THE DICCONSON GROUP PRACTICE
Boston House, Wigan Health Centre, Frog Lane, Wigan, WN6 7LB
Telephone No: 01942 482000     Fax No: 01942 482040

DOCTORS

S. MUGHAL LRCP (LOND) MRCS (ENG) (Female) Registered 1/2/77 UK
DRCOG MRCGP

N. HACKING MB ChB (LEEDS) (Female) Registered 1/8/79 UK

P. J. SOUTHERN MBBS (LOND) DRCOG(Male) Registered 1/8/84 UK

K. E. HOSIE MB ChB (MAN) DCH DROG (Female) Registered 1/8/03 UK

L.P.J. HOSIE MBChB MRCGP DCH DRCOG (MAN) (Male) Registered 4/8/04

J.F. DAVIES MBChB MRCGP (MAN) (Female) Registered 1/8/02

NURSES

Sister Linda Hayes

Sister Carole Mason

HEALTH CARE WORKER

Jean Stewart

PRACTICE MANAGER

JEANETTE COOPER
AMSPAR Diploma in Practice Administration
NVQ4 Management

DEPUTY PRACTICE MANAGER
Gail Harrison

SECRETARIES

Ellen and Bernadette
QOF ADMINISTRATOR

Shelley Davies

RECEPTION STAFF

Ann, Naz, Lynda, Angela, Teresa, Anna, Cheryl & Jan

TO REGISTER AT THE PRACTICE

To register at the practice you must live within the practice boundary. You are registered with the practice rather than an individual GP and may see any of the doctors. You are able to express a preference of practitioner and whilst the practice will try to comply, it might not always be possible, in which case we will explain why.

EMERGENCIES

TEL: 01942 482000

When the surgery is closed, a recorded message will give you a contact number. Please make sure you have a pen and paper ready.

SURGERY OPENING TIMES

8.30 – 6.15 Monday to Friday – WE CLOSE AT 1PM ON A WEDNESDAY

Closed for lunch 12.30 – 1.30 – in an emergency please ring 01942 482000

We offer a range of appointment times:
Monday And Tuesday Mornings 7.15am- 8.15am appointments
Mornings: 8.30am – 11.30am Monday to Friday
Afternoons: 1.30pm – 5.30pm Monday to Friday with the exception of Wednesday
Different GPs offer these surgeries depending on the day of the week.
We offer GP telephone access every morning between 8.15am and 10.00 am.

The surgery is closed on all Bank Holidays.

Wherever possible you may see the doctor of your choice – however an alternative clinician will be offered if they are not available.

It is important you contact as soon as possible if you wish to cancel or rearrange your appointment with the Dr or Nursing team. More information can be obtained from our practice charter which details responsibilities of the practice and our patients.
HOME VISITS

Please request these between 8.30am - 10.30am Tel: 01942 482000

If possible please try to attend the surgery rather than request a home visit, as several people can be seen in the surgery in the time it takes to see one at home.

Visits requested after 11.30am, which are non-urgent cause a great deal of inconvenience, as doctors are required to attend afternoon clinics and evening surgeries.

When you request a visit, the receptionist will ask for details. This is in strict confidence and is to help the doctor to decide which calls are urgent. You are unable to specify a particular Doctor when requesting a home visit.

OUT OF HOURS

Between 6.15 pm-8am please ring the out of hours service direct on 01942 829911 or for health care advice ring NHS Direct Tel 0845 46 47.

REPEAT PRESCRIPTIONS

Our aim is for your repeat prescriptions to be ready for collection after 48 hours, excluding weekends and bank holidays. If your prescription is put into the surgery after 1.30pm please allow 72 hours.

Please tick off the items you require on the printout, which is attached to your prescription, or write a letter including your name, address, date of birth, and the medication you require. Please hand deliver/post this to the surgery. There is a box inside the surgery allocated for repeat prescriptions.

Post: Stamped addressed envelopes may be left for return of prescriptions.

Regular reviews are necessary for patients on repeat medication.

There is no facility to leave repeat prescriptions when the surgery is closed.

TELEPHONE CONSULTATIONS

You can now speak to a Doctor for advice on the telephone by booking a telephone consultation, which will be during surgery hours. Ongoing problems and medication reviews can be dealt with over the telephone. To arrange for the GP or Practice Nurse to ring you back, please contact the surgery and request a telephone consultation.

CHANGING ADDRESS/TELEPHONE

Please inform the surgery as soon as possible if you change your address/telephone number or if you are planning to leave the area.
CHANGING DOCTORS/ OBTAINING DETAILS RE PRIMARY CARE SERVICES IN THE AREA

Please contact LaSCA (Tel 01772 221444) for further details.

REMOVAL PROCEDURE

We operate a zero tolerance policy. To this end verbal and physical abuse towards any doctor, member of staff or the public will be not be tolerated and will result in removal from the GP list. In the event of this happening you will be informed by letter of the reason for your removal and will be given details of where to contact to find a new GP.

OUR STAFF

Our receptionists are here to help and advice on some queries. Medical advice will not be given by them. All information handled by them is treated in strict confidence. Please remember that they may ask personal questions in some situations - this information is for the doctor only.

HOW TO MAKE A COMPLAINT / COMMENT

If you are unhappy with the service we provide, please ask for a copy of the practice complaints procedure or contact our deputy manager, Mrs G Harrison for more information.

We are happy to receive comments or suggestions. We have a comments/suggestions file available in reception.

NURSES

The nurses are available Monday - Friday by appointment only.

- They carry out vaccinations, travel vaccinations/advice, cervical smears, asthma reviews (including medication reviews), diabetic reviews (including medication reviews), ear syringing, thyroid monitoring (including medication reviews), heart disease monitoring, well woman checks, well man checks, cholesterol monitoring, blood pressure readings.

