

# Practice Information Leaflet

## Willow Bank Surgery

Adderley Green Medical Services LTD provide NHS Services under an Alternative Provider Medical Services Contract (APMS).

**Meir Primary Care Centre, 2<sup>nd</sup> Floor, Weston Road, Meir, Stoke on Trent ST3 6AB**

**Branch Site: Longton South Primary Care Centre, Greendock Street, Stoke on Trent, ST3 2NA**

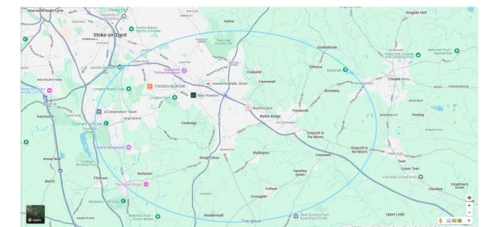
Telephone No. 0300 123 5002

Email address:

[willowbanksurgery@stoke.nhs.uk](mailto:willowbanksurgery@stoke.nhs.uk)

Website: [Homepage - Willow Bank Surgery](#)

**GP services are provided to the following areas:**



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

### Opening hours

Mon–Friday	8:00 am	6:30 pm
Saturday	<b>CLOSED</b>	<b>CLOSED</b>
Sunday	<b>CLOSED</b>	<b>CLOSED</b>

### Branch surgery: Longton South Primary Care Centre

Mon–Friday	10:30 -1pm	1:30 – 4pm
Saturday	<b>CLOSED</b>	<b>CLOSED</b>
Sunday	<b>CLOSED</b>	<b>CLOSED</b>

### Improved access/Extended hours

Thursday 4pm – 8pm – Meir PCC

Saturday 9am – 5pm – Longton H/C

### Are you using the right service?

<p><b>SELF-CARE</b></p> <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p> <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p> <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p><b>GP ADVICE</b></p> <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p> <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p> <p>Emergencies only</p> <p>Severe bleeding</p> <p>Choking</p> <p>Breathing difficulties</p> <p>Chest pain</p> <p>Stroke</p>
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### Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Women's Health Clinic** – We offer a full range of women's health services including coil fitting and removal, menopause support and HRT plus implant insertion and removal.
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40<sup>th</sup> birthday dependent on whether they have any chronic disease.
- **Diabetic Specialist Clinic** – The practice offers clinics with our diabetic specialist team for insulin initiation and complex diabetes management.

Willow Bank is also part of a Primary Care Network that offers appointments with Mental Health Practitioners, Physiotherapists, Social Prescribers, Paramedics, Health and Wellbeing Coaches and GPs.

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

### Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

### How to register at the practice

The quickest way to register is to use the practice website. If you are unable to use the website, please contact the practice for information about how to register.

### Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs. Language line is also available.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](#).

### Offsite & Online Services

The practice offers a wide range of online and offsite services including home visits, telephone or video consultations.

### The practice team

This practice operates under an Alternative Provider Medical Services Contract (APMS) and provide services on behalf of the NHS.

### Partners

**Dr Sri Sundaram (GP Male) – MBBS, FRCGP, DFFP.**

**Dr Bala Sankarasubbu (GP Female) – MBBS, DFRH, DRCOG, FRCGP and BMS accredited Menopause Specialist**

### Salaried GPs

**Dr Thari Ratladi (GP Male)**

### Nurses

**Paul Tabbinor – Advanced Nurse Practitioner**

**Paula Chell – Advanced Nurse Practitioner**

**Mary Shaw – Advanced Nurse Practitioner**

**Debbie Nathaniels – Practice Nurse**

**Karen Seabridge – Practice Nurse**

**Jane Joynson – Diabetic Specialist Nurse**

**Carmel Kaminskas – Diabetic Specialist Nurse**

### Other healthcare staff

**Donna Legeckis – Healthcare**

**Joanne Gibson – Healthcare**

### Practice Manager

**Bev Heath – Head of Operations & Strategy**

### Other management

**Sam Yearsley – Quality Manager**

### Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. Should you be unable to access the website, contact the practice and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at [Homepage - Willow Bank Surgery](#), or contact Bev Heath who is the nominated point of contact for all PPG matters.

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

### NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in the reception area.
- NHS App – please use the app to order your monthly prescription.
- Email – Please email your prescription request to [willowbanksurgery@stoke.nhs.uk](mailto:willowbanksurgery@stoke.nhs.uk)
- Online – Please log in and order via our website [Homepage - Willow Bank Surgery](#)

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Visit our practice website using the QR code below:



Visit our website

### Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP. Please note the named allocated GP and named accountable GP for all registered patients & patients over the age of 75 years is: Dr. Sri Sundaram.

### Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually conducted between 12:00 pm and 1:00 pm, Monday to Friday.

### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via [www.nhs.uk](http://www.nhs.uk)