

Brookfield Surgery

Whitbarrow Road, Lymm, Cheshire WA13 9DB



Dr Aparna Rao

Dr Priya Sumra

Dr Emma Lynch

Doctor Matthew Leech

Tel: 01925 756969

Web: www.brookfieldsurgery.co.uk

Email:

warccg.brookfieldadmin@nhs.net

Welcome To Brookfield Surgery

GP REGISTRAR TRAINING

Brookfield Surgery is a training practice for GP Registrars. Dr Rao and Dr Sumra are GP Trainers. It is sometimes necessary for consultations to be video recorded for teaching purposes. Patients will be notified and their consent sought prior to any video consultations.

PARTNERS

Dr Aparna Rao	MBBS (Newcastle 1994) DRCOG MRCGP
Dr Priya Sumra	MBBS (November 1999) MRCGP, FRCR
Dr Emma Lynch	BA (Oxon) MBBCh (Hons) MRCGP
Dr Matthew Leech	MBChB (Hons) BSc (Hons) MRCGP DRCOG

SALARIED GPs

Dr Sarah Williams	MBChB MRCGP DRCOG DFFP
Dr Daria Mudrak	MBChB MSc MRCGP
Dr Nandini Biswas	MBBS, MRCGP

THE PRACTICE TEAM

Practice Nurses Nurse

Lisa Oliver Nurse	RGN
Georgia Campbells	RCN
Nurse Jane Newsholme	RCN

Advanced Nurse Practitioner

Nurse Carol Geggie	RGN HCA
Kerry	HCA

Visit our website: www.brookfieldsurgery.co.uk

THE ADMINISTRATION TEAM

Practice and Finance Manager

Debbie Taylor

Deputy Practice Manager

Beverley Stirrup

Receptionist Manager

Sharron Worrall

Secretarial, Prescription, Workflow, Reception and Administration Teams

CLINICS

Bereavement Support

As we know bereavement is traumatic in normal circumstances but during COVID 19, there have been additional challenges for those whose loved ones have died. However, NHS Warrington Clinical Commissioning Group and the local authority have some useful online resources in place to help people at the moment going through bereavement.

The pages are available at <https://www.warringtonccg.nhs.uk/Images/Page%20Images/your-health/bereavement-support.htm> or happyoksad.warrington.gov.uk

Cervical Smears

We believe that it is important for women to attend for cervical smear testing. Please ask at reception for a 20-minute appointment with the nurses.

Children's Immunisations

We run a comprehensive childhood vaccination clinic. This clinic offers a full range of recommended childhood vaccinations. Written parental consent is required if a parent does not accompany the child.

Contraception

All doctors are happy to provide contraception services.

Diabetic Clinic

Reviews are carried out by Diabetic Nurse at the surgery by appointment.

For the latest information click to: www.brookfieldsurgery.co.uk



**It's not a 999 emergency,
but you need
medical help fast?**

Call 111 for medical
advice, assessment and direction to the best
medical treatment for you

www.nhs.uk/111



Influenza

It is advised that certain high risk patients should have an annual vaccination against influenza. These groups include all patients over 65 and those suffering from conditions such as chronic bronchitis, asthma, angina or other heart conditions, diabetes and chronic kidney problems. It is also advised that pregnant women should be offered the influenza vaccine.

Learning Disability Health Check

Patients will be invited annually for a health check. Please contact reception for further information.

Midwife

Pregnant ladies are able to self-refer to the midwife by completing an online referral form available at <https://whh.nhs.uk/services/maternity> or alternatively calling Community Midwives Team on 01925 662092 Monday-Friday 9.00am to 5.00pm (answerphone available out of office hours).

Postnatal And Six to Eight Week Baby Checks

GPs carry out six to eight week baby health checks.

Travel Clinic

The practice nurses offer a travel vaccination clinic. A full itinerary of your travel plans is required to ensure that you receive the appropriately advised vaccines.

Please visit the following websites for advice on any vaccines which may be required:

Fit for Travel <http://www.fitfortravel.nhs.uk>

NaTHnac <https://nathnac.net>

NHS Health Checks

Eligible patients aged 40-74 are invited to book an NHS Health Check every five years with our practice nursing team. Please contact the surgery on 01925 756969 to arrange this.

ATTACHED SERVICES

Midwives, Health Visitors, Community Paramedics, Mental Health Practitioners, Physio, Social Prescribers, Care Co-ordinator, Clinical Pharmacist.

SURGERY OPENING TIMES

MONDAY	8.00am - 6.30pm
TUESDAY	8.00am - 8.00pm
WEDNESDAY	8.00am - 6.30pm
THURSDAY	8.00pm - 6.30pm
FRIDAY	8.00am - 6.30pm

Please note the surgery closes on the last Thursday of the month for Protected Learning Time from 1.00pm.

