

NHS England Contact

The practice provides NHS services on behalf of NHS England
PO Box 16738, Redditch, B97 9PT.
Telephone: 0300 311 2233
Email: england.contactus@nhs.net

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018. The patient privacy notice is available on the practice website.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the practice complaints leaflet.

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (or PALS) is a free, informal, confidential help and advice service for patients, carers and their families. It is there to help when you need advice or have concerns about health-related matters, or simply don't know where to turn.

PALS can help with questions about any of the health services commissioned in local hospitals or your community, including GP practices.

Telephone: 0808 196 8861

Email: PatientServices@staffsstoke.icb.nhs.uk

Alton Surgery

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



TELEPHONE: 01538 704200

Website: www.altonsurgery.nhs.uk

Email: altonsurgery@staffs.nhs.uk

Alton Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Alton Surgery Opening Hours

Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm

Doctors Appointment Times

Monday	9.00 am - 12.30 am	3.30 pm – 5.00 pm
Tuesday	9.00 am - 12.30 am	3.30 pm – 5.00 pm
Wednesday	9.00 am - 12.30 am	3.30 pm – 5.00 pm
Thursday	9.00 am - 12.30 am	
Friday	9.00 am - 12.30 am	3.30 pm – 5.00 pm

Patients can be seen after 5pm at the surgery if an urgent appointment is required. Appointments are also available outside of our normal opening hours at other local practices. Please speak to reception if you need more information about this service

Booking Appointments

Alton Surgery operates a triage model for all GP appointments. Patients submit a request to the practice which is reviewed by a senior clinician. The clinician decides the most appropriate next step. This may include offering an appointment with a member of the practice team or directing you to another suitable service.

Appointment requests can be made in person, online, or over the phone (01538 704200).

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

First Contact Physio Therapist - Lorna

Lorna is a specialist in musculoskeletal (MSK) conditions and assesses, diagnoses, and manages patients with joint, muscle, or bone problems. She can provide expert advice, self-management plans, and treatment options, including referrals to secondary care.

Social Prescriber - Laura

Laura supports patients with non-medical needs affecting their health and wellbeing by connecting them to community services, such as exercise groups, housing support, debt advice, or social activities.

Health & Wellbeing Coach - Kerri

Kerri provides personalised 1:1 or group session work to support patients to achieve self-identified health and wellbeing goals, enabling patients to better manage and take ownership over their health concerns.

Counsellor - Kerry

Kerry works with patients experiencing a wide range of emotional and psychological difficulties to help bring about effective change and/or enhance their wellbeing.

Mental Health Practitioner - Siobhan

Siobhan provides appointments to help patients gain access to the right service to support their mental health needs. Patients may have a one-off assessment and be signposted to other mental health services, or they may be offered follow up appointments to work on short term interventions.

Practice Team

GP Partners

Dr V Hampton - MB ChB (Leeds 2006) BSc Hons, MRCGP

Dr S Leggett - MB ChB (Keele 2014) BCs Hons

ARRS GP - Dr W Dafaalla MB BS (University of Medical Sciences and Technology 2016)

Dr Dafaalla can assess, diagnose, treat, and manage a wide range of health conditions, offer preventive care and health advice, and coordinate ongoing treatment with other healthcare professionals to ensure holistic, continuous care for patients.

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), Vaccinations, Contraception, Blood Tests and Cervical Smears. Appointments with Debbie can be pre-booked.

Clinical Support Assistant - Vicky

Vicky can see patients who require blood test, ECG'S, dressings, memory checks and also patients who may require home visits. Appointments with Vicky can be pre-booked.

Care Coordinator / Phlebotomist - Gemma

Gemma supports our patients with ongoing or complex needs to get the care they require and undertaking home visits to assess patients in the community. She is also trained as a phlebotomist and can perform blood tests.

Clinical Pharmacist - Kasim

Kasim carries out medication reviews and has clinics for conditions such as hypertension, asthma, COPD, and anticoagulation.

