



## **Boughton Medical Group**

Hoole Lane, Chester, CH2 3DP

Tel 01244 325421

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

**There are six GPs working in partnership at this Practice.  
We are not a limited liability partnership and the partners  
are listed below:**

**Dr Annabel Jones  
MB BChir DRCOG MRCGP (Cambridge 1991)**

**Dr Stephen Kaye  
MB ChB DCH MRCGP (Bristol 1987)**

**Dr Paula B. M. Davis  
MB ChB MRCGP DRCOG DFFP (Bristol 1987)**

**Dr Edward Henry  
MB ChB MRCS Glasg (Liverpool 1995)**

**Dr Iain Bailey  
BMBS MRCGP DFRSH (Brighton and Sussex 2009)**

**Dr Harriet Williamson  
BMBS BMedSci MRCGP DRCOG DFRSH (Loc SDI & IUT) PGCertMED (Nottingham 2010)**

**Salaried GP  
Dr Susannah Grey  
BA BMBS DFRSH MRCGP (London 2009)**

**Salaried GP  
Dr Francesca Halderthay  
BSc (Hons) (Liverpool 2007) MBChB (Warwick 2011) MRCGP**

**Salaried GP  
Dr Andrew O'Brien  
MBBS BSc (London 2007) DRCOG MRCGP FRACGP (FAEG) PGCert**

**We provide general medical services under contract with Western Cheshire Clinical Commissioning  
Group**

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**Practice Manager  
Rachel Kennouche**

**Office Manager  
Carrie Hughes**

GPs assess, diagnose, treat and manage illness. They carry out screening for some cancers and promote general health and wellbeing. GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care.

GPs also provide the link to the further health services and work closely with other healthcare colleagues to help develop those services. They may arrange hospital admissions and referrals to other specialists or consultants and they link with secondary and community services about your care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in your treatment. Some GPs are salaried in some practices where their employers are other GP Partners. Some GPs work as locum doctors offering their time to several different practices.

From time to time we may engage a locum (deputising GP) to cover periods of absence (e.g. holidays or sickness).

## **Health Centre Opening Hours**

### **Monday to Friday 8.00–18.30**

The Surgery opens at 8.00am Monday to Friday and patients are seen largely by appointment. The telephone is often busy early in the morning, therefore if your call is routine, please ring later in the day. You may see the doctor of your choice if they are available, but we do try to keep to the same doctor for a single period of illness.

Patients can make appointments online via Patient Access, by calling us on 01244 325421 (from 08:00 – 18:30) or by coming into the surgery and speaking with a member of the reception team. Patients are able to book routine appointments up to two weeks in advance and new appointments are released on the day, 48 hours in advance and two weeks ahead. You will be asked for a brief description of the problem as this helps us to book you in with the most appropriate clinician.

If you feel that you need to be seen urgently on the day and our routine appointments are not available, an appointment can still be arranged for you. Please note that these appointments are for emergency treatment only and are not to be booked in place of a routine appointment.

### **Nurse Prescriber Clinics**

#### **Monday to Friday 8.30–6.00**

These clinics are run by a highly skilled Nurse Practitioner who is able to help with many illnesses such as sore throats, ear ache, chest infections and urine infections. The Nurse Practitioner has the ability to prescribe, and in the event that you need to be seen by a GP urgently she will be able to allocate you an emergency appointment that day.

**To be seen in the Nurse Prescriber Clinic please telephone the surgery on the day that you require the appointment, or you can book online. The Nurse Prescriber Clinic is for Emergency Treatment only, not for routine appointments.**

### **Phlebotomy Service (Blood clinic)**

#### **Monday to Friday 8.40 – 12.20**

These daily pre-bookable clinics are run by skilled healthcare assistants. Patients are able to book routine appointments up to four weeks in advance either in person, by telephone or via the website.

You can also book Blood appointments at Extended Hours or attend a drop in service at the Countess of Chester Hospital, please ask us for more information.

### **WCCCG Extended Hours Service - 1829 Building, Countess of Chester Health Park**

#### **Monday to Friday: 18:30 to 21:30, Saturday: 09:00 to 14:00, Sunday: 10:00 to 15:00**

**Tel 0300 123 7743**

The Extended Hours Service also offers clinics at Ellesmere Port, Tarporley, Helsby, Neston and Malpas. Please ask on booking regarding the dates and times of appointments available if you would prefer to be seen in one of these clinics.

### **NHS 111**

NHS 111 are available 24 hours a day, 7 days a week. If you need assistance outside of our core hours 8.00-18.30 please dial 111 or visit <https://111.nhs.uk/>.

## **Repeat Prescriptions**

If you continuously or regularly need medication a 'repeat request slip' will be generated by the computer each time an item is requested. This slip **must** accompany each request to ensure that the correct medication is prescribed; therefore **telephone requests will not be accepted**. If the repeat slip is mislaid, please submit a **written request** for the items required. If you enclose a stamped addressed envelope, your prescription will be returned to you. Otherwise the request can be requested via [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) (registration required – see "On-Line Requests"), dropped in at the surgery or faxed on 01244 322224. Alternatively, you can nominate a pharmacy to electronically receive your prescription request and dispense your medication in readiness for your collection. Please inform the surgery if you wish to nominate a pharmacy for this service. Some pharmacies also offer delivery to your home. You would need to arrange this service directly with your pharmacy.

**Please allow 48 hours (2 working days – excluding weekends and bank holidays) before collection.**

Please note we now have a dedicated "Prescription Enquiries" phone line. When you contact the surgery, you will be given the chance to choose that option (option 3).

Patients are able to have their prescriptions dispensed, as well as receiving any general pharmaceutical advice and additional pharmaceutical services, from any community pharmacy they choose.

### On-Line Requests

**Patient Access** is a secure Internet system whereby patients can perform, on-line, certain tasks usually carried out over the telephone or in person.

Patients who have registered for Patient Access can:

- Book an appointment online.
- Re-order repeat medication.
- Access their Medical Records – This involves reading a patient information leaflet and completing the relevant questionnaire. You can download these from the website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or pick up a copy from reception.
- Inform us of any change of address/personal details
- Provide us with blood pressure readings, smoking status etc
- Inform us if you have had a flu vaccination elsewhere

The system is run in conjunction with EMIS our clinical software supplier. All doctors' appointments are now available to book online; we can also offer limited Nurse appointments online plus all phlebotomy (blood) appointments, but please do not book problems that need to be discussed with a GP/ Nurse into blood appointments, as your appointment will need to be cancelled. To register for on-line requests, please ask at Reception or visit our website.

\*If you would like assistance/training on how to use a computer to access this, the practice has linked up with local libraries to provide further support. Please ask at Reception for more information.

### Doctor Telephone Advice

Made like an ordinary appointment but, instead of having to come to the surgery, the doctor will phone you for a telephone consultation. We are unable to provide a specific time but it we will advise if it will be in the morning or afternoon. If the doctor decides that you need to be examined s/he will arrange this with you.

### Nurse Telephone Advice

If you have a question about your medication or treatment, or need health advice, it can be arranged for a nurse to call you back.

### Home Visits

If you are too ill to attend surgery, please telephone before 10am to request a visit at home which will take place on that day. Home visits are normally only available to wholly housebound patients or as a palliative care arrangement.

Your GP will also have access to more clinical and diagnostic equipment, here at the Practice. Requests received after midday will normally be visited the following day unless medically urgent. Please give an outline of the problem to help the doctor assess its priority. Lack of personal transport will not be considered a valid reason for a home visit. You cannot insist that a GP visits you at home.

Your GP will only visit you if they think that your medical condition requires it and will also decide how urgently a visit is needed.

### Results of Tests

Pathology and X-ray results are available online via Patient Access or by telephone (01244 325421) between 14.30 and 18.30. This gives the Practice time to check results received overnight or in the morning. They are then passed to the GP for review at the end of morning surgery. To protect the patient's confidentiality, results will only be given by telephone to the patient in person. If you have difficulties using the phone you can nominate someone to take information for you. Just let us know in writing the name and telephone number of the person you wish to us to contact. Please check that the results are back before attending your follow-up appointment.

