

Complaints, Comments and Suggestions

All members of our team will be trying to offer the best care in the quickest and most courteous way possible. At busy times this may mean you have to wait longer to be seen to. We welcome verbal and written comments and suggestions.

If you wish to make a complaint please ask reception for our Complaints Procedure Leaflet. Formal complaints are managed by our practice manager. These should be made in writing and marked private and confidential.

Patients also have the right to complain to NHS England. Information about giving feedback or making a complaint can be found on NHS England's website <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>.

Complaints can be made by telephone, email or post. Complaints can also be made through British Sign Language, interpreters are available for video calls.

Patients also have the right to complain to the Parliamentary and Health Service Ombudsman <https://www.ombudsman.org.uk/>.

Staffordshire and Stoke-on-Trent Integrated Care Board

New Beacon Building,
Stafford Education and Enterprise Park,
Weston Road,
Stafford,
ST18 OBF

Tel no: 0808 196 8861

Email: PatientServices@staffsstoke.icb.nhs.uk

Website: www.staffsstoke.icb.nhs.uk

North Staffordshire Combined Healthcare Trust has a Patient Advice Liaison Service who can be contacted on 0800 389 9676.

Alton Surgery

Hurstons Lane, Alton, Stoke-on-Trent, ST10 4AP



TELEPHONE: 01538 704200

Website: www.altonsurgery.nhs.uk

Email: altonsurgery@nhs.net

Doctor Mike Brown—MBChB (Birmingham 1979) MRCP

Works—Alternate Monday all day and Monday & Wednesday AM

Doctor Victoria Hampton—MBChB (Leeds 2006) BSc Hons, MRCP

Works—All day Tuesday, Wednesday and Friday

Doctor Sara Leggett— MBChB (Keele 2014) BCs hons, MRCP (2021)

Works—All day Monday & Wednesday, and Thursday and Friday AM

DISABLED ACCESS AND TOILETS AVAILABLE

TRAINING PRACTICE

The Practice undertakes the training of Doctors in General practice; these Doctors will spend four months with us and will be available for consultations and other practice activities.

SURGERY HOURS

Monday	8.30 am – 6.00 pm
Tuesday	8.30 am – 6.00 pm
Wednesday	8.30 am – 6.00 pm
Thursday	8.30 am – 1.00 pm
Friday	8.30 am – 6.00 pm

DOCTOR'S APPOINTMENT TIMES

Monday	9.00 am - 11.30 am	4.30 pm – 6.00 pm
Tuesday	9.00 am - 11.30 am	4.30 pm – 6.00 pm
Wednesday	9.00 am - 11.30 am	4.30 pm – 6.00 pm
Thursday	9.00 am - 11.30 am	
Friday	9.00 am - 11.30 am	4.30 pm – 6.00 pm

APPOINTMENTS

The surgery offers a computerised appointment system; appointments can be made in person, online or over the phone (01538-704200).

To make appointments online, please complete the online services Registration Form found in the New Patient Registration Pack. Alternatively, please see the Receptionist to obtain the necessary documentation. Photographic identification is needed to enable patient access to online services.

Patients should always contact the Practice if they are unable to keep an appointment.

Contraception and Family Planning

The Doctors and Nurse are able to advise on all aspects of family planning during normal surgery hours. Patient confidentiality is respected at all times. For coil and implant fitting patients can contact Well Street Medical Centre in Cheadle on 01538 753114.

Sexual Health Clinic

Sexual Health Clinics are available throughout Stoke-on-Trent. Head to <https://openclinic.org.uk/>, or telephone 0808 178 0955.

Lifestyle Support

Advice on a range of topics around living a healthy lifestyle is available from Staffordshire Connects <https://www.staffordshireconnects.info/kb5/staffordshire/directory/home.page>. Use the website to search for help and support within the community.

For help with long term health goals such as quitting smoking and weight management head to the everyone health website <https://staffordshire.everyonehealth.co.uk/>.

Alternative Services

If you are out of our practice area and require NHS services, including Opticians and Dentists, head to the NHS Services website <https://www.nhs.uk/nhs-services/services-near-you/>.

If you have changed address and no longer live within our practice area you can also use this website to locate a GP surgery close to your home address. A map of our practice area can be found on our surgery website.

Violent and Abusive Behaviour

Like the rest of the NHS we operate a ZERO TOLERANCE policy. Anyone displaying such behaviour may be reported to the Police and will be required to find an alternative GP.

Blood Tests

The practice has limited appointments available for blood tests on weekday mornings until 11:00am. There are walk in facilities available at other local surgeries between 8:00 and 16:45 Monday to Friday. Head to <https://patientconnect.uhnm.nhs.uk/Staffordshire%20Phlebotomy> to book an appointment.

Results

Routine results are available between 2:00pm and 4:00pm, 48 hours after the blood test has been taken. Certain results for other samples and investigations may take longer, especially x-rays.

