

### CLINICIAN AVAILABILITY

	Dr Anderson	Dr Khan	Dr Begum
Mon	✓	x	x
Tues	✓	x	x
Wed	x	x	x
Thur	✓	x	✓
Fri	✓	x	✓

	Dr Essilfie	Dr Afolabie	ANP Mawdsley
Mon	x	x	✓
Tues	x	x	✓
Wed	x	x	✓
Thur	x	✓	x
Fri	x	✓	✓

### ADVANCED NURSE PRACTITIONER TRIAGE SURGERY

We have Advanced Nurse Practitioners and Nurse Practitioners who work alongside the Doctors to provide medical services including holding surgeries. They are able to prescribe a range of medicines.

#### Other clinicians

You may also be seen by a First Contact Practitioner, Mental Health Practitioner, Trainee Nursing Associate, Nursing associate, GPA (General Practice assistant) or Community Pharmacist whilst visiting the Practice

### NURSING TEAM CLINIC DAYS

Monday	Nurse, NA, TNA & GPA
Tuesday	NA
Wednesday	NURSE & NA
Thursday	NURSE, NA, TNA
Friday	NURSE, NA, TNA & GPA

**BABY HEALTH CHECKS** are held on Thursday and Friday mornings and are by appointment only.

**BABY IMMUNISATION CLINIC** is held on a Wednesday morning and is by appointment only

**All consultations with a member of the clinical team are by appointment only – appointments can be face to face or remotely via video, telephone or e-mail.**

### WHEN THE SURGERY IS CLOSED

You can ring NHS 111 for help and advice.

#### NHS111

111 is the NHS non-emergency number, it's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask a series of questions and then direct you to the best medical care for you.

NHS111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

WALK-IN-CENTRE – Leigh Infirmary  
01942 483453 The Avenue, Leigh WN7 1HS

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.**

### COMPLAINTS PROCEDURE & SUGGESTIONS

We value constructive comments or complaints which we will act upon without delay. We have a complaints policy which is also available in 'Easy Read' format.

**Contact:** Sharon Schofield, Practice Manager or Louise Picking, Assistant Practice Manager

### PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group who can be contact via e-mail on:

[Ppg.boothst@nhs.net](mailto:Ppg.boothst@nhs.net)

### NOTES FOR PATIENTS

#### PLEASE DO

- Arrive on time for your appointment. Please note you will be seen at your appointment time not in order of arrival
- Remember to cancel your appointment if you are unable to attend, it can be given to someone else
- If you do not understand the information you have been given during the consultation tell the doctor/nurse and they will be happy to explain again. This can avoid any misunderstanding at a later date
- Ask for a private room if you need to discuss confidential matters with the reception staff
- Contact the surgery for test results: X-rays, scans etc. 10-14 after the test  
Blood test results after 7 days
- If you require a chaperone -please ask

#### PLEASE DON'T

- Use one appointment for more than one person
- Attend the Practice without an appointment and expect to be seen.
- Walk into any consultation room without first being called in by the clinician.

## **VIOLENT OR ABUSIVE BEHAVIOUR**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour, if they persist we may exercise our right to take action to have them removed, immediately if necessary, from our patient list

You have a right to know what information we hold about you. If you would like to see your records, please contact Reception.

*Dr Richard Anderson*  
*Dr Mehreen Khan*  
*Dr Shila Begum*  
*Dr AbaNyanb Essilfie*  
*Dr Yewande Afolabi*

**BOOTHSTOWN MEDICAL CENTRE**  
**Parr Bridge Health and Wellbeing Centre**  
**Mosley Common Road**  
**Tyldesley**  
**M29 8RZ**

**Telephone: 01942 483828**

**Website: [www.boothstownmedicalcentre.co.uk](http://www.boothstownmedicalcentre.co.uk)**

**Askmygp <https://my.askmygp.uk/?c=P92605>**

### **SURGERY and Telephone OPENING HOURS**

<b>MONDAY</b>	<b>8.00am – 6:30pm</b>
<b>TUESDAY</b>	<b>8.00am – 6:30pm</b>
<b>WEDNESDAY</b>	<b>8.00am – 6.30pm</b>
<b>THURSDAY</b>	<b>8:00am – 6:30pm</b>
<b>FRIDAY</b>	<b>8.00am – 6.30pm</b>

### **OUT OF HOURS**

**MONDAY–FRIDAY 6.30.pm – 8am**

**WEEKEND FROM FRIDAY 6.30pm –MONDAY  
8am**

You can contact the HUB on 01942 482848 where you will be able to book an appointment to see a GP. You will be given an appointment to attend designated centres/hubs across the Wigan Borough, during the hours of 6:30pm to 8:00pm weekdays and 10:00am to 4:00pm Saturdays and Sundays.  
**Please note that these appointments are not at this surgery.**

There is easy access parking for the disabled and electrical vehicle charging points

Our practice area covers Mosley Common, Boothstown, Astley, Tyldesley and Ellenbrook.