HOW TO SEE THE DOCTOR

You can, by choice, consult any of the doctors, provided there is an appointment available. You can make an appointment by submitting an online e-consult, calling in at reception or telephone the surgery on **01925 756969** or speak to a member of the reception team. In some cases you may be asked for some information; this is so that we can ensure that you are offered an appointment with the most appropriate person to deal with your condition. Urgent cases will be seen the same day. In addition, appointments are available to book on-line using our website www.brookfieldsurgery.co.uk If you would like to register for this service, please call in at reception. You will be asked to provide photographic evidence of your identity in order to comply with GDPR.

If you are unable to keep your appointment, please let us know so that we can offer the appointment to another patient. If we have your mobile number, we will send you a text reminder of your appointment which you can also cancel.

Visit our website: www.brookfieldsurgery.co.uk

HOME VISITS

Home visits are reserved for terminally ill patients or the housebound. Please contact the surgery before 10.30am to request a home visit.

WHEN THE SURGERY IS CLOSED

If you need a doctor for emergency medical help when the surgery is closed, you can telephone on the usual surgery number **01925 756969** where you will be given details on how to **contact 111**, the NHS Helpline. The service operates between 6.30pm and 8.00am Monday to Friday and 24 hours over the weekend period and Bank Holidays.

REPEAT PRESCRIPTIONS

If you require a repeat prescription you may:

Email: warccg.brookfieldpm@nhs.net

Call in to reception

Via patient online services on the surgery website

By post

We prefer not to accept telephone requests unless you are housebound.

NAMED ACCOUNTABLE GP

In the first instance, patients will be allocated a named GP. However, if a patient requests a particular GP, reasonable efforts will be made to accommodate the preference, recognising that there are occasions when the practice may not feel the patient's preference is suitable.

TESTS AND RESULTS

We do not routinely phone patients with test results unless medication is urgently needed. Please contact the surgery after 3.00pm for test results.

For the latest information click to: www.brookfieldsurgery.co.uk

NEW PATIENT REGISTRATION

To register with the surgery please call at reception or visit our website www.brookfieldsurgery.co.uk to fill in the necessary forms. To register you must reside within the practice area and evidence in the form of photo ID/ utility bill will be required. If you are on any repeat medication you will need to see a GP before we can issue you a prescription.

ZERO TOLERANCE POLICY

Violent or Abusive Behavior: Any violent or abusive behavior to any member of staff or other patients will result in immediate removal from the practice.

COMPLIMENTS/SUGGESTIONS AND COMPLAINTS

If you would like to suggest an idea, make a complaint or even offer some praise, please contact our Reception Team or email warccg.brookfieldadmin@nhs.net

CONFIDENTIALITY AND DATA PROTECTION

PATIENT CHOICE: As part of the Government's Patients Choice initiative, we use the WRAG system for referrals.

CLINICAL GOVERNANCE: The Government has adopted a system of Clinical Governance to ensure national standards in health services. It covers all aspects of health services to ensure patients receive the highest possible quality care.

CONFIDENTIALITY AND DATA PROTECTION: Practice staff have access to patient records, where appropriate, in accordance with strict clinical governance and confidentiality rules.

Visit our website: www.brookfieldsurgery.co.uk

GENERAL DATA PROTECTION REGULATION (GDPR)

Please ask at reception for a copy of our Privacy Notice.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

A freedom of information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the “classes” of information the practice intends to routinely make available. The scheme is available from reception.

CHANGE OF ADDRESS AND TELEPHONE NUMBER

We ask that you notify us of any change of your address or telephone numbers. We can only use these current details, so if they have not been updated then we may not be able to contact you when necessary.

PATIENT PARTICIPATION GROUP (PPG)

Brookfield Surgery has an active PPG which represents our patient population. Patients wishing to feed into this group with suggestions about our NHS services are welcome to join our group. Please express your interest at reception.

FRIENDS AND FAMILY

You can now take part in our Friends and Family test online via the practice website or by completing a form in the surgery and posting it in one of the collection boxes. All comments and feedback are welcome.

For the latest information click to: www.brookfieldsurgery.co.uk

NON NHS WORK

Fees are charged for services not covered by the NHS. These include insurance claim forms, reports, medicals for insurance, driving etc, private medical, private prescriptions, certificates, passport forms, letters to third parties, tests not covered by the NHS, holiday cancellation forms and some vaccinations for travelling abroad. Payment for the above will be the responsibility of the patient. Reception will provide information regarding charges.

CHAPERONE

All patients are entitled to have a chaperone present for any consultations, examination or procedure where they feel one is required. Your doctor/nurse may also require a chaperone to be present for certain consultations in accordance with our current chaperone policy.

Please inform reception when booking an appointment if you require a chaperone for your consultation.