### Statement of Fitness for Work (Fit Note)

Periods of absence less than 3 days do not need certificates.

Between 3 and 6 days self-certification can be used by completing a form SC1 available at reception.

Statements of Fitness for Work or Fit Notes are completed and signed by your Doctor, they are required when a period of continuous absence from work, due to illness, is longer than 6 days. Please note you may have to see a Doctor to renew a fit note. The GP cannot complete a fit for work note if you wish to return to work early before your fit note expires. If you require an extension to a fit note please allow 72 hours for your request to be processed.

### Minor Surgery Services

Minor surgery is performed at the surgery. If you think you may need minor surgery please make an appointment to see Dr Kaye or Dr Henry.

### Text Messaging Service

To help improve our patient services, the practice is using a **FREE** Text Messaging Service. We will send you a reminder via text before your appointment. Should you no longer need your appointment; early cancellation will enable us to provide care to another patient. We can also use the service to request information from you, such as an up-to-date blood pressure reading, or to remind you that you are due to receive a flu vaccination. If you would like to use this service, please ensure we have your correct mobile number.

### Patient Participation Group

We have an active Patient Participation Group (PPG) comprised of a cross section of registered patients, which meets twice a year and a virtual group that enables communication outside these meetings. Anyone wishing to join either Group can do so by completing the Patient Participation Group sign-up form or by contacting [boughtonppg@gmail.com](mailto:boughtonppg@gmail.com) and sending your name and e-mail address. Your contact will be acknowledged along with a summary of what the patient group does.

### Child Health Surveillance Services for Children aged 6 to 8 weeks

Child Health Service Clinics are held by Dr Annabel Jones, Dr Paula Davis, Dr Harriet Williamson and Dr Susannah Grey.

### Immunisations (Children)

Immunisations can be booked in with the practice nurse for a 20 minute appointment in their normal surgeries.

### Maternity Medical Services

Please telephone the surgery 01244 325421 as soon as the pregnancy is confirmed for details of all antenatal services available. Postnatal services are provided by Dr Annabel Jones, Dr Paula Davis, Dr Harriet Williamson and Dr Susannah Grey.

### Baby Changing Facilities

A baby changing unit is located in the disabled toilet, situated in the main corridor.

### Facilities for the Disabled

Boughton Health Centre readily accommodates wheelchairs etc., and has a disabled toilet. A wheelchair is also available for use within the Health Centre – please ask at reception.

### Carer Link

We have two members of the reception team who act as carer links. If you are a carer, or have a carer, please let reception know, and they will put you in touch with one of those links who will be happy to offer you any help and advice they can.

### Car Parking

There is a charge of £1 per use of the Practice Car Park; however registered disabled patients (blue badge/permit holders) and patients coming here by licensed taxi are exempt. The car park is situated at the far end of the building. Secure bike stands are available at the front of the premises. However it is advisable to consider use of alternative transport if possible. The car park is only for use whilst attending the Health Centre for an appointment. Please be considerate towards other patients and do not leave your car in the car park if going elsewhere. The income from the Practice car park is used to help meet the costs of a full time Practice Nurse to run our Nurse Led Triage clinics. It helps the Practice to generate additional GPs and Nurse appointments for the benefit of all our patients. This has been in operation since 2004. **Please note that vehicles and contents left here are entirely at owner's risk. The practice is unable to accept any responsibility for any damage or loss whilst on the premises.**

### Practice Staff

The team of clinicians is supported by the Practice Staff, led by the Practice Manager, Ms. Rachel Kennouche, and the Office Manager, Ms. Carrie Hughes.

### Pharmacy

There is a pharmacy attached to the surgery. The opening hours are:

**Monday – Friday 08.30 hrs – 18.00 hrs**

The Pharmacy can be contacted on **01244 316358**.

