

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:

OPENING TIMES	SURGERY TIMES
Mon: 08.00 - 20.00	08.30 - 12.30 13.30-20.00
Tue: 08.00 - 18.00	08.30 - 12.30 13.30-17.30
Wed: 08.00 - 18.00	08.30 - 12.30 13.30-17.30
Thu: 08.00 - 13.00	09.00 - 12.00
Fri: 08.00- 18:00	08.30 - 12.30 13.30 - 17.30
Sat: Closed	
Sun: Closed	Please ask at reception for specific
Bank Holidays: Closed	times for Practice Nurse Clinics.

Telephone lines open from 8.30am

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours
01782 311266

Appointments
01782 311266

Telephone Appointments
01782 311266 : please ring before 10.30am to
arrange a telephone appointment.

Enquiries and Results
01782 311266 after 12:00pm please

Business & Enquiries
Tel 01782 311266 Fax 01782 311266

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
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 Nurses
Community Matron
Community Palliative Care Nurse
Smoking Cessation Advisor
Counsellor

Please contact the surgery for details

Please note that the practice is closed between
1-2pm on the second Wednesday of each month
for staff training.

Adderley Green Surgery

PRACTICE CHARTER

Information for
Patients

General Practitioners

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

Dr Bala Sankarasubbu, MBBS, DFSRH, DRCOG, MRCP

Please note the named accountable GP & named GP
for all registered patients & patients over the age of
75 years is: Dr. Sri Sundaram

Please take a copy

(Revised 29.05.19)

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Adderley Green Surgery.

Adderley Green Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person on line, by post, by fax or requested by your pharmacy. Telephone requests may be accepted in exceptional circumstances by telephoning 01782 311266 before 11am.
- ❖ All comments and suggestions about the service are welcome. Please use the form which is provided in the waiting area and hand to reception.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make Adderley Green Surgery as accessible as possible. If you have hearing, visual, language or physical difficulties please let the receptionist know so that we can enable you to fully use our services or arrange for the doctor or nurse to visit you at your home.
- ❖

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.