

# Billinge Medical Practice



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**Dr. I. Peach**  
**Dr. E. Phillips**  
**Dr. A. Stewart**  
**Dr. B. Adeogun**

## **Main Surgery**

Recreation Drive,  
Billinge,  
Wigan, Lancashire.  
WN5 7LY  
*Tel : (01744) 892205*  
*Fax : (01744) 895796*

## **Branch Surgery**

58 Church Street,  
Orrell,  
Wigan, Lancashire.  
WN5 8TQ  
*Tel : (01695) 622982*  
*Fax :(01695) 624383*

**[www.billingemedicalpractice.org](http://www.billingemedicalpractice.org)**



**[www.facebook.com/BillingeMedicalPractice](https://www.facebook.com/BillingeMedicalPractice)**



**<https://twitter.com/billingedocs>**

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## WELCOME

Billinge Medical Practice is a well-established practice that serves the Billinge, Orrell and surrounding area.

The practice consists of a clinical team of five general practitioners, three practice nurses, a treatment room nurse and two healthcare assistants. The practice manager heads an administrative team of receptionists / secretaries. Also attached to the practice are a team of district nurses, health visitors, community midwives, physiotherapists, and pharmacists.

## OPENING TIMES - BILLINGE

Monday :	8:00am - 6:00pm	Thursday :	8:00am - 2:00pm
Tuesday :	8:00am - 7:00pm	Friday:	8:00am - 7:00pm
Wednesday :	8:00am - 7:00pm	Saturday:	8:00am – 11:00am*

(\*alternating in Rota with Orrell Surgery)

## OPENING TIMES - ORRELL

Monday :	8:00am - 7:00pm	Thursday :	8:00am - 7:00pm
Tuesday :	8:00am - 5:30pm	Friday:	8:00am - 5:30pm
Wednesday :	8:00am - 2:00pm	Saturday:	8:00am – 11:00am*

(\*alternating in Rota with Billinge Surgery)

## PRACTICE STAFF

### *Dr. I Peach*

Dr. Peach originates from Wigan. His interests in medicine are in cardiology and minor surgery. He works from our main surgery in Billinge. Outside medicine he enjoys squash, badminton and golf.

### *Dr. E Phillips*

Born in Wrexham, North Wales. He completed his GP training in Blundellsands, Liverpool, and worked as a locum before joining the practice in 2001. His interests in medicine are in diabetes and other chronic disease management, child health, information technology, and performance monitoring. He works from Orrell Surgery. Outside the practice he enjoys walking, gardening, diy, theatre and live music, watching most sports, and red wine!

# Billinge Medical Practice

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## ***Dr. A Stewart***

Dr. Stewart joined the practice in 2004. Another Wiganer! Dr Stewart completed his GP training in Shevington. He works mostly from our Main surgery in Billinge. His interests are in child health, rheumatology and joint injection. Away from his work, he enjoys aviation, socialising, going to the gym and cycling.

## ***Dr. B Adeogun***

Dr. Adeogun is our salaried GP. He joined the practice in 2014 and works from both surgeries.

## ***Practice Nurses***

***Sister Jane Allcock*** leads the practice's diabetic clinic. She is also involved in the respiratory clinic and well women clinics. ***Sister Vanessa Manchester*** leads our respiratory clinics (asthma and chronic obstructive airways disease). She is also involved in our well women clinics. ***Sister Sadie Jones*** is involved in our diabetic clinic, respiratory and well women's clinics. We additionally have 2 Healthcare Assistants (***Sheila & Megan***) who are involved in the practice's INR clinics, ECG and other treatment room services.

## **APPOINTMENTS**

These can be made by telephoning or calling at the surgery during the above hours. You can also book appointments online using the ***Vision Online Service*** (see below). The practice currently books the doctor's appointments on the same day for morning appointments and one week in advance for afternoon / evening appointments. If you need an urgent appointment please telephone before 10:30am and you will be seen on the same day, but we cannot guarantee that this will be with the doctor of your choice. If the doctor thinks your case is not urgent, then you may be asked to make a routine appointment. If you require telephone advice regarding a problem, then please leave your details with the receptionist before 10:30am and you will be called back. Whilst every effort is made to see patients on time, inevitably from time to time we will run late. We would appreciate your tolerance in this situation. Please attend your appointment or if you no longer need it, then cancel it in good time so someone else may be seen in your place.

## **ACCOUNTABLE GP**

From the 1st of April 2015 all patients are allocated a named accountable GP.

This will not affect which doctor you would like to see at the practice however, if you have a preference the practice will make reasonable efforts to accommodate this request. For patients already registered with the practice your named accountable GP

# Billinge Medical Practice

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will be your registered GP. All new patients will be allocated their accountable GP when they attend for their new patient medical with the nurse.

If you require information on your Accountable GP then please ask the reception staff.

