India.

Dr Mani Ranganathan (Male)
M.B.C.H.B RCGP

Dr Zenalabdin Saab (Male)
MB ChB 1996 University of Mosul

Reception Times

Monday	8.00am – 8.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm

GP Clinics

Dr C. P Khatri:	Mon, Tues, Wed
Dr Mani:	Mon, Tues, Wed, Thurs (AM) Fri
Dr Saab:	Mon, Thurs, Fri

Consultations

The Surgery operates on an appointment system,

10 minute intervals. Not all problems can always be dealt with in that time. Although you are registered with a particular Doctor you are free to consult any of the Doctors. Urgent cases will be triaged and an appointment given if necessary.

Clinics

- Asthma/COPD
- Cervical Cytology/Smears
- Blood Pressure
- Spirometry
- Holiday Vaccination and Advice
- Smoking Cessation
- Diabetic
- Diet Advice
- Chronic Heart Disease
- Well Person
- Family Planning
- Childhood Immunisations
- Antenatal/Postnatal
- Minor surgery
- Epilepsy
- Child Health Surveillance

Home Visits

Requests must be made to the Surgery before 10.00am to allow the Doctor to plan their visits. Please note home visit requests should be for people who are **HOUSEBOUND OR WHO ARE TOO ILL TO ATTEND THE SURGERY.**

Please give as many details as possible when calling. The decision to carry out the home visit is at the Doctors discretion and a telephone consultation may be placed prior to the visit.

Lack of transport is not an acceptable reason for a home visit.

Out of Hours Appointments

For urgent medical assistance that cannot wait until the surgery re-opens, please call NHS 111. Calls to this number are free from landlines and mobiles.

If you have a life threatening medical emergency please dial 999.

For non-urgent appointments during the evening, weekend and Wednesday afternoons please ring 01942 482848.

Walk In Centre and A & E

Leigh Walk-in-Centre is open from 7am till 9pm every day.

Alternatively Wigan RAEI, Bolton Royal Hospital and Manchester Royal hospital and Salford Royal Hospital, all are open 24 hours.

PLEASE NOTE THESE SERVICES MUST BE USED FOR EMERGENCIES ONLY THAT CANNOT WAIT UNTIL THE SURGERY RE-OPENS

Repeat Prescriptions

It is the patients responsibility to order repeat prescriptions when they are due to ensure

continuity of medication. Prescriptions need to be ordered 48 hours in advance (excluding weekends).

You can order your prescriptions by bringing your slips into the surgery or order via Patient Online Access :-

Visit our website: www.thesurgerytyldesley.co.uk

Please supply a stamped addressed envelope if you wish for your prescription to be returned by post.

Telephone requests will not be accepted unless in exceptional circumstances.

Patients Rights and Responsibilities

Patients need to contact the surgery after 10.30 am for results of x-rays, scans, blood and urine tests requested by the Doctors.

If you find that you no longer need an appointment that has been booked could you please cancel as soon as possible to reduce waiting times for all

patients.

Patients who frequently do not attend (DNA) appointments without cancelling may result in being ask to leave the Practice panel and register elsewhere.

Car Park

This car park is not owned by the surgery and will not accept responsibility for damage, accidents or losses.