

## OPENING TIMES



**Mon:** 8.00am - 6.00pm  
**Tue:** 8.00am - 6.00pm  
**Wed:** 8.00am - 6.00pm  
**Thu:** 8.00am - 1.00pm  
**Fri:** 8.00am - 6.00pm  
**Sat:** Closed  
**Sun:** Closed

## TELEPHONE NUMBERS

### Emergencies, Visits and Out of Hours

01630 672225

### Appointments

01630 672225

### Dispensary

Tel: 01630 672225 Option 2 (or please ask to be transferred to dispensary)

You can order your prescription in the following ways:

Check off the medication you require on the white part of your paper prescription and drop it through the letterbox at the staff entrance door, in the surgery post box or outside dispensary. You can also post to the surgery address via normal Royal Mail post.

Order via the internet (ask at reception for how to register).

Dispensary Hours:

**Mon:** 8.00am - 1.00pm - 2.00pm - 6.00pm  
**Tue:** 8.00am - 1.00pm - 2.00pm - 6.00pm  
**Wed:** 8.00am - 1.00pm - 2.00pm - 8.00pm  
**Thu:** 8.00am - 1.00pm  
**Fri:** 8.00am - 1.00pm - 2.00pm - 6.00pm  
**Sat:** Closed **Sun:** Closed

### Enquiries and Results

01630 672225 (after 2pm)

Shared/Staff Info/PIL/PL Apr 2023  
Shared/Reception/NPP/PL Apr23

Revised April 2023

## PRACTICE STAFF

### Nursing Team

Practice Nurse: Tracey Barton  
Practice Nurse: Ashleigh Davis  
Senior HCA: Karen Hassall

### Reception Team

Alison, Lara, Marie & Rachel

### Dispensary Team

Corinne, Debbie, Diane & Terry

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact a member of our reception team. NHS freedom of information guide is available at [www.foi.nhs.uk](http://www.foi.nhs.uk)

### **Access to medical records:**

Any patient is entitled to seek access to his or her medical records. Requests must be made in writing and we will require identification before access or copies are provided. If you would like further information please contact a member of our reception team.

Dr S McVerry & Dr D Thorpe

# Ashley Surgery PRACTICE LEAFLET

## Information for Patients



### GP PARTNERS

Dr S McVerry MB, MRCGP  
DRCOG, DFSRH (University of Southampton)

&

Dr D Thorpe MBChB, MRCGP (University of Liverpool)

### SALARIED GP

Dr G Esewe MBBS, MRCGP, PGDip Paediatrics (University of Benin)

**Practice Manager:** Tracey Bettany

**Assistant Practice Manager:**

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

**Ashley Surgery, School Lane, Ashley, Market Drayton,  
TF9 4LF**

## APPOINTMENTS

All surgeries are by appointment, and can be made in person, by telephone or via Patient Access (internet). We are able to offer same day Dr's appointments and have a small amount of pre-booked appointments if needed, but these will not be available on a Monday.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

We offer core services, additional service and enhanced services under the NHS contract.

We offer an on the day appointment service running Monday-Friday at 12.30pm for children Under 5. Please contact the Reception team anytime prior to the clinic for a same day appointment.

## URGENT APPOINTMENTS

We will still have urgent appointments each day. One Doctor is on Duty for all urgent requests. **Please note: Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms.**

## PRACTICE NURSES

We have a team of Practice Nurses who are available for morning and afternoon appointments who can deal with all minor ailments.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with one of our GP's, please ask at Reception. If you have your Medical Card then please bring this along with you. You will be asked for photographic identification at the time of registration. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with one of our nursing team during your registration.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. Please call the surgery as soon as possible in the morning if you believe a home visit is necessary. A doctor will assess the need for a home visit depending on the

patients' medical condition. Whenever possible we prefer to see you at the Surgery.

## DISABLED ACCESS

This is available at the main patient entrance at the rear of the building.

## PRESCRIPTIONS

**ROUTINE**— We normally require 72 hours' notice before collection of your prescription (excluding weekends and bank/local holidays), however in an emergency we will do our utmost to obtain your medication as soon as possible. Please alert a member of the dispensary team if you need an item urgently. If we are unable to do so, we will issue you a prescription to take to a pharmacy.

## CHAPERONES

*All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP whilst in surgery.*

## OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring 111.

Or attend the walk in centre: Haywood walk in centre in High Lane, Burslem, Stoke on Trent, ST6 7AG. Open 7am – 10pm weekdays and 9am – 10pm on weekends and bank holidays. Tel: 01782 673500.

## OTHER NUMBERS - in an emergency

Call 999 in a medical emergency i.e. chest pains/ shortness of breath etc. If you require health information or advice you may phone 111.

NHS Direct 0845 46 47

NHS Direct on line—[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## TEACHING & RESEARCH

As a teaching Practice, medical students spend part of their training with us from Keele University. If you do not wish to be seen by a medical student please advise us at the time of booking your appointment. We would value your co-operation with this, but we understand if you do not want to be involved.

**GDPR** To comply with the General Data Protection Regulation (GDPR), Ashley Surgery must ensure that information is provided to patients about how their data is processed in a manner which is: Concise, transparent, intelligible and easily accessible. Written in clear and plain language, particularly if addressed to a child; and free of charge.

## OTHER LEAFLETS

We have a variety of patient self-help and information leaflets available in the surgery depending on your need.

## ICB Details

NHS Staffordshire & Stoke Integrated Care Board is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them: NHS Staffordshire & Stoke ICB, Tel: 0300 123 1461  
Website: <https://staffsstoke.icb.nhs.uk/>

## Complaints

We try hard to give the best possible care and welcome suggestions or comments to help us improve our service. If you have a complaint or any concerns about the service you have received, please let us know. Complaints should be addressed to Tracey Bettany, Practice Manager. Further information is available in our practice complaints leaflet, which is available on request.

**Patient Advice & Liaison Services (PALS)**  
**Freephone 0800 0304563**

**If you require this leaflet in a different format or you need further information or assistance, please contact the surgery.**