## Students in Training

Students occasionally spend time at the centre to observe consultations. Do not hesitate to let us know if you would rather see the doctor or nurse alone.

## Reception and Administration Staff

Our experienced staff have, at times, a busy and difficult job. They sometimes have to ask for medical details to help them assess the urgency of your request. Please ask if you wish to speak in a more private area. At times the reception and telephone switchboard are very busy as we deal with almost 500 calls per day on average. We would be grateful for your patience whilst staff deal with other people's queries.

## NHS Protect (formerly Zero Tolerance Policy)

For the safety and benefit of patients and staff alike Boughton Health Centre operates a zero tolerance policy towards abusive, inappropriate, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated. In the case of violent behaviour it is our policy to call the Police.

## Patient Rights and Responsibilities

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect, your religious and cultural needs at all times. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment. We also ask that patients give the same level of respect to our clinicians and staff.

You will be treated fairly by the practice staff according to your healthcare needs, regardless of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. It should be possible to see a GP in 48 hours and a Health care professional in 24 hours.

We would remind patients of the need to keep appointments or to cancel in plenty of time. We would appreciate 24 hours' notice of any cancellations.

Due to the nature of General Practice, clinical emergencies can arise. Our GP and Nurse surgeries do not therefore always run to time. When this happens we would ask that:

If you have been waiting for more than 30 minutes please advise our reception staff and we will do our very best to find an alternative.

Patients arriving more than 10 minutes late may be asked to re-book the appointment to another day. This reduces delays to other patients still waiting to be seen. Although we understand that patients may be upset at times of such a delay, we would ask that they be courteous to all members of the practice team.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

All patients between the age of sixteen and seventy five who have not attended the surgery within three years are welcome to attend a general consultation and will be offered appropriate health checks.

Patients aged seventy-five and over who have not attended within twelve months are welcome to attend for a general consultation and will be offered appropriate health checks. This general consultation may take place in the patient's home where, because of the patient's medical condition, it is deemed appropriate to do so.

**Patients are required to accept the terms and conditions, policies and procedures as detailed in this Practice Leaflet to be accepted or to remain as a patient on our list. Patients that decline to accept these terms and conditions may not be accepted on to the Practice list or, regrettably, be asked to leave the list where agreement cannot be reached.**

### The NHS is dedicated to protecting your information.

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies. Your personal information may be shared with other healthcare professionals. (A Consultant or Doctor at a hospital you have been referred to, Accident & Emergency units or the local Out of Hours service at the weekend or evening). The Practice currently participates in the national Summary Care Record, the Cheshire Healthcare Record and the IT System Graphnet.

Each patient contact with a clinician is recorded in the patient's record, including consultations, visits and telephone advice. Information is recorded, either on paper or in computer files. It may include details of your next of kin or carer. However it is all treated with the same strictly controlled confidential care. We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data to check that it has been transferred correctly. This is done under secure, carefully controlled conditions.

The Law strictly controls the sharing of some types of very sensitive personal information. We are continually reviewing ways in which confidentially improvements can be made, and it is important for us to know and understand the views of patients and users of the service, including carers. Patients can elect not to have this information being made available if they so choose. We recommend you discuss this with either your GP or the Practice Manager to make an informed choice in this respect. You can opt out or opt in of this information being shared at any time.

### **Access to Medical Records**

Patients have the right to access their medical records and from 1<sup>st</sup> April 2015, all patients now have the ability to view their own medical records on-line for free using Patient Access. In order to do this please read the patient information leaflet and complete the relevant 'Patient Access' questionnaire available from our website or from reception. However, if you wish to view your medical notes at the practice, please contact reception and an appointment will be made for this information to be made available to you.

