

Doctors

Dr Jane Lowe

MB ChB DCH

Female

Registered 1978, Manchester

Dr G S Faulkner

BM BS DRCOG MRCGP

Male

Registered 1983, Nottingham

Dr J A Scott

MB BS BSc MRCGP

Male

Registered 2007, London

Dr K F Rothwell

MB ChB MRCGP

Female

Registered 2007, Manchester

Dr S R McLoughlin

MB ChB MRCGP

Female

Registered 2007, Manchester

Practice Nurses

Sister Kath Kerry

Sister Carol Molyneux

Practice Manager

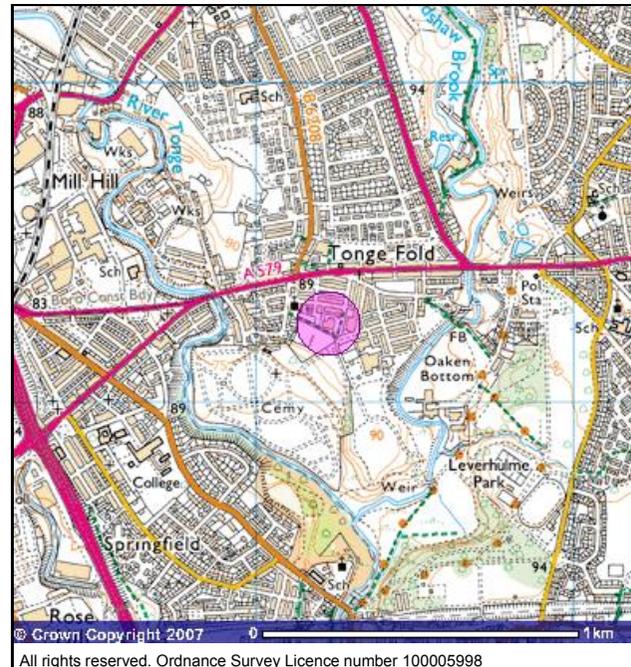
Elaine Leatham

Health Care Assistant

Sandra Maher

drlowe.co.uk

The Health Centre is in the centre of this map at the end of Hilton Street.



If you are not already a patient and want to register please phone on 01204 521574

Our receptionists will be glad to help

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Drs Lowe,
Faulkner, Scott,
Rothwell &
McLoughlin

Information for patients

Tonge Fold Health Centre

Hilton Street

Bolton

BL2 6DY

Tel 01204 521574

Surgery times



Reception is open all day between 8:00 am and 6:30 pm

Morning Surgery, appointments

Monday—Friday from 8:30 onwards.

Appointments are for ten minutes and for one patient only. To be fair to other patients who are due to see the doctor after you please do not arrive with two patients for one appointment. The doctor will do their best to run on time, please help them by being on time yourself and be aware that someone else has an appointment ten minutes after you do



Evening Surgery, appointments

The earliest appointment is normally 4 pm, and the latest is 5:50 pm. Phone 521574 for an appointment.

Early Morning appointments

We have early morning appointments between 7 a.m. and 8 a.m. on Wednesdays and Thursdays

Home Visits are only made for patients who are medically unable to travel to the health centre, or completely housebound. We are not able to make home visits for reasons of convenience, patient preference or lack of transport. We will ask for details of the patient's condition so that the visit can be prioritised. It is helpful if the request can be made before 10:30 a.m.

Telephone advice

We always try to avoid disrupting consultations and the doctor will not normally be available to speak on the phone during a surgery. If you need telephone advice please phone before 11 am and arrangements will be made to phone you back. It is helpful if you could give a description of what the problem is to the receptionist.

When the surgery is closed, please phone 0161 763 8940 if you need urgent attention and a message will advise you how to get in touch with the out of hours service.

Test results

Whenever any tests or X rays are ordered we will contact the patient if they need to come in. Most blood and urine tests take 3 days and X Rays 1 week.



Repeat prescriptions

Repeat prescriptions can be ordered in person at reception, by post, or electronically. Please do not request items that have not been agreed as a repeat prescription. Please remember to order them in good time, because once the surgery is closed there is no service available to provide repeat prescriptions. Prescriptions will be ready after two working days. If you would like to have your prescription posted back to you please enclose a stamped envelope. To request prescriptions electronically please see reception who will explain how to register for this service.

Practice Nurse

The Practice Nurse is normally available every day of the week, by appointment. She provides holiday vaccinations, blood pressure checks, diabetes, asthma management and disease screening tests.



Minor Surgery

We perform a number of minor surgery procedures, the doctor will advise if your problem is suitable. Appointments are after 11 a.m.

Sickness Certificates

The NHS does not provide sick notes for illnesses of less than seven days. If you need a sick note and you have been ill for less than 7 days you should complete your own note called a SC2. This is available from benefits offices, or your employer. A SC2 form can also be downloaded from our website. We do not distribute SC2 forms at the surgery.

If your employer insists on a doctors sick note when you are ill for less than 7 days then this would be a private service, for which a charge will be made.

Children's immunisations

Appointments for children's immunisations are sent out automatically, for the clinic which is run on Tuesday afternoon. If the appointment is not convenient, we can easily rearrange it for another time. If you have any concerns or questions about immunisation please ask for an appointment to discuss it with the doctor.

Contraception

We offer a range of contraceptive services, including Injections, implants, pills, and diaphragm fitting. A complete range of leaflets are available to guide you, and if you need emergency contraception a same-day appointment can be made.

Complaints and Compliments

We always try our best to provide a good service, but sometimes things can go wrong. If you are unhappy with the service in any way, please ask to speak to Elaine, the Practice Manager. She will be able to help resolve the problem, and if you remain dissatisfied will explain the practice based complaints procedure which we operate under NHS procedures. There is a suggestion box in reception, and a feedback form on our website for patient feedback of any kind.