

# Hindley Health Centre

P.M.S. PRACTICE



17 Liverpool Road  
Hindley  
Wigan  
WN2 3HQ

**Tel: 01942 482505**

**Fax: 01942 482513**

806 Atherton Road  
Hindley Green  
Wigan WN2 4SB

**Tel: 01942 255765**



[www.hindleyhealthcentre.co.uk](http://www.hindleyhealthcentre.co.uk)

# Welcome to Hindley Health Centre

## Doctors

**Dr Daniel Ninan** BSc MBBS DFFP DPD  
Male - registered 1978 London  
(First registered 1973 Kerala, India)

**Dr Mohammad A Nawaz** MBBS DCH  
Male - registered 1972 London  
(First registered 1965 Pakistan)

**Dr Pye P Tun** MBBS MRCP  
Male - registered 1996 London  
(First registered 1989 Rangoon, Burma)

**Dr Sanjeev Arora** MBBS  
Male - registered 2005  
(First registered 1988 India)

**Dr Ganapathy Gopalswamy** MBBS DFFP FRCS (Glasgow) MRCP  
Male - registered 2006  
(First registered 1989 Coimbatore, India)

Locum doctors will be in attendance when required.

This surgery is a teaching and training practice.

The surgery regularly have medical students in attendance.

## The Practice Manager - Mrs Anne Smith

The practice manager is responsible for the daily running of the practice.

If there is anything you feel you would like to discuss or any suggestions you would care to make, then please put this in writing and leave it at reception.

## Reception Staff

Reception staff are here to help you and are always willing to advise patients on any query they may have. Please remember they are only following instructions issued by the doctors when they may appear to be asking personal questions.

## Practice Nurse

Our practice nurse conducts the following clinics (by appointment only): asthma, diabetes, coronary heart disease, COPD, hypertension, childhood immunisations, find and treat programme and life style advice. She is also available to give holiday vaccinations and travel advice.

Appointments may be made by telephoning reception.

## Community Matron

**Natasha Harris** based at Hindley Health Centre and Platt Bridge Clinic manages patients with multiple chronic diseases within their own homes.

Contact numbers are Hindley Health Centre 01942 482505 and Platt Bridge Clinic 482326 (an answer machine is also available).

## District Nurses

The team look after your district nursing needs. They are employed by Ashton, Leigh and Wigan Primary Care Trust who work from within Pennygate Surgery. Their duties include visiting patients of any age in their homes, giving practical assistance and professional advice. Each patient's needs are assessed and the care/treatment is planned accordingly. District nursing sisters are experienced registered general nurses with a certificate or diploma in district nursing. Contact number 01942 254231.

## Health Visitors

**Mrs Lesley Roberts** and **Ms Sharon Swift** may be contacted by telephoning 01942 482470.

## How To See Your Doctor

Consultations are by appointment only but urgent requests are given priority.

Appointments can be made either by telephoning or by calling in person at the appropriate surgery. However, if an urgent appointment is requested at any time, this will be dealt with immediately.

Those who work during the day may find the evening surgeries particularly useful. However, we would ask that patients attend the surgery in the morning **if at all possible** as all the doctors are available then.

## Choice Of Practitioner

The practice will endeavour to meet such requirements where possible and an explanation will be offered if for any reason we are unable to comply.

## Emergency Cover

24-hour emergency cover is provided by Ashton, Leigh and Wigan Out-of-Hours Service, telephone 01942 829911, or NHS Direct, a 24-hour nurse-led helpline, on 0845 4647.

## Home Visits

Patients are expected to attend the surgery wherever possible. Please telephone the surgery before 10.00am if requesting a visit the same day. The receptionist will ask for details of the patient, a contact number and the reason for the visit. Please note that lack of transport is not a valid reason for a visit.

## Repeat Prescriptions

To order a repeat prescription, please place the tear-off slip from your computerised prescription or a handwritten note containing your name, address and the medication required in the box at reception between 8.30am and 6.30pm. Alternatively, you may make a request via the internet from our website, by fax or by post, enclosing a stamped, addressed envelope. The prescription will then be available for collection 48 hours later. Under no circumstances will telephone repeat requests be taken.

## Laboratory Specimens And Tests

If you are asked to provide a specimen for analysis, please ask for a container from reception and ensure you have written your name and date of birth clearly on the container. The specimen container should be placed in the bag attached to the form provided. This must be done before 10.30am so that all specimens are ready for collection. Patients should telephone the surgery within two days for urine results, and five days for blood results.