- Are available to give advice on most aspects of general health care.

- Run a variety of screening programmes including:

  Diabetic Monitoring, Asthma Review, Heart Screening, Blood Pressure, Clinic Dietary Advice, Elderly Health Checks, Stop smoking.

- Offer contraceptive advice including administering contraceptive injection.
DISTRICT NURSES – Tel 01942 482100

SISTER JANET BERRY AND HER TEAM

District Nurses are based at Boston Health Centre – Zoned into Area 1 we deal with 6 District Nursing Teams.

This is your practice - we want to provide the best practice service for your needs and are interested to hear your constructive suggestions/criticisms. There is a suggestion book located on the reception desk, alternatively you can ask to speak to our reception manager directly.

**EXTRA SERVICES**

**FAMILY PLANNING**

A free service is available during normal surgery hours. This includes general advice on contraception as well as provision of the pill, the morning after pill, and regular check ups for people already using one of these forms of contraception.

As with all our services you may see the doctor or Practice Nurse by appointment. In emergencies you can contact either The Brook Advisory Service Tel 0800 0185023 or Leigh Walk-In Centre Tel 264000.

**MATERNITY CARE**

Antenatal care is carried out in surgery hours in conjunction with hospital specialists. If you have a positive pregnancy test you can contact the surgery to arrange an appointment with the midwife. Midwives make the initial referral to the hospital and then carry out routine antenatal checks at regular intervals. They are in surgery every Tuesday and Wednesday by appointment only. Midwives arrange appointments at the hospital for scans and can arrange for you to be seen by the consultant if this is necessary.

The midwives who will visit at home up to 28 days after delivery carry out post-natal care. The health visitor visits you at home between 10 to 14 days after delivery. The health visitor is based at Boston House Wigan Health Centre and is available for help and advice until your child starts school.

The doctor will telephone you at home between 10 and 14 days after delivery where you can discuss future contraceptive needs and confirm that your baby are well.

**HEALTH VISITORS**

Health Visitors are based at Boston House, Wigan Health Centre (Tel: 482116). They are experts in child development, feeding advice and immunisations.

**BABY IMMUNISATION CLINICS**
Child Health Surveillance and child immunisation clinics are held at the surgery every Tuesday morning between 10.00 am and 11.45 am. A health visitor/nurse and G.P. are available for advice at these times.

When your baby is 8 weeks old you will receive an appointment for baby’s 8 week assessment, which is done by one of our G.P.’s and the Health Visitor at the surgery. Baby immunisations start at 8 weeks and are done at the same time.

Childhood immunisations may be given during normal surgery hours by prior appointment if Tuesdays are inconvenient. Please contact the surgery for additional information.

**SMEAR CLINICS**

Women under 25 should not be screened at all. Evidence shows that it can do more harm than good.  
Women between 25 and 49 should be screened at three yearly intervals. This is the period of time when women may be at the highest risk.  
Women between 50 and 65 should be screened at five yearly intervals.  
Over 65’s need not be screened unless they have never had a smear or have had an abnormal result recently.

These examinations may be carried out for you during normal surgery hours by the practice nurse.

**OTHER SERVICES PROVIDED**

We offer the following services: -

Smoking Cessation, Acupuncture, and Minor operations.

**IMMUNISATIONS**

**TETANUS/DIPHTHERIA**

For both tetanus and diphtheria a total of 5 doses of vaccine are considered to give lifelong immunity.

Booster doses are therefore indicated only:

- Following tetanus prone wound, where the individual has not received a full 5-dose course and is due a further dose, OR the immunisation status is unknown.
- For travellers to areas where medical attention may not be accessible should a tetanus prone injury occur, and the last dose was more than 10 years previously.

This service is free.

**INFLUENZA**
This is available each autumn and is free to people in the ‘at risk group’ which includes

1. All those aged 65 and over.
2. All those aged over 6 months with:-
   A) Chronic Respiratory Disease (lung) including asthmatics requiring oral or
      inhaled steroids
   B) Heart Disease
   C) Liver Disease
   D) Kidney Disease
   E) Diabetes
   F) Patients who are Immunosuppressed (i.e. no spleen, HIV infection, under
      going chemotherapy or are on high doses of steroids).
3. Those patients living in long stay residential homes.
4. Those who are the main carer for an elderly or disabled person.
5. Poultry Workers
6. Chronic degenerative neurological disease (i.e. MS, parkinsons disease, motor
   neurone disease)

**HOLIDAY VACCINATIONS**

Requirements vary depending on destinations. Please enquire well in advance of
departure. Up to three months may be required for some areas. Please enquire at
Reception.

A charge may be made for certain vaccines.

**MINOR OPERATIONS**

Minor surgical operations will be carried out for some conditions. It is hoped this will
remove the need of long waits for hospital treatment.

The practice also offers treatment for warts, joint injections etc.

**ACCUPUNCTURE**

The Practice offers acupuncture.

**MEDICALS**

For PSV, HGV, DVLC, driving licenses, employment medicals etc will be done on
request through reception - a charge is made for this service. A deposit is requested on
booking.

Examinations relating to insurance policies are not carried out on our own patients.

**MEDICAL STUDENTS**
We are a training Practice and some times there will be medical students observing the GPs in the surgery. Some of the students will be in their final year of training.

If you have any objections to a medical student being present during your consultation with a GP please inform a receptionist before you enter for your appointment. Thank you for your co-operation in this matter.

We also have FY2 and ST2 Doctors working at the Practice.

ACCESS TO YOUR DATA

Please see the enclosed leaflet.