ACCESSIBLE INFORMATION STANDARD

All NHS organisations are required to meet the Accessible Information Standard. This aims to make sure that people with disabilities have access to information that they can understand and any communication support they might need. As part of this process, we want to get better at communicating with our patients. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know. We are keen to hear from you if you have a visual or hearing impairment or another disability and would prefer to receive information in a different format.

FURTHER PRACTICE DETAILS

The practice has disabled access and facilities for all patients and will always offer assistance where necessary.

We always try and place you with the doctor of choice but it may not always be possible, please note all doctors and locums have full access to your records.

ACCESS TO PATIENT RECORDS

Patients may apply for access to their own records or may authorise third parties via consent such as solicitors, employers or insurance companies to do so on their behalf. If access is required from the practice, please apply in writing to the practice.

CARERS

The practice has a carers' register for people who care for a relative/ friend/ neighbour. Carers information packs are available at reception and there is a carers' information board in the waiting room for reference.

We always try and place you with the doctor of choice but it may not always be possible. Please note all doctors and locums have full access to your records.

BROOKFIELD SURGERY PRACTICE CHARTER

Caring for your health is a partnership between yourself and the medical team and we outline mutual responsibilities below:

Our Responsibilities

- You will be treated as a partner in the care you receive.
- We will endeavor to answer the phone promptly and courteously.
- We will provide 10 minute appointments (less time will be allocated for emergency appointments).
- You will be able to see the doctor of your choice (where possible) within 48 hours of your request.
- We will try to ensure that you are seen on time and will offer an explanation if a prolonged delay occurs of over 20 minutes.
- If your problem is urgent you will be seen as soon as possible on the same day. This may not be with your usual doctor.
- If surgeries have to be cancelled for any reason we will try to notify you as soon as possible.
- At the discretion of the doctor, we will visit you at home if you are too ill or infirm to attend the surgery.
- We will explain the likely effects of any drugs and review your long term medical needs as agreed intervals. All treatment will be by mutual consent.
- Repeat prescriptions will normally be ready within 48 hours of the request (medication requiring review may take longer).
- We will advise you about how and when to obtain the results of any tests or x-rays you have undergone. You will be contacted directly in the event of an abnormal result.

- We will arrange any specialist treatment and if we believe you require a second opinion we will try to help you access this. Decisions regarding your treatment, including the options open to you, will be explained and discussed before any referral is made.
- We will maintain accurate medical records.
- We will keep you informed and up to date about practice information with our health and practice information booklets, notice boards and literature in the waiting room and the practice newsletter and website.
- You have the right to have access to your health records, subject to limitations and know that all information will be kept confidential.
- We will inform you about how to make comments about the services we offer and will respond quickly to any written complaints.
- You are entitled to a copy of our practice leaflet.
- We will offer a wide range of advice and information about how you can promote good health and avoid illnesses.
- We reserve the right to remove patients from our list.

Your Responsibilities

- Help us to help you. Being a partner means that we have responsibilities to each other.
- Please try to ring outside peak times ie after 11.00am for routine enquiries.
- Please inform us if you are unable to attend an appointment.
- Please remember that an appointment is for one person only. Where another family member needs to be seen – even if the symptoms are identical to yours – another appointment should be made. If we are running late please be patient as the delay is invariably caused by the severity of another patient's illness. If you require a longer appointment, please request at the time of booking.
- Please remember that the doctor of your choice may not always be available due to other commitments.
- Please endeavour to ring before 10.00am for an urgent appointment unless a genuine emergency arises later.

NOTES

- Please do not ask for a home visit unless the patient is too ill or infirm to visit the surgery. Most children can be quite safely brought to the surgery by car. Please remember that the doctor has the right to decide whether a home visit is necessary.
- Please follow medical advice offered and take medications as advised.
- Please remember to order prescriptions within plenty of time. Late requests place unnecessary strain on the system.
- Please remember to check your cupboards before ordering prescriptions.
- Please allow sufficient time for test results to return to the surgery. Please ring outside peak surgery times, ideally after 3.00pm.
- You have the right to be referred to a consultant and ask for a second opinion if you and your GP think it necessary. If you change your mind please inform both the hospital and surgery.
- You have the right to receive a copy of the surgery leaflet - please read it carefully to get the most from the services offered.
- You have a responsibility to inform us of any change of name, address or phone number.
- We welcome constructive comments and our leaflet explains the procedure for receiving patient views.
- We can make your records available but there may be a charge.
- If you are unhappy with the surgery you have the right to leave our list and register with another practice.

CLINICAL COMMISSIONING GROUP

Warrington Clinical Commissioning Group
Arpley House, 110 Birchwood Boulevard, Birchwood, Warrington
WA3 7QH

Tel 01925 843636

For more general information you can go the NHS Choices Website at www.nhs.uk/

Visit our website: www.brookfieldsurgery.co.uk

PRACTICE BOOKLETS
Neighbourhood Direct Ltd

Practice Boundary Area

Our surgery is available to all patients
in the WA13/WA16 area