Home Visits

Whilst we encourage patients to attend the surgery, we do appreciate that this is not always possible. In this respect, if you do require a home visit, please call reception before 11:00am. The Doctors prefer to speak to the requestor of the visit to understand the nature of the problem. The practice conforms to the 'North Staffordshire Visiting Guidelines'.

New Patients

The surgery requests that any individuals wishing to register completes our Patient Registration Pack. Patients must live within our practice area to register, this can be found on our surgery website.

Health Checks

Patients between the ages 16-75 who have not been seen within 5 years are welcome to request a health check at their next consultation. Patients over 75 who have not been seen for 12 months can request a health check at their next appointment.

DISPENSARY

To order a repeat prescription by telephone please call 01538 704210. Telephone requests for repeat prescriptions are only taken between 9.00 a.m. and 1.00 p.m. Mon - Fri.

DISPENSARY OPENING TIMES

Monday	11.00 am—1.00 pm	3.00 pm—5.45 pm
Tuesday	11.00 am—1.00 pm	3.00 pm—5.45 pm
Wednesday	11.00 am—1.00 pm	3.00 pm—5.45 pm
Thursday	11.00 am—1.00 pm	
Friday	11.00 am—1.00 pm	3.00 pm—5.45 pm

Repeat Prescriptions

By giving us 72 working hours notice we are able to order most medication from our suppliers. If you are unable to do this you may be given a paper prescription to take to the chemist. Unfortunately medications are not always available as they may be out of stock at the manufacturers, to minimise any inconvenience please give dispensary as much notice as possible when ordering. You are also able to order repeat prescriptions online. Please refer to the patient online access section for more information.

Electronic Prescription Service

For those patients not eligible to have their medications dispensed from the practice, we are able to offer the electronic prescribing service whereby your prescription is sent electronically to a chemist of your choice.

Dispensing Patients

Please note that we are only able to dispense to patients who live more than 1 mile (1.6km) as the crow flies from a Pharmacy.

Urgent Supply of Medications

Should you require an urgent supply of your medications, please discuss this with a member of our team. If we do not have the required item in stock, and cannot obtain this for you in the timeframe required, we can provide you with a prescription to take to one of our nearby Pharmacies.

Practice Nurse—Debbie RGN, Nurse Prescriber

Debbie can undertake all practice nursing tasks, including specialist clinics (Asthma, Diabetes, Weight Management, Smoking Cessation and Heart Disease), Travel Vaccinations, Childhood Vaccinations, Contraception, Ear Syringing, Blood Tests and Cervical Smears. Debbie works from 8:30am every weekday, with afternoon appointments also available.

Chaperones

Chaperones are available on request, please ask the receptionist, Doctor or Nurse for more information.

District Nurses

The district nursing team is based in Cheadle Hospital and they work closely with our practice. They can be contacted by calling 01782 831110. Out of hours calls (5pm –9am Monday to Sunday) will be forwarded to a call handler at St Georges Hospital, Stafford.

Midwife

Midwife Clinics are held at Cheadle Health Centre. To register patients can self refer by heading to www.mypregnancynotes.com. For any questions contact the community office on 01782 672181.

Families' Health and Wellbeing Service (0-19)

A text messaging service for advice from Public Health is in place for parents and carers of children aged 0-19, texts can be sent to 07520 615 722. Or you can call the service on 0300 303 3923.

Out of Hours

NHS Commissioning Board Area Teams are responsible for commissioning the Out of Hours Service. This service is provided by 'Staffordshire Doctors Medical Services' when the surgery is not open; this includes Bank Holidays and weekends. If you ring the surgery when closed you will be asked to hang up and redial 111. 111 are able to give advice and direct you to the most appropriate point of care.

Walk In Centres

Haywood Hospital: High Lane, Burslem, ST6 7AG
Telephone—03003031268

Hanley Health & Well Being Centre: 69 to 71 Stafford Street, S-O-T, ST1 1LW
Telephone—0300 1236759

Minor Injuries

Leek Minor Injuries: Leek Moorlands Hospital, Ashbourne Road, ST13 5BQ
Telephone—01538 487104

NHS 111

Alternative and Out of Hours advice is available by calling 111, which is the NHS non emergency number and is available 24hrs a day, 365 days a year. Calls are free from landline and mobile phones.

Communication and Information Needs

Communication from the practice can be made via telephone, in person, email or text message. Please advise reception if you wish to be contacted by these methods. If you require information in an alternative format please advise reception so that, if possible, this can be provided. We also have an induction hearing loop at reception for those who require the service.

Access to Information

There is a leaflet available from reception which provides information regarding why the NHS collects information about you and how it is used.

Patient Online Access

Patients can order prescriptions, view medical records and book appointments online. Please complete the Online Services Registration Form, available from reception, if you wish to register for this service. You will need an email address to set up a Patient Access account.