

HOW TO REGISTER AS A PATIENT

We welcome any new patients that lives within the boundaries of the practice area.

You can apply to register with us by completing one of the registration forms available at reception.

If you are already registered with us and move out of the area, we may still be able to provide you with medical services. Contact reception for more details.

Homeless patients are entitled to register with a GP using a temporary address which may be a friend's address or a day centre. If you're homeless and would like to register with us, please talk to us about how we can help you.

If you're staying with a friend or relative who is a registered patient at Ash Tree House and need to see a GP, you can register as a temporary resident by completing a form - ask at reception.

FYLDE AND WYRE CLINICAL COMMISSIONING GROUP

As a clinical commissioning group the Fylde & Wyre CCG are responsible for planning and buying health services in the area to meet patients' needs. To find out more contact them at :

NHS Fylde and Wyre CCG
Derby Road
Wesham
Lancashire
PR4 3AL

Email: fwccg.enquiries@nhs.net

Website: www.fyldeandwyreccg.nhs.uk

Telephone: 01253 956400

OUT OF HOURS SERVICE

During the hours when the surgery is closed and when it is a non-emergency situation, please telephone 111.

This will connect you to the national NHS 111 service, who will assess your condition and direct you to the local service best suited to your needs.

NHS 111 is available 24/7 and is free to call from both landlines and mobiles.

For further information, visit:

www.nhs.uk/111

For any serious life-threatening emergencies, such as chest pain or shortness of breath, always call 999.



COMMENTS, COMPLIMENTS AND COMPLAINTS

Please do let us know if you have any comments, suggestions or complaints about the service you have received. We operate a practice complaints procedure that meets national criteria and ensures your views are recorded and, where appropriate, acted upon.

If you would like to make a complaint, please contact one of the management team.

Practice Manager: Tara Dawson

Assistant Practice Manager: Jill Cunliffe

Reception Manager: Natasha Brandon



Ash Tree House Surgery
Church Street
Kirkham
Preston
PR4 2SE

Opening Times

Mon: 8.00–20:30

Tue: 8.00–18.30

Wed: 8.00–18.30

Thu: 8.00–18.30

Fri: 8.00–18.30

CONTACT DETAILS

01772 686688

Option 1: Reception/Queries

Option 2: Prescriptions

Options 3: Secretaries

FAX: 01772 672054



WEBSITE:

www.ashtreehousesurgery.nhs.uk

HOW TO BOOK AN APPOINTMENT

Make an appointment to see your GP or nurse by telephoning the surgery on 01772 686688. To help us offer appointments as soon as possible, please cancel any appointments you no longer require.

When you telephone the surgery, the reception team act as call navigators, to best place you with the correct health professional they will ask you a few questions including the nature of your call so they can place you with the right practitioner. This also provides the Doctor/Nurse with sufficient information to aid your appointment.

URGENT APPOINTMENTS

To help us prioritise appointments, the practice operates a system of telephone triage, and we can usually offer same day or next day appointments.

HOME VISITS

Home visits are available at the discretion of the GP and are only appropriate for patients unable to get into surgery. Please call the surgery before 10.30am and provide as much detail as possible.



PRESCRIPTIONS

You can register with the online Patient Access system to request your repeat prescriptions.

Alternatively, you can clearly tick your prescription counterfoil with the items you require then drop it into the prescription letter box in the foyer or hand it in at the prescription desk.

The practice has a dedicated prescription line -

Telephone 01772 686688 to discuss any prescriptions queries or order a prescription between 10am till 2pm only.

Please allow 48 hours (two working days) for your prescription to be issued.



ONLINE SERVICES

You can now use patient access to book/cancel appointments, order repeat medication, access test results and be able to see certain parts of your medical record, provided you have registered first at:

www.patient.co.uk/access

To register for this online service you will need to complete a written consent form and present in person to the surgery with a form of I.D.

You can also download the myGP app this allows the practice to communicate with you such as sending you appointment reminders and you can also book appointments.

Non-NHS Services

We are happy to provide various services such as medical examinations and reports. Further details can be provided on request.

As the NHS does not cover these services, fees have to be charged and all payment is required in advance.

Please contact reception on 01772 686688 for further details about these services and the charges.

Evening and weekend appointments for GP services now available

Monday to Friday, 6.30pm - 8pm
Saturday and Sunday, 8am - 8pm
Call or visit your GP practice as normal to book.



EXTENDED ACCESS TO GP SERVICES

NHS Fylde and Wyre Clinical Commissioning Group has arranged for additional appointments to be provided outside of normal GP practice hours by the Fylde Coast Integrated Urgent Care Service.

The service offers pre-bookable, routine primary care appointments with a range of clinicians including GPs, nurses and health care assistants.

To book an appointment you must contact Ash Tree House on 01772 686688. An appointment must have been booked in advance of visiting the extended hours service. Should you need to cancel your appointment please contact your GP practice. If your GP practice is closed please contact the extended access service directly on 01253 957230 to cancel.