**New Patients**

Patients wishing to register with the Practice should collect the necessary forms from reception. The forms are also available online, to print off or email when completed. If you wish to pre-register please visit our website. When you register you will also be asked to fill out a medical questionnaire. There is an online version of this file too, which you may fill out and send to us. Alternatively, you may print off a registration form, fill it out and bring it to the practice to register. When the forms are completed please return to them to surgery with appropriate photo ID and a letter that confirms your current address.

**We are relocating!**

**Dr Hallikeri and Partners are moving to a purpose built new building on Market Street Little Lever. We will inform all patients in due course when we have a confirmed moving date.**

**Meet Our Team**

**Dr C.Hallikeri (M)**

**Dr Bisht-Hallikeri (F)**

**Dr A Prasad (M)**

**Savita Hallikeri (F) Business Manager / Practice Manager**

**Brian Smith (M) Practice Manager**

**Raisa Mohammed (F) Pharmacist**

**Zara Dakri (F) Practice Nurse**

**Asif Syed (M) Health Care Assistant**

**Damon Flanagan (M) Mental Health Practitioner**

**Kieran Wane (M) MSK Practitioner**

**Zoe Chadwick (F) Health Improvement Practitioner**

**Jessica Litherland (F) Social Prescriber**

**Making Appointments**

Appointments can be made for all clinicians up to six weeks in advance. Appointments can be made on the phone, in person at surgery or by using our online services. We also offer urgent on the day appointments with a doctor or pharmacist. Please note our admin team will always ask the nature of the problem when a patient requests an urgent appointment to triage to the most suitable clinician.

All routine appointments last 10 minutes, if you have more than one problem to discuss please ask the admin team to book you a longer appointment.

**See a Doctor, Nurse through the week and at Weekend for Routine Appointments**

Patients registered with a GP in Bolton can now book appointments to see a doctor or nurse at weekends and evenings at the following surgeries:-

Waters Meeting Health Centre, Waters Meeting Road, Bolton. BL1 8TT

Winifred Kettle, Washacre Lane

Westhoughton, Bolton, BL5 2NG

Urgent Treatment Centre, Royal Bolton Hospital

Appointments are available:

 •9am – 1pm, Saturdays

 •9am – 1pm, Sundays

 •9am-1pm, Bank Holidays

•6.30pm-9.30pm Weekdays



**Dr Hallikeri and Partners**

**Welcome to our Surgery**

Main Number: 01204 426240

Website: https://www.littleleverdoctors.co.uk/

**Opening Hours**

Monday 08:00 to 18:30

Tuesday 08:00 to 18:30

Wednesday 08:00 to 18:30

Thursday 08:00 to 18:30

Friday 08:00 to 18:30

**Travel Advice and Vaccines**

We offer a range of travel vaccines to our patients. If you are travelling abroad please give at least six weeks’ notice and then complete our travel questionnaire form which is available at reception. Please note certain vaccines are not free on the NHS and we cannot give travel vaccines if we are given less than 6 weeks’ notice.

**Repeat Prescriptions**

Repeat prescriptions take two working days to process. Repeat prescriptions can be requested in person at the surgery, via our online services and at any local pharmacy.

**Please note we do not take prescription requests over the telephone.**

**Midwife / Antenatal Care**

Any patient who requires a midwife appointment due to a recent confirmed pregnancy can phone the midwife directly on 01204 390023.

**District Nurses / Podiatry / Ear Syringing**

All these services can now be access using the following number 01204 462626.

**NON NHS Work**

The following services are not covered by the National Health Service, and as such, we are entitled to charge a fee to cover the administration and time involved in their completion. These services include:-

Verification of all types of health insurance claims.

Heavy goods vehicle licence medical

Fitness for occupation – certificate/medical.

Fitness for travel and/or sporting activities.

Cancellation of holiday verification.

Private sickness certificates.

Taxi Medical

Please note we cannot give an exact timeframe when any NON NHS work would be completed.

**Sick Notes**

Please note all employees can self-certificate for the first 7 days of any illness. After the 7th day please then book a routine appointment with any doctor who can then issue a sick note. If you need further sick notes please ring the surgery and request over the phone for the doctor to action.

**Patient Advisory Group**

Would you like to have a say about the services provided at our Surgery. The Patient Advisory Group would like to hear your views. By providing your email details we can add them to a contact list that will mean we can contact you by email with practice surveys and we will invite you to our annual patient group meeting.

**Home Visits**

If you require a home visit by a doctor please ensure you ring the surgery by 10am. The doctor on call will then ring you to assess the urgency of your problem.

**Complaints & Comments**

Any general comments, compliment or complaint about the practice should be made to the Practice Manager in writing; forms are available via our website https://www.littleleverdoctors.co.uk/ and from our reception desk.

**Zero Tolerance**

The practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and all other staff have a right to care for others without fear of being attacked or abused. We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and all other staff courteously and act reasonably.

All incidents will be followed up and you will be sent a formal warning after a second incident or removed from the practice list after a third incident if your behaviour has been unreasonable. However, aggressive behaviour, be it violent or verbal abusive, will not be tolerated and may result in you being removed from The Practice list and, in extreme cases, the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients.