

Doctors

Dr Jane Lowe

MB ChB DCH

Female

Registered 1978, Manchester

Dr P N Kulkarni

BM BS

Male

Registered 1977, India

Dr G S Faulkner

BM BS DRCOG MRCGP

Male

Registered 1983, Nottingham

Practice Nurse

Sister Kath Kerry

Practice Manager

Mrs Lesley Hardy

Health Care Assistant

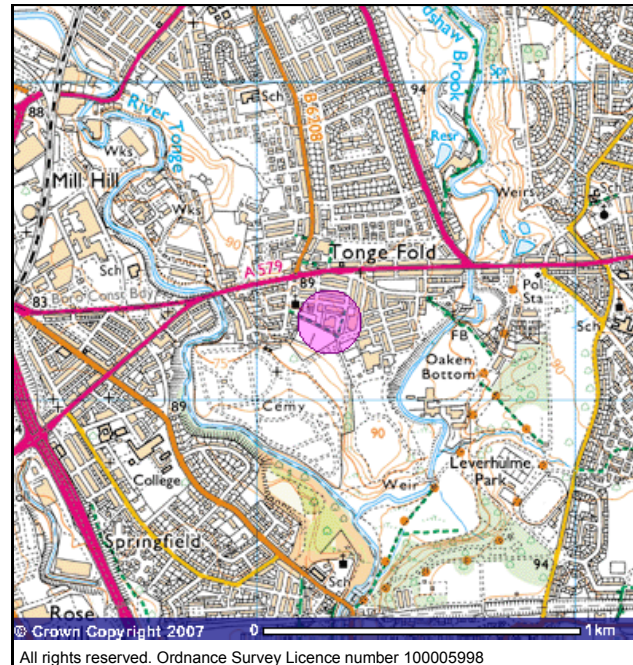
Sandra Maher

Practice Staff

The practice has three full time and three part time staff who deal with the day to day organisation and running of the practice. If you have any questions about administrative or non-medical aspects of your treatment, please ask, and they will do their best to help.

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 Kulkarni & Faulkner

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 except Wednesday when we close at 1:00 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 3 pm, and the latest is 5:50 pm. Phone 393092 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.

When the surgery is closed, please phone 01204 386655 if you need urgent attention and you cannot wait until we are next open

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. We make time available between 11 am and 11:30 for advice, and it is helpful if you could give a description of what the problem is to the receptionist.

Test results



Whenever any tests or X rays are ordered we always ask the patient to phone for the result. Most blood and urine tests take 3 days and X Rays 3 weeks. Please phone after 11 am and always make sure that you find out the results of your tests.

Repeat prescriptions

Repeat prescriptions can be ordered in person at reception, by post, fax, or email. 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 the next working day after 1 p.m. If you would like to have your prescription posted back to you please enclose a stamped envelope. To email your request, use the form on the practice website.



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 by Dr Faulkner on Friday 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 for Dr Faulkner.

Cervical Screening

By appointment, normally on Friday afternoon. If this is not convenient, another time can be offered, please ask at reception.

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 Lesley, 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.