Please note that patients who have been asked to have blood tests may go with their blood forms to the following locations, at the following times:

- Leigh Infirmary - 7.00 - 9.00am by appointment only tel 01942 483453  
- 8.30am - 2.00pm without an appointment (blood room)
- Thomas Linacre Diagnostic Suite 7.30am-4.30pm Monday to Friday
- Hindley Clinic by appointment only tel 01942 773151

## Health Promotion And Illness Prevention

A variety of free clinics are available to all patients. We can help with weight reduction, smoking cessation, cutting down on alcohol consumption, advice on exercise, new patient medicals and stress reduction. We also offer general health checks to include screening for blood pressure, heart disease and stroke prevention. Please arrange an appointment at reception to see the health care assistant.

## Family Planning

Please see the doctor - we offer a full contraceptive service including coil fitting.

## Maternity Care

We hold weekly antenatal clinics (Fridays 12.30 - 2.00pm) jointly with the midwives.

## Cervical Smears

We recommend smear tests at three-yearly intervals for women between the ages of 25 and 49, and five years for those aged between 50 and 64. Please tell us if you are not currently having these tests and an appointment will be given as soon as possible.

## Counselling

A counsellor is available by appointment each Monday and Thursday. Please see the doctor for a referral.

## Health Checks

Patients under the age of 75 should be seen at least once every three years.

If you are aged 75 years or over, you should be seen annually either by your doctor, community matron, the practice nurse, the district nurse or the health visitor. This can be arranged at the surgery, but if that is not possible a home visit will be arranged.

## Travel Immunisations And Vaccinations

Please contact our practice nurse for advice; immunisations are usually free to patients. Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover.

Visit our website: [www.hindleyhealthcentre.co.uk](http://www.hindleyhealthcentre.co.uk)

## Flu Vaccinations

These are available in the autumn. Please contact reception. They are recommended for people over the age of 65 or those with long-term illness such as asthma, COPD, diabetes, heart problems, immuno suppressed etc. Vaccinations are also advised for registered carers. Pneumococcal vaccinations are also available all year round.

## Minor Surgery

We provide a minor surgery service.

## Disabled Access

Disabled access is provided. Four disabled parking spaces are available on the rear car park of the health centre, which is accessed via the entrance immediately by the bus stop on Liverpool Road.

## Car Parking

There is a large car park available.

## Private Fees For Non-NHS Work

Like any other profession, your GP is entitled to charge for the provision of a service. In our case, this applies to any work that does not fall under the umbrella of the NHS and includes private health care, insurance forms, passport applications, private sick notes, holiday cancellation forms and many others.

## Practice Area

Hindley Health Centre is willing to accept patients residing in surrounding areas; please check at reception.

## How To Register As A Patient

To register, please call into the surgery and ask at reception for a GMS1 registration form. Once the form is completed, we ask that you book a new patient registration health check with our health care assistant.

## Opening Hours

**The Hindley Health Centre** is open from 8.30am until 6.30pm Monday, Tuesday, Thursday and Friday and 8.30am until 5.00pm on Wednesdays.

**The Hindley Green Branch Surgery** is open from 9.00am until 1.00pm Monday, Tuesday, Thursday and Friday and 9.00am until 4.00pm on Wednesdays. Then 3.00 until 5.00pm Monday, Tuesday, Thursday and Friday and 3.00 until 5.00pm on Wednesdays.

In addition to the above opening hours we are able to offer all our patients the convenience of the following extra surgeries held at **Hindley Health Centre**:

Each Saturday from 9.00 - 11.00am Dr appts each Sat and HCA appts one Sat per month  
Late Evening each Monday from 6.30 - 8.00pm Dr appts and nurse appts

For the latest information click to: [www.hindleyhealthcentre.co.uk](http://www.hindleyhealthcentre.co.uk)

## Hindley Sure Start Children's Centre



We offer a wide variety of services for children 0-5 years, and their families, 51 weeks of the year. These include antenatal activities, parent and toddler groups, family learning and much more!