Pharmacy Technician - Irum

Irum supports safe and effective use of medicines by helping with medication reviews, safety audits and prescription management.

When We are Closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk. 111 is available 24hrs a day, 365 days a year. Calls are free from landline and mobile phones.

Test 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 appreciate it 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. Home visits are conducted at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. The practice conforms to the 'North Staffordshire Visiting Guidelines'.

Chaperones

Chaperones are available on request, please ask a member of the team for more information.

Training Practice

The Practice undertakes the training of doctors in general practice; these doctors will be available for consultations and assist in other practice activities. As part of their training, trainees may be required to sit in with the GP or other members of the team during consultations with patients. You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

Practice area

The practice area covers the Villages of Alton, Denstone and Oakamoor. A detailed map of the area Alton Surgery provides GP services to is available on our [website](#).

Registering at the practice

The quickest way to register is [online](#) via the [practice website](#). You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice.

Access and Support for Disabilities

The practice offers step free access to the premises. There is onsite parking available, accessible toilets and a hearing loop on the reception desk. Assistance Dogs are also permitted on the premises.

Patients' Rights and Responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. Where possible, you will be offered appointments with that clinician. All patients will be assigned an accountable and named GP. Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](#).

PPG (Patient Participation Group)

The PPG is a group of patients who work with the practice to establish and embed an effective relationship between the practice team and the patient population. If you are registered at the surgery you are more than welcome to join. Ask a member of the reception team for more information.

Violent and Abusive Behaviour

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Local Urgent and Emergency Care Services

Haywood Hospital - Walk-in Centre

High Lane, Burslem, ST6 7AG
Telephone - 03003031268
Open: 7am - 9.30pm daily

Leek Moorlands Community Hospital - Minor Injuries

Leek Moorlands Hospital, Ashbourne Road, Leek, ST13 5BQ
Telephone - 01538 487104
Open: 9am - 5pm Monday to Sunday (last admission 4.30 pm)

Derby- Urgent Treatment Centre

Entrance C, Derby UTC, Osmaston Road, Derby, DE1 2GD
Telephone - 111 / 01332 224700
Open: 8 am - 8 pm Monday to Sunday

Other Community services

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.

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.

Sexual Health Clinic

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

Dispensing Practice

Alton Surgery is a dispensing practice. Prescriptions can be issued from the practice to patients who meet the requirements. 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.

Prescriptions

Prescribing clinicians will initiate any prescriptions they determine you require.

Repeat Prescriptions

To order a repeat prescription please use one of the following methods:

- NHS App
- Submit an online request through the practice website
- Return your repeat slip to dispensary
- Complete a request slip at the practice

Please allow 72 hours before collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Dispensary Collection Opening Times

Monday	9.55 am - 1.00 pm	3.00 pm – 5.55 pm
Tuesday	9.55 am - 1.00 pm	3.00 pm – 5.55 pm
Wednesday	9.55 am - 1.00 pm	3.00 pm – 5.55 pm
Thursday	9.55 am - 1.00 pm	
Friday	9.55 am - 1.00 pm	3.00 pm – 5.55 pm

Urgent Supply of Medications

Should you require an urgent supply of your medications, please speak to our dispensary 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 chemists.

Services We Offer

In addition to the routine services that are provided, this practice also offers the following:

Blood Tests

The practice has appointments available for blood tests until 10:45am. There are alternative facilities available at other local surgeries between 8:00 and 16:45 Monday to Friday. Please speak to reception for more information.

Cervical Smear Testing

For women aged 25 – 65 and these tests are undertaken by the practice nurse.

Immunisations

The clinical team administers vaccines for both adult and child immunisations.

Family Planning

The practice offers a range of family planning services. For services not available at the practice patients can be referred to another local practice.

Chronic disease management

We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.

Health checks

Health checks are offered to any new patients. NHS health checks are also offered every 5 years for patients aged 40-74 dependent on whether they have any chronic diseases.

Other Services

The practice also offers antenatal, baby, post-natal, smoking cessation and joint injection clinics.