

# Appointment System



## Need an urgent on the day appointment?

Please call the Surgery as close to 8.30am as you can, if you press option 1 you will be put through to a receptionist.

# patches

**For routine concerns only**

This is an online service that is available online 8am-6.30pm Monday – Friday and allows you to contact your GP for help and advice. It will ask you to fill out a form asking you questions about your condition or symptoms.

You can find PATCHS on our website:

[www.fearnheadcrosssurgery.co.uk](http://www.fearnheadcrosssurgery.co.uk)



**You can pre-book appointments via our online services called 'Patient Access' or the NHS App. Appointments can be pre-booked with all Clinicians. Examples of other appointments that you can pre-book are:**

- Smear Tests
- Asthma reviews
- Contraceptive reviews
- Medication reviews
- Blood Pressure checks
- GP appointments



Requests for Home Visits should be made by 10.30am where possible. The Receptionist will take your details & pass these onto a Clinician who will triage you.

Home visits are for patients whose physical condition makes it impossible for them to come to surgery. We do not undertake home visits for social reasons i.e. lack of transport.

# Prescription Requests



The quickest way to request a prescription is via the NHS App, you can also track the status of your prescription request too.

We also accept prescription requests via writing or via email to [cmicb-war.fearnheadcrossfax@nhs.net](mailto:cmicb-war.fearnheadcrossfax@nhs.net)



The practice has a PPG (Patient Participation Group) who aim to gather feedback and views from the wider patient population about the services on offer and how patients can be involved in shaping the practice. The group are a friendly bunch who meet quarterly at Fearnhead Cross and are always on the look-out for new members. If you are interested or would like more information on what the group do, please email [cmicb-war.fearnheadcrossfeedback@nhs.net](mailto:cmicb-war.fearnheadcrossfeedback@nhs.net)

## Compliments or Complaints

We aim to provide the best care we can but sometimes we may fall short of the mark. Initially we would encourage you to speak to whoever you feel most comfortable with, a GP, Nurse, Manager or Receptionist.

However, if you have a complaint to make, please do not be afraid of telling us how you feel. We welcome feedback on all our services and staff to help us improve where necessary. We will do our best to put right anything that has gone wrong.

If you would prefer to put your concerns in writing, the following designated persons will ensure that it is dealt with promptly by a member of our Management Team

Email address for feedback: [cmicb-war.fearnheadcrossfeedback@nhs.net](mailto:cmicb-war.fearnheadcrossfeedback@nhs.net)



# Fearnhead Cross Medical Centre & Longford Street Surgery

Fearnhead Cross Medical Centre, 25  
Fearnhead Cross, Warrington, Cheshire  
WA2 0HD

Telephone number - 01925 847000

Longford Street Surgery, Longford  
Street, Warrington, Cheshire, WA2 0HD

Telephone number - 01925 255600

# Meet The Team

## GP Partners:

- Dr Edward Taylor
- Dr Golam Chowdhury
- Dr Dawn Tragen
- Dr Shobha Ramesh

## Salaried GP's:

- Dr Sanaa Khalil
- Dr Sara Nasir
- Dr Shanthi Natarajan
- Dr Lavanya Villuri

## Management Team:

Practice Manager - Mrs Nicola Golding  
Associate Managers - Mr Joe Dugdale & Miss  
Ellie Stott

## Pharmacy Team:

Pharmacist & Nurse Lead - Matthew Cockcroft  
Pharmacist - Jessica Dodd

## Nursing Team:

Advanced Nurse Practitioner - Gail Shelley  
Practice Nurse - Sister Andrea Porter  
Practice Nurse - Sister Shireen Spencer  
Practice Nurse - Sister Susie Schofield  
HCA - Mrs P Hobden  
HCA - Ms K Stone  
HCA - Mr A Banach  
Clinical Support - Mr C Morgan

We are all supported by 4 Administrators and 12  
Medical Receptionists who help the Practice to  
run as smoothly as possible.

# Extended Colleagues

When you contact the Surgery, we may signpost  
you to one of our colleagues as they can offer  
you the most appropriate support:

- Community Matron
- District Nurse
- Health Visitor
- Community Midwife

# East PCN

We are part of the East PCN. This means that  
we work collaboratively with other practices to  
offer a wide range of services.

East PCN is built up of Fearnhead Cross  
Medical Centre, Padgate Medical Centre &  
Birchwood Medical Centre

Through the PCN, we are able to offer services  
through the following roles:

- Physiotherapist
- Care Co-ordinator
- Paramedic

# Training

We help, support & train medical students and  
GP Registrars.

# Contact Us



Telephone:

Fearnhead Cross Medical Centre – 01925 84700

Longford Street Surgery – 01925 255600

Option 1 – Reception queries

Option 2 – Prescription queries

Option 3 – Home visit requests

Option 4 – Test Results

Option 5 - Secretary



We offer an online consultation  
service called PATCHS. This can be  
found on our website:

[www.fearnheadcrosssurgery.co.uk](http://www.fearnheadcrosssurgery.co.uk)



# Opening Hours

**Monday - Friday 8am - 6.30pm**

Extended Access (for pre-booked  
appointments only) on Tuesday's &  
Thursday's 6.30pm - 8.30pm at Fearnhead  
Cross.