We believe in providing personal, continuing medical care and try to ensure that you have contact with the doctor of your choice, whenever possible, you can do this by requesting your preferred doctor at the time of submitting your Askmygp request.

### **How to register with the Practice**

If you live in our practice area and would like to register, please do so via our Practice Website

<https://www.boothstownmedicalcentre.co.uk/contact-us/register/>

If you do not have access to the internet you can come to the practice where you will be provided with a Registration Pack, to take away and complete.

### **YOUR DOCTORS ARE**

**Dr Richard Anderson MB.Ch.B**

(MALE) Qualified 1993

Interests include Minor Surgery and Musculo-skeletal

**Dr Mehreen Khan MRCGP, MbCHB, Bsc, DRCOG, DFRH (Female)**

**Dr Shila Begum MbCHB(female)**

**Dr AbaNyanba Essilfie MRCGP, MD, B.Sc.(female)**

**Dr Yewande Afolabi MRCGP, B.Sc (Female)**

**YOUR ANP IS:** Mary Mawdsley

**YOUR NURSE IS:** Sr Kathy Haggan

**Your Nursing Associate:** position vacant

**Details of Primary Medical Services in the area may be obtained from NHS England  
PO Box 16738  
Redditch B97 9PT**

**Tel: 0300 311 22 33 (Mon to Fri 8am to 6pm, excluding English Bank Holidays)  
Email: [englandcontactus@nhs.net](mailto:englandcontactus@nhs.net)**

**PRACTICE MANAGER**

Sharon Schofield

**ASSISTANT PRACTICE MANAGER**

Louise Picking

**SECRETARIES**

Deborah Williams / Sheela Bhatlekar

**RECEPTION STAFF**

Deborah Williams  
Stephanie Wright  
Jayne Robinson  
Sheela Bhatlekar  
Rachel Pover  
Andrea Mellor  
Louise Gregory  
Samantha Napier

**PRIMARY HEALTH CARE TEAM**

**HEALTH VISITORS**

Wigan area **Tel:** 01942 482620

Salford area **Tel:** 0161 212 5229

**DISTRICT NURSES**

**01942 483483**

**COMMUNITY MIDWIVES**

We have two teams of midwives who run antenatal clinics off site

**Wigan patients please self-refer online:**

**<https://www.wvl.nhs.uk/maternity-self-referral-form>**

**Salford patients please self-refer by ringing  
0161 357 1006**

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**SERVICES & CLINICS WE PROVIDE**

**HEALTH PROMOTION & DISEASE  
MANAGEMENT**

DIABETES, ASTHMA, COPD, WELL WOMAN, WELL MAN,  
ANTE NATAL/POSTNATAL,  
HYPERTENSION, ANTI-COAGULATION MONITORING,  
TRAVEL VACCINATION,  
CHILDHOOD IMMUNISATION, CHILD HEALTH &  
DEVELOPMENT, FAMILY PLANNING, HEART DISEASE,  
PHLEBOTOMY, MINOR SURGERY, MENTAL HEALTH,  
LEARNING DISABILITIES,  
SMOKING CESSATION.

**All consultations are by appointment. All requests for an appointment are triaged by a Clinician. We provide remote consultations where examination is not needed and this suits both you and the doctor**

**HOME VISIT**

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason we ask our patients to come to the surgery if at all possible. If your condition means you cannot attend surgery we would appreciate it if you could please contact the practice before **10:00am**

**REPEAT PRESCRIPTIONS**

Please allow 48 working hours' notice (excluding weekends & Bank Holidays). You can order your prescription in the following ways: by post, via email, via online services such as the NHS App and via Askmygp. You can also call into the Surgery with a written request.

Telephone requests will only be accepted from patients who are housebound.

**The NHS APP** is easy to use. You can register via the link below:

<https://www.nhsapp.service.nhs.uk/login>

You can e-mail a prescription request to:

**[gp-p92605@nhs.net](mailto:gp-p92605@nhs.net)**

**PATIENT CONFIDENTIALITY**

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

**REASONABLE ADJUSTMENTS**

We need to know if you have any communication needs or reasonable adjustments that you may have or need the Practice to make. We will look at providing means of assisting patients/carers with needs to communicate with us and other health providers more easily. When you next contact the practice please advise staff of any needs you may have.