*Come along and join in the activities in relaxed, informal surroundings or enjoy a healthy snack in our community café!*

**For more information contact us on 01942 776106**

Our onsite Hindley Sure Start LA Nursery school is open 51 weeks of the year, 8am - 6pm and offers a variety of services including:

- Education and care services for 3 & 4 year olds including full day care
- After-school care and holiday club for 3 - 7 year olds
- Play and resource library



For information on charges and to book places call **01942 776131**  
Hindley Children's Centre, Mornington Road, Hindley, Wigan, WN2 4LG

## Sure Start

Early childhood is a time of vital importance in a child's development. Children's experiences in the earliest years of their life are critical to their subsequent development – high quality, early education is the most important factor bar none in determining a child's life chances. They should be enjoyable, secure years, but full of fun and challenge. They are a time when children develop rapidly – physically, intellectually, emotionally and socially.

Sure Start brings together childcare, early education, health and family support services for families with children under 5 years old.

Sure Start is the cornerstone of the Government's drive to tackle child poverty and social exclusion working with parents-to-be, parents/carers and children to promote the physical, intellectual and social development of babies and young children so that they can flourish at home and when they get to school.

Sure Start brings together service providers – statutory, like health, social services and early education, as well as voluntary, private and community organisations and parents themselves, to provide integrated services for young children and their families based on what local children need and parents want.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

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## General Builder

Carrying out building work can be quite stressful, disruptive, inconvenient and costly. To minimise the impact on the home owner of any building work, it is important to take time to make sure you choose the right builder. This will depend on the type of work to be undertaken: a new back door or a two-storey extension, for example.

Ask around. The best guide to which builders in your area do the best job, and for the right price, will come from the personal experience of your friends and neighbours. Make sure you find a builder who will take responsibility for the whole job and project manage it. Some of the contractors - electricians, plumbers, heating engineers, tilers etc - may very well be sub-contractors brought in for a specific part of the job but the builder should accept overall responsibility for their work.

A builder who has been trading in the area for many years is very likely to fit the bill in that he couldn't have survived for so long without a good reputation! Membership of a recognised trade body will give you added confidence in his ability and integrity.

You should make an agreement or contract in writing with your builder. It should outline the work to be done, date of completion, security and safety, catering and lavatory arrangements, disposal of waste materials, hours of working and so on.

A good local builder is worth his weight in gold!

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

## Surgery Hours

**Hindley Health Centre, Liverpool Road, Hindley**

**Tel: 01942 482505**

Monday	9.00 - 11.00am	3.50 - 6.00pm	6.30 - 8.00pm
Tuesday	9.00 - 11.00am	3.50 - 6.00pm	
Wednesday	9.00 - 11.00am	3.00 - 5.00pm	
Thursday	7.00 - 8.00am 9.00 - 11.00am	3.50 - 6.00pm	
Friday	9.00 - 11.00am	3.50 - 6.00pm	
Saturday	9.00 - 11.00am		

**Hindley Green Branch Surgery, Atherton Road, Hindley**

**Tel: 01942 255765**

Monday	9.00 - 11.00am	3.00 - 5.00pm
Tuesday	9.00 - 11.00am	3.00 - 5.00pm
Wednesday	9.00 - 11.00am	2.00 - 4.00pm
Thursday	9.00 - 11.00am	3.00 - 5.00pm
Friday	9.00 - 11.00am	3.00 - 5.00pm

Surgery times are subject to change.

## Mutual Respect

We try to be helpful and to provide a caring service whilst accepting that things are not always ideal and people can have reasons to complain. In that event, we will listen but are not prepared to tolerate abuse. Any patient who is repeatedly rude or aggressive may be asked to register elsewhere. Patients who are violent or aggressive may be removed from the practice list in line with NHS guidelines. This would result in police involvement and would mean all future medical care would be carried out at a designated facility such as a secure area of the hospital or police station.

## Rights And Responsibilities Of Patients

We expect all our patients to attend promptly for their appointments. If any patient is late for an appointment they may not be seen by the doctor and will need to rebook their appointment. If an appointment is no longer required then the surgery should be contacted and the appointment cancelled with adequate notice so it can be offered to another patient.

## Complaints Procedure

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria and our practice manager will give you further information. Our practice complaints leaflet gives details of the procedure and is available from reception. Our aim is to give the highest possible standard of service and we try to deal swiftly with any problems that may occur.

HELP US TO HELP YOU

Visit our website: [www.hindleyhealthcentre.co.uk](http://www.hindleyhealthcentre.co.uk)

## Confidentiality

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1998.

## Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

## Freedom Of Information – Publication Scheme

Any information requested under the Freedom of Information Act is referred to the Caldicott Officer who will ensure that it is an appropriate request under the Act. All such requests should be submitted in writing and they will be processed accordingly.

## Dispensing

Some medicines can, of course, be bought over the counter at your local chemist but there will be times when you will be prescribed drugs by your GP. Many of these are strictly controlled and can only be dispensed by a suitably qualified pharmacist.

Not only can your pharmacist dispense medication to you on a doctor's instruction but they can also advise you independently when necessary, even saving you a trip to the surgery in many cases. For example, you might need help in choosing the right medicine for a particular condition, or you are not sure what is causing you a health problem or you just want advice on how to stay healthy. In all these cases, you will find that your pharmacist is an invaluable source of advice.

So get to know your local pharmacist and keep the telephone number handy; you can get advice over the phone if you wish. Remember too, if you are obtaining a new medication from your pharmacy, always say if you are already taking some other form of drug and be prepared to answer any questions put to you. This is to protect you from suffering a possible reaction to a particular drug or mixture of drugs.

## Useful Contact Numbers

Leigh Walk-in Centre, Leigh Infirmary, The Avenue, Leigh WN7 1HS ..... 01942 483453  
Ashton, Leigh and Wigan PCT, Wigan Life Centre, College Ave, Wigan WN1 1NJ .... 01942 482711  
Ashton, Leigh and Wigan Out-of-Hours Service, Claire House, Lower Ince, Wigan WN3 4NW.....  
.....01942 829911

For the latest information click to: [www.hindleyhealthcentre.co.uk](http://www.hindleyhealthcentre.co.uk)



# THE PHARMACY



Hindley Health Centre  
Liverpool Road, Hindley

☎ 01942 255304

**Free Prescription Collection  
& Delivery Service**

*Blister packs are available to all patients on request*

*Just ask the Receptionist at the Medical Practice to hold your prescription for collection by our Pharmacy staff.*

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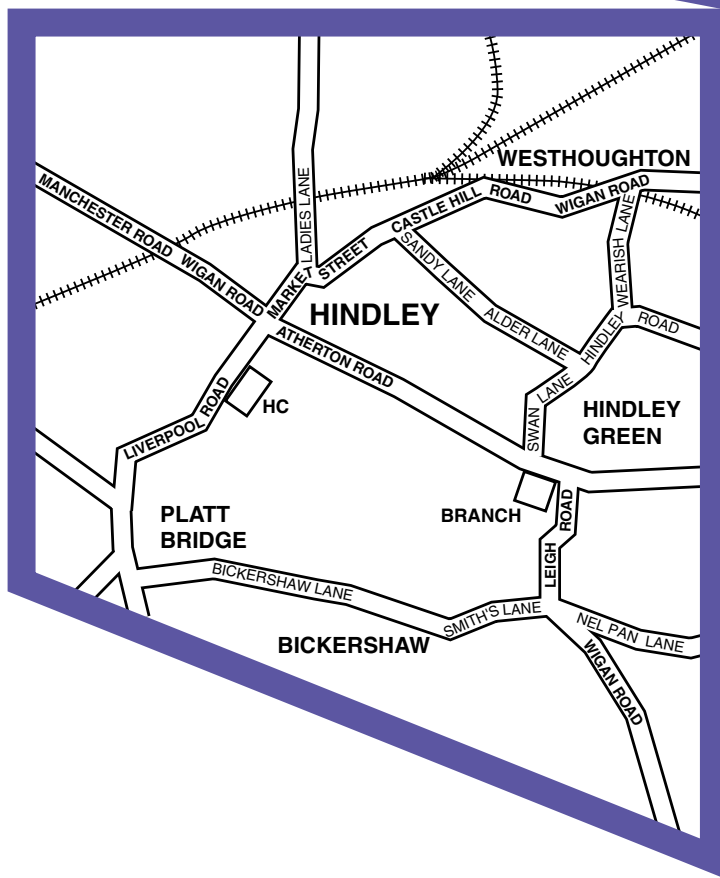
Keenans Mill, Lord Street,  
St Annes-on-Sea, Lancs FY8 2ER  
Tel: 01253 722142 Fax: 01253 714020

Website: <http://www.opg.co.uk>  
Email: [info@opg.co.uk](mailto:info@opg.co.uk)

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## Joining Our Practice

We are able to take patients under our care from a substantially large catchment area; please ask at reception for further details.