### **The Nursing Team**

**Sister - Emily Stokes (RGN Dip., BSc Hons. P.G. certificate in Advanced Nursing Practice Advanced Nurse Practitioner - General Practice Nursing)**

**Sister- Sarah Smith (RGN, BN Hons, BA Hons, P.G. certificate in Advanced Nursing Practice, Advanced Nurse Practitioner, Independent Supplementary Prescriber)**

**Sister - Jacqueline Arnold (BSc Hons, RGN, Dip. N. Nurse Practitioner)**

**Sister - Debbie Oliver (RGN, RSCN)**

**Sister - Corrine Potts (RGN)**

**Sister - Kate Dodd (RGN)**

**Sister - Amanda Doyle-Latham (RGN)**

**Health Care Assistant - Victoria Gardiner**

**Health Care Assistant - Karen White**

**Health Care Assistants are available to take blood, ECGs and give flu vaccinations.**

The Practice Nurses may be consulted for the following:

Dressings, removal of stitches, ear syringing, travel vaccination and advice, and health promotion clinics.

The Practice Nursing Team offers a wide variety of services including: chronic disease management (asthma, COPD, diabetes, coronary heart disease, and stroke/TIA).

Nurses will be able to prescribe for certain conditions in addition to their routine treatment room service.

Advanced Nurse Practitioners are now commonly working at an advanced practice level, providing complete episodes of care for patients of one year old and above with a wide variety and range of presenting problems and health care needs.

**Please telephone 01244 325421 if you wish to make an appointment to see a Practice Nurse**

### **Asthma Clinic**

We have specially trained practice nurses who regularly review all asthmatics, telephone 01244 325421.

### **Contraceptive Services**

Our doctors and practice nurses provide contraceptive services and appointments may be made by calling the Practice on 01244 325421. The surgery offers emergency contraception service within the hours of 8.00am to 6.30pm; if you require emergency contraception out of hours please contact the Contraception & Sexual Health Clinic on 0300 323 1300

### **Well Woman/Well Man Clinic**

Well Woman and Well Man Clinics are run by our Practice Nurses. These offer a general check-up for women and men between the ages of 16 and 74. Please telephone 01244 325421 for an appointment.

### **Health Checks**

**Aged 40-74? Find out about our FREE NHS Health Check**

Even though you might be feeling great, if you're over forty you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. A NHS Health Check can help you reduce these risks and make sure that you stay healthy. Please contact the surgery to make an appointment

### **Community Care Team**

The Community Care Team provides a comprehensive assessment and an agreed plan of care. Community Nurses provide home nursing for patients with limited mobility or severe illness resulting in the patient becoming confined to their home. Care of terminally ill patients and their families is also carried out by the Community Care Team. Patients are referred to the District Nurses by either the hospital or their doctor. The Community Care Team may be contacted on 01244 398013.

## Other Services

### The following services are available in the Health Centre:-

#### Mental Health Team

The team consists of a number of Mental Health Professionals, each with different skills. Who you see will depend on the problem you have. The team works closely with the doctors, and has links with hospital based services. The team provides a specialist and confidential service that covers the vast range of problems that can affect a person's mental health. Access to the team is usually by referral from the doctor.

#### Health Visitors

The Health Visitors implement a "Child Health Promotion Programme" together with other Primary Health Care Practitioners. They also specialise in "early intervention", identifying vulnerable families to prevent likely problems. This includes ante-natal assessments in collaboration with Midwives and GPs. **The Health Visitors are now based at the Lache Start Well Centre Hawthorn Road tel 01244 397486**

#### Well Being Coordinator

Well Being Coordinator, Milanda Manger will be consulting across our cluster from Tuesday to Friday (and she is in the Practice every Wednesday and Friday). Milanda can refer and sign post patients aged 18 years and over who have at least one long term medical conditions to various organisations in the local community for help and practical support. She can offer practical advice & support with problems e.g. benefits, housing problems, social isolation & loneliness. Please contact the surgery for more information.

#### Complaints

If you have a concern or complaint, you should ask to see the Practice Manager/Office Manager. We appreciate patient feedback on all the services we provide and if there is a problem, we operate an in-house complaints procedure. We would aim to respond to your written complaint within twenty working days.

You may also make your complaint directly to NHS England, who commissions our service:

By telephone: 03003 11 22 33

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

By post: NHS England, PO BOX 16738, Redditch, B97 9PT

If you remain dissatisfied with the response to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Ombudsman is independent of government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033. Further information about the Ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

You can write to the Ombudsman at:

Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ  
or visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### The Patient Advice and Liaison Service (PALS)

*The Patient Advice and Liaison Service* can help you overcome problems, listen to your concerns and ensure your experience helps us make local health services even better.

You can telephone them on 0800 195 1241 and select option 2 or 01244 366066

Email PALS at [cochpals@nhs.net](mailto:cochpals@nhs.net)

Write to them at this address:

PALS Manager

PALS

Countess of Chester Hospital Foundation Trust

Liverpool Road

Chester

CH2 1UL

## The NHS Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

Patients of Boughton Health Centre can leave feedback by one of the following methods: at reception by completing a short questionnaire; via our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or by text message in response to a text from the practice.

### New Patients

We ask all new patients wishing to register with Boughton Health to complete two simple forms. This information is available on line; please visit our website or call into reception. In addition, all new patients are required to produce **photographic evidence of ID and proof of address**. If you are receiving on-going treatment please bring all the details with you. All patients may see the GP or Nurse of their choice. Please let us know if you have a preference when booking your appointment. Routine appointments are for a ten minute period. A nurse led telephone advice line is available; please call before 10.00 am. Patients can book routine appointments up to two weeks ahead. Patients can also book GP and some nurse appointments on-line at our website: [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk)

**From the 1<sup>st</sup> August 2018 our practice boundary has been amended and we no longer accept new patients with a CH4 7\*\* or CH4 8\*\* postcode (which includes the suburbs Handbridge, Lache, Westminster Park and Saltney) or CH1 5\*\* or CH1 6\*\* postcode (which includes Blacon, Saughall and Mollington).**

### Surgery Times – Doctors

Hours of availability from December 2019

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Dr Stephen Kaye</b>		8.30 - 10.00 15.30 - 17.30			8.30 - 10.00 15.00 - 17.00
<b>Dr Annabel Jones</b>	8.30 - 11.00 15.30 - 17.30		8.00 - 10.30 15.00 - 17.00	Clinical Leadership 15.40 - 18.00 (Postnatal)	
<b>Dr Paula Davis</b>		8.00 - 10.00	8.30 - 10.30 15.00 - 17.00 (Postnatal)		8.00 - 10.30
<b>Dr Edward Henry</b>	8.20 - 10.50 15.40 - 18.00	8.00 - 9.30 15.00 - 17.00		8.00 - 10.30 15.00 - 17.00	8.00 - 10.30 15.30 - 17.30
<b>Dr Iain Bailey</b>	8.00 - 10.30 15.40 - 18.00		8.30 - 11.00 15.00 - 17.00	8.00 - 10.30 15.30 - 17.30	8.00 - 10.30 15.00 - 17.00
<b>Dr Harriet Williamson</b>		8.20 - 10.50 15.40 - 18.00 (PN)	8.00 - 10.30 15.00 - 17.00	8.00 - 10.30 or 8.00 - 10.00 (Alternating)	8.20 - 10.50 15.00 - 17.00 or 15.30 - 17.30 alt
<b>Dr Susannah Grey</b>			08.30 - 11.00 15.40 - 18.00		08.30 - 11.00 15.30 - 17.30
<b>Dr Francesca Halderthay</b>	08.30 - 11.00 15.30 - 17.30	08.30 - 11.00 15.40 - 18.00		8.30 - 11.00 or 8.30 - 10.30 (Alternating)	
<b>Dr Andrew O'Brien</b>	08.00 - 10.30 15.30 - 17.30		08.30 - 11.00 15.30 - 17.30	08.30 - 11.00 15.00 - 17.00	08.30 - 11.00 15.40 - 18.00

GP appointments can now be booked on line.

Routine appointments are for 10 minutes.

All appointments can be booked online via Patient Access, by phone on 01244 325421 or in person at reception.