

Complaints, Comments and Suggestions

All members of our team try 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. 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.

North Staffordshire Combined Healthcare Trust has a Patient Advice Liaison Service who can be contacted on 0800 389 9676. They provide people with extra support and advice when using health services.

Patients also have the right to complain to the Staffordshire and Stoke-on-Trent ICB. Information about giving feedback or making a complaint can be found on the ICB website [Patient advice and liaison service / complaints - Staffordshire and Stoke-on-Trent ICB](#).

Complaints can be made to the ICB by telephone, email or post.

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

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

Alton Surgery

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



TELEPHONE: 01538 704200

Website: www.altonsurgery.nhs.uk

Email: altonsurgery@staffs.nhs.uk

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

Works—All day Tuesday, Wednesday morning and Friday

Doctor Sara Leggett— MBChB (Keele 2014) BCs hons

Works—All day Monday, Wednesday afternoon, Thursday and Friday morning.

Alton Surgery Opening 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

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

Appointments can be made in person, online, or over the phone (01538-704200). Appointments with the GP can be booked a week in advanced and book on the day.

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

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.

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 website.

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.

Online Services

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 an account.

PPG

The PPG is a group of patients who work with the practice team 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

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.

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.

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 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 please call the surgery on 01538 704200 and press option 2.

Telephone requests for repeat prescriptions are only taken between 9.00 am and 1.00 pm Mon - Fri.

Dispensary Collection Opening Times

Monday	9.30 am—1.00 pm	3.00 pm—5.55 pm
Tuesday	9.30 am—1.00 pm	3.00 pm—5.55 pm
Wednesday	9.30 am—1.00 pm	3.00 pm—5.55 pm
Thursday	9.30 am—1.00 pm	
Friday	9.30 am—1.00 pm	3.00 pm—5.55 pm

Repeat Prescriptions

By giving us 72 working hours notice we are able to order and prepare most medications. Unfortunately medications are not always available as they may be out of stock at the manufacturers, to minimise any inconvenience please give as much notice as possible when ordering. You are also able to order repeat prescriptions online.

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.

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.

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 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 8:00am on Tuesday, Wednesday, Thursday and Friday. Appointments with Debbie can be pre-booked.

Physician's Associate— Isabella

Isabella is a Physician associate, who works under supervision of the doctors to provide medical care. Isabella can see both acute and chronic conditions. She can also carry out procedures and interpret test results, such as blood tests. Isabella works Monday and Friday 8:00-18:00, Tuesday and Wednesday 9:00-17:00 and Thursday's 9:00 -13:00.

Clinical Support Assistant—Vicky

Vicky can see patients who require blood test, ECG'S, ear syringing, dressings, memory checks and also patients who may require home visits. Vicky works 8:00-14:30 Monday, Tuesday and Wednesday.

Chaperones

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

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. Please speak to reception for more information.

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.

Local 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

Local Minor Injuries Service

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

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.

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.