

Adderley Green Surgery

Longton Health Centre, Drayton Road, Longton
Stoke On Trent, Staffordshire ST3 1EQ
☎ 01782 312838 / 01782 311266
Fax 01782 326688

Branch: 28-30 Weston Street, Adderley Green, Longton
Stoke on Trent, Staffordshire ST3 5DQ

Email: adderleygreen@nhs.net

Visit our practice website at:

www.adderleygreensurgery.nhs.uk

OPENING TIMES

Mon: 08.00 - 20.00
Tue: 08.00 - 18.00
Wed: 08.00 - 18.00
Thu: 08.00 - 13.00
Fri: 08.00 - 18.00
Sat: Closed
Sun: Closed

SURGERY TIMES

08.30 - 12.30 13.30-20.00
08.30 - 12.30 13.30-17.30
08.30 - 12.30 13.30-17.30
09.00 - 12.00
08.30 - 12.30 13.30 - 17.30

Please ask at reception for specific
Bank Holidays: Closed times for Practice Nurse Clinics.

TELEPHONE NUMBERS

Enquiries, Emergencies, Visits & Out of Hours

01782 311266 / 01782 312838
Or NHS 111 (out of hours)

Appointments

01782 311266 / 01782 312838

Telephone Appointments by arrangement

01782 311266 / 01782 312838 from 10:30am

Enquiries and Results

01782 311266 / 01782 312838
Call after 12:00pm please

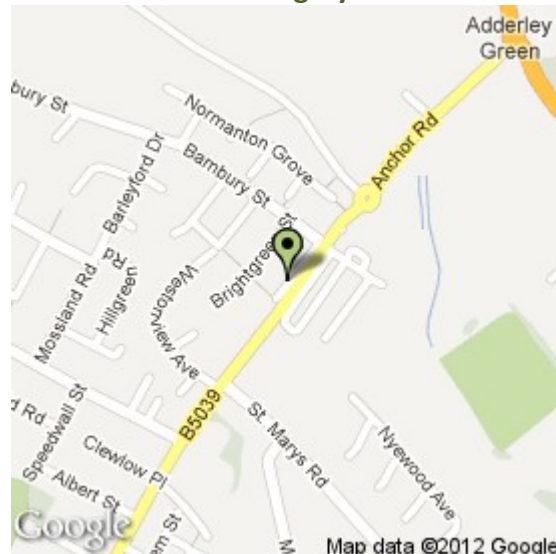
PRACTICE STAFF

Dr Sri Sundaram - GP (Male)
Dr Bala Sankarasubbu (Female)
Sharon Webb - Nurse Practitioner (Female)
Isobel Evans - Nurse Practitioner (Female)
Kath Baddeley - Practice Nurse
Anastassia Volkov - Pharmacist Prescriber (female)
Donna Legeckis - Health Care Assistant (Female)
Bev Heath - Practice Manager
Annette Heaney - Senior Administrator
Lindsey Eastlake - Reception/Admin
Kathryn Hulse - Reception/Admin
Jane Bradbury - Reception/Admin
Jacqueline Hall - Reception/Admin
Iamreen Bibi - Reception/Admin
Rahel Bereketab - Reception/Admin
Stephanie Lander - Reception/Admin
Susan Danylyk - Reception Admin

We also use the services of:

Midwife & Health Visitor
District Nurse & Community Matron
Smoking Cessation Advisor
Counsellor

Please contact the surgery for details



Adderley Green Surgery

PRACTICE LEAFLET

Information for Patients

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 Bev Heath, Practice Manager. There may be a charge for this information.

General Practitioners

Dr Sri Sundaram MBBS, MRCP, DFFP,
P.G. Diploma (Diabetes & Endocrines)

Dr Bala Sankarasubbu, MBBS, DFSRH, DRCOG, MRCP

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



facebook Find us on Facebook:

<https://www.facebook.com/adderley-green-surgery>

APPOINTMENTS

All surgeries are by appointment, and can be made in person by telephone or on line. Please ask at reception to register for on line access. We use a scheme called Advanced Access where we are able to offer same day Dr's appointments- therefore there is no need to book your appointments in advance. We also do still offer an amount of pre-booked appointments if needed. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the Dr Nurse Practitioner and Practice Nurse. Please telephone the surgery as early as possible for emergencies.

Practice Nurse & Health Care Assistant

We have nursing staff available for BP checks, Asthma, Diabetic and COPD checks, NHS Health Checks, ear syringing, vaccinations, cervical smears, dressings and any other routine nursing duties.

Pharmacist Prescriber & Nurse Practitioner

We have a Pharmacist Prescriber & Nurse Practitioner available who can see and treat all minor ailments.

HOW TO REGISTER AS A PATIENT

The practice has an open list and is registering new patients whether new to the area or not. Please ask for a registration form at reception or register on line via our practice website. 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 our Nurse 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. **They should be requested before 10:30am if at all possible.**

TELEPHONE ADVICE

All Doctors are available (normally at the end of surgery) to give telephone advice after their morning surgery. Patients are advised to telephone before 10:30am in the morning to arrange this.

PRESCRIPTIONS

ROUTINE— requests for repeats prescriptions will be dealt with within 2 working days or 48 hours. Requests for prescriptions are not taken over the telephone. Requests can be made in person by post or fax. Prescriptions may also be ordered on line please ask at reception to register for this service.

URGENT-requests for urgent prescriptions may be made by telephone and will be ready to be collected by 6:00pm the same day.

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. Please ask to see our practice policy if further information is required.

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring **NHS 111** you will then be signposted to the correct service for you.

At weekends and Bank Holidays the surgery is closed. For URGENT problems only telephone **NHS 111**

Other numbers you can use in an emergency

Hanley Health & Well being Centre: 0300 123 6759

Midway Medical & Walk in Centre: 01782 663757

Haywood Walk In Centre, High Lane, Burslem: just walk in open 7am -10pm (9am-10pm at weekends)

PLEASE CALL THESE NUMBERS BEFORE ANY ATTENDANCE AT A&E, Unless you have a life threatening emergency then call 999

DISABLED ACCESS

We have good disabled access and disabled parking access. Please contact the reception if you require assistance or the use of a wheelchair. Disabled toilet facilities are available.

TRAINING PRACTICE

We are an accredited training practice in collaboration with Keele Medical School and will have medical students in practice periodically. We would value your support, but understand if you do not want to consult with a student.

RESEARCH

As a member of the Primary Care Research Network in partnership with Keele University, you may be asked from time to time to participate in research projects.

We would value your co-operation with this, but we understand if you do not want to be involved.

GDPR

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998 and General Data Protection Regulation 2016
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To share or not to share review

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a **Patient Charter leaflet** and **Comments and Complaints leaflets**. Please ask at reception if there are any other leaflets which you specifically require.

To obtain details of all primary medical services available within the NHS in Stoke-on-Trent please contact:

Medical Records & Registration Services:

TEL: 0333 0142884

Your Views – Have Your Say

We have a **Patient Participation Group** who meets on a regular basis. We would welcome new members. Please ask at reception for further information.

Patient Advisory & Liaison Services (PALS)

Freephone: 0800 0304563 (Revised 29.05.19)