Welcome To The Practice

The Danebridge Medical Practice was founded in October 1992 by the merger of two long established practices, coinciding with the completion of the new Danebridge Medical Centre in Northwich.

The practice area is large, covering Northwich and the surrounding villages.

Danebridge Medical Centre is a modern, purpose-built surgery, offering a wide range of facilities and equipment to a very high standard. The practice also provides a local service for patients in Sandiway who prefer not to travel to the main surgery in Northwich. In June 2005 we also took over a nearby practice in Kingsmead which was set up by the Primary Care Trust in 2004 in new premises.

Our practice philosophy is to work together as a team to promote health as well as treating illness, and we believe that as a large practice we offer a comprehensive, extensive medical service to our patients.

The Partners (A non-limited partnership)

Dr Fiona A McGregor-Smith  BSc MB ChB MRCGP Manchester 1986 (Senior Partner)
Dr Nichola A Russell  MB ChB MRCGP DRCOG Leicester 1987
Dr David A Perry  MB ChB Liverpool 1989 Dip Sport & Exercise Medicine Bath 2004
Dr Michael S Mullin  MB ChB MRCGP DCH DRCOG Liverpool 1992
Dr Nigel G Matthews  MB BS MRCGP DRCOG London 1988
Dr Beth A Hanson  MB BS DRCOG BSc FPC London 1995
Dr Sita E Jeeva  MB BChir MA(Cantab) DFSRH MRCGP Cambridge 2000
Dr Fiona C Durnian  MB ChB BSc DCH DRCOG Manchester 2000

The Salaried Doctors

Dr Pam Cawthray  MB ChB DRCOG DPPP (Manchester 1993)
Dr Russell Whitwell  MB ChB MRCGP MRCS (Liverpool 2000)
Dr Jody Martin  MB ChB MRCGP DFSRH (Leicester 2007)
Dr Bushra Gilchrist  MB ChB MRCGP DCH (Manchester 2003)
Dr Charlotte Monument  MB BS MRCGP (Hull York Medical School 2008)
Dr Naomi Leese  MB ChB (Hons) MRCGP DCH DFSRH (Warwick 2009)
Dr Joanna Gregory  MB ChB MRCOG DFFP DRCOG (Leicester 2001)
Dr Christopher Jordan  MB ChB MRCOG (Manchester 2009)

The Nursing Staff

Carole Gibson  RGN - Specialises in Diabetes, CHD
Gill Dale  RGN - Specialises in COPD/Asthma, Hypertension
Kate Billings  RGN - Specialises in Diabetes, COPD/Asthma
Julie Little  RGN - Specialises in Diabetes, Wound Care
Tracey Berry  RGN - Specialises in COPD/Asthma
Roisin Lavin  RGN - Specialises in Diabetes
Marie Hancock  RGN - Specialises in Child Immunisation
Gwenno Shalders - Specialises in Women’s Health
Heidi Preston - Triage Nurse
Corrine Bebbington - Health Care Assistant - NVQ Level 3 Healthcare
Val Brewin - Health Care Assistant
A Pain In The Back?

For over 18 years, the doctors at Danebridge Medical Centre have had an excellent working relationship with chiropractor Dr Scott Middleton at the Wilmslow Clinic.

After studying for five years, he graduated as a chiropractor in 1977. Three years later he started at the Wilmslow Chiropractic Clinic.

In the 1990’s he became the first NHS chiropractor in Britain. Until recently he was the only chiropractor allowed to work in the NHS and he now has four contracts. His last audited success rate was again the highest in the NHS.

The majority of patients consulting Dr Middleton have one or more of the following complaints: low back pain, sciatica, whiplash, other neck pains, headaches, migraine, groin pain, coccyx pain and pains in the hips, knees or shoulders. Other conditions that he can sometimes help include enuresis (bed-wetting) in children, infantile colic and certain types of referred abdominal pain.

As a well trained diagnostician, he only treats patients who are likely to respond to his treatment. Most patients will respond well within four treatments. Importantly, he does not treat any diseases whatsoever - whenever he considers that a patient requires medical care, the GP is immediately advised.

Patients are always welcome to telephone Dr Middleton directly to discuss their problem.
Appointments

Appointments can be made by telephone or by personally calling at the surgery during opening times. When requesting an appointment the receptionist will ask for brief details from you to enable us to offer the most appropriate appointment for your problem. It may be that you only need advice over the telephone either from the triage nurse or doctor or you may be advised to visit your local pharmacy under the Minor Ailments Scheme. Our appointments can be booked up to two weeks in advance, but we do have a proportion of our surgeries that are bookable on the day for your immediate needs. You may see any of the doctors in the practice but to ensure continuity of care it is advisable to see the same doctor throughout any particular illness.

Please bear in mind that appointments are 10 minutes and for one person only. If it is required that the doctor should see more than one person at the time of consultation, or you feel that you need extra time, please make sure that the receptionist is advised so that appropriate arrangements can be made for an extended appointment.

We apologise for delays which can occur in surgeries. These usually occur because a patient has a particularly complex or difficult problem which takes significantly more time to sort out. We would ask for other patients’ understanding of this - sometime in the future it could be you who needs the extra time!

Telephone Advice

Sometimes this can avoid the need for a surgery appointment or a home visit. If you wish to speak to a doctor on the telephone, the receptionists will advise you when they are likely to be available. Normally this will be between 11.30am and 12 noon. Please do not ask to speak to them at other times as this will mean interrupting someone else’s consultation. If you need urgent advice and your usual doctor is not available, the emergency doctor is available to speak to you.

If you feel your problem is urgent, it is essential that you explain this clearly to the receptionist.

Home Visits

If you are housebound or elderly and too ill to come to the surgery, a doctor will visit you at home. Telephone 544555 before 10.00am if possible and give the receptionist brief details of the illness so that the doctors can plan their rounds according to the degree of urgency.

The consulting rooms have better facilities for examination and treatment than are available in your home and it would normally be to your advantage to attend the surgery.

Mothers often worry about bringing babies and children to the surgery when they are unwell. It is usually quite safe to do so and frequently it will mean that your child will receive treatment quicker. If you are concerned that your child has an infectious disease, the receptionist can arrange for you to be seen without waiting with other patients.

Your doctor will advise you over the telephone if you have any doubts.

Emergency Calls

During normal surgery hours telephone 01606 544555.
Attract more business by placing your advert here. Simply call 0800 0234 196.

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To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

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**Triage Nurse**

When telephoning for a home visit or for telephone advice, your call may be dealt with by a triage nurse or the emergency doctor who will either be able to provide advice, or arrange other help required including a consultation with a doctor, or home visit, if needed.

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**Out of Hours - 111**

The out of hours service operates during the evenings, overnight, weekends and