## **OUT OF HOURS EMERGENCIES**

The practice covers until 7:00pm every week day night at one of the two surgeries. You may be required to travel to the Orrell branch surgery. When all surgeries are closed a deputising service attends emergencies. When the surgery is closed you may call at the Walk In Centre in The Millennium Centre, Bickerstaffe Street, St Helens from 7:00am to 10:00pm every day, or you may call N.H.S. 111 for advice. Alternatively you can telephone the surgery number and you will be automatically transferred.

## **HOME VISITS**

Requests for home visits should be made between 8:00am - 10:30am. Visits requested outside this time should be for urgent cases only. Please give the receptionist full details so that the doctor can assess the necessity / urgency of the visit. Home visits should only be requested for terminally ill or housebound patients. Not having transport is not a valid reason for requesting a home visit.

## **REPEAT PRESCRIPTIONS**

Please request repeat prescriptions by placing your request forms in the box at reception. We require 48 hours' notice for repeat prescriptions. We do not accept repeat prescription requests over the telephone. If you require the prescription to be posted to you then please enclose a stamped addressed envelope. If your pharmacy operates a prescription collection service then you may arrange for them to pick up the prescription. Please note that it is the pharmacy's responsibility to pick up the prescription, and not the practice's responsibility to send the prescription to the pharmacy. You may be required to see the doctor or another practice member before the prescription is issued. You may also request your prescriptions online by using the *Vision Online Service* (see below).

## **VISION ONLINE SERVICE**

Our patient can now register for our Vision Online service. Using this service our patients can book and manage their appointments online. They can also order prescriptions online. This service is available 24 hours a day, 7 days a week.

# Billinge Medical Practice

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## **SERVICES OFFERED**

Apart from the normal consultations we offer a whole range of additional services.

### ***Well Baby Checks:***

*Unfortunately we do not have a drop in clinic for babies. However Child development assessments and immunisations also take place by appointment.*

### ***Ante Natal Clinic:***

*Held on Monday afternoons. If you are pregnant you can now self-refer to these clinics.*

### ***Well Woman Checks:***

*Health checks for women including cervical smears, breast examination, H.R.T. advice etc. are available with the doctor or nurse by appointment.*

***Contraceptive Services:*** *The practice offers a comprehensive service. Please make an appointment with the doctor or nurse.*

### ***Well Man Checks:***

*Health checks for men. Please make an appointment with the doctor.*

### ***Minor Surgery:***

*Including cryotherapy (freezing) of warts and verucae, removal of skin lumps and lesions, and joint injection. Please make an appointment with the doctor.*

### ***Chronic Disease Management Clinics:***

*These monitor patients with chronic diseases such as asthma and other chronic lung problems, diabetes, heart disease etc. These tend to be nurse led with the doctor overseeing the clinics. Please ask the doctor or nurse for details.*

### ***Phlebotomy Clinics:***

*These blood taking clinics are held on Wednesday and Friday at Billinge Surgery between 9am – 10:45am; and Thursday at Orrell Surgery between 9am – 9:45am.*

### ***Travel Advice :***

*For Travel immunisation and travel advice including advice on malaria prophylaxis. Please make an appointment with the practice nurse.*

# Billinge Medical Practice

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## **CONFIDENTIALITY**

The practice has very strict policies and guidelines regarding confidentiality. Records are kept regarding your health and any care you receive from the N.H.S. These are both computer and paper records. Staff only consult these records when it is absolutely necessary in relation to their work. Information can only be released to third parties with your written consent. This includes members of your family.

## **NON N.H.S. FORMS AND EXAMINATIONS.**

Under their N.H.S. contract, the doctors are not obliged to complete certain forms e.g. passport applications, insurance forms, holiday cancellations etc. Therefore these forms attract a fee, which is approved by the British Medical Association, which the person requesting the completion of these forms is responsible for. Similarly our doctors will undertake medical examinations for special purposes such as insurance, H.G.V. or Taxi medicals. Special appointments may be made for these and a fee will be payable. Please ask our receptionists for details of these fees and appointments.

## **COMPLIMENTS, SUGGESTIONS & COMPLAINTS.**

The practice aims to provide a friendly, efficient and good quality service to all our patients. If you feel a particular aspect of our service is good then please let us know! Similarly, if you feel any aspect of our service can be improved then please inform us. Whilst every effort is made to provide you with good care, we realise we may on occasion, inadvertently, fall short of the standard you may expect. If you wish these issues to be addressed then please contact our practice administrator, Mrs K. Almond at the main surgery in Billinge, who will be pleased to assist you.

## **PATIENT RESPONSIBILITY.**

Whilst the practice will endeavour to provide you with the best service we can given the available resources, we trust that our patients will use these resources sensibly and responsibly. If you make an appointment we will expect you to keep it or cancel it. We expect that patients will treat all our staff with the respect that they deserve. Any verbal or physical abuse will not be tolerated in any way. The practice fully supports the N.H.S. Zero Tolerance Policy. The practice reserves the right to have any patient betraying our trust in these ways removed from our list and they will be expected to find another G.P. practice

# Billinge Medical Practice

## PRACTICE AREA

