

## Willow Bank Surgery

Meir Primary Care Centre, Weston Road, Meir  
Stoke On Trent, Staffordshire ST3 6AB  
☎ 0300 123 5002

Branch: Longton South Primary Care Hub,  
Greendock Street, Longton  
Stoke on Trent, Staffordshire ST3 2NB

Email: [willowbank.Y02521@nhs.net](mailto:willowbank.Y02521@nhs.net)

Visit our practice website at:

<https://www.willowbanksurgery.nhs.uk/>

### OPENING TIMES

**Mon:** 08.30 - 18.00

**Tue:** 08.30 - 18.00

**Wed:** 08.30 - 18.00

**Wed:** 18:00 - 20:00

**Thu:** 08.30 - 13.00

**Fri:** 08:30 - 18:00

**Fri:** 18:00 - 20:00

**Bank Holidays:** Closed

### SURGERY TIMES

08.30 - 12.30 13.30-17.30

08.30 - 12.30 13.30-17.30

08.30 - 12.30 13.30-17.30

Extended Access appointments

09.00 - 12.00

08.30 - 12.30 13.30-17.30

Extended Access appointments

Telephone lines open from 8.30am

## TELEPHONE NUMBERS

**Emergencies and Out of Hours**

**999 / 111**

**Appointments**

**0300 123 5002**

**Telephone Appointments & Home Visits**

**0300 123 5002: please call before 10.30am**

**Health Enquiries and Results**

**0300 123 5002 please call after 12:00pm please**

**Business Enquiries**

**☎ 0300 123 5002**

## PRACTICE STAFF

### Clinical

Dr Sri Sundaram

Dr Bala Sankarasubbu

Sharon Webb

Paula Chell

Wendy Colclough

Jayne Joynson

Pat Ofori

Krystal Foxx

GP (Male)

GP (Female)

Advanced Nurse Practitioner

Advanced Nurse Practitioner

Advanced Nurse Practitioner

Advanced Diabetic Specialist Nurse

Practice Nurse

Health Care Assistant

### Admin

Bev Heath

Lindsey Eastlake

Rachel Slowikowski

Rebecca Salt

Jillian Tune

Kathryn Hulse

Rahel Bereketab

Annette Heaney

Lesley Eardley

Lyn Baker

Ryan Bradbury

Abbi Leighs

Jane Bradbury

Theresa Bentley

Practice Manager

Senior Receptionist

Reception/Admin

Reception/Admin

Reception/Admin

Reception/Admin

Reception/Admin

Senior Administrator

Administrator

Administrator

Administrator

Administrator

Secretary/Admin

Secretary

We also use the services of:

- ❖ GP Registrars and Medical Students
- ❖ Midwife
- ❖ Health Visitor
- ❖ District Nurses
- ❖ Community Matron
- ❖ Community Palliative Care Nurse
- ❖ Smoking Cessation Advisor
- ❖ Mental Health Nurses
- ❖ Physiotherapist
- ❖ Dietician
- ❖ Social Prescribers
- ❖ Health & Wellbeing Coach
- ❖ Care Co-ordinators

Please contact the surgery for details

## Willow Bank Surgery

# PRACTICE CHARTER

Information for Patients

## General Practitioners

Dr Sri Sundaram

MBBS | FRCGP | DFFP |

PG Diploma in Diabetes and Endocrine

Dr Bala Sankarasubbu

MBBS | DFSRH | DRCOG | MRCGP

**Willow Bank Surgery is a teaching and training practice.**

Please note the named accountable GP & named GP for all registered patients & patients over the age of 75 years is: Dr. Sri Sundaram

Revised: 02/08/2022

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Willow Bank Surgery.

### Willow Bank Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person on line, by post, by fax or requested by your pharmacy. Telephone requests may be accepted in exceptional circumstances by telephoning 0300 123 5002 before 11am.
- ❖ All comments and suggestions about the service are welcome. Please use the form which is provided in the waiting area and hand to reception.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make Willow Bank Surgery as accessible as possible. If you have hearing, visual, language or physical difficulties please let the receptionist know so that we can enable you to fully use our services or arrange for the doctor or nurse to visit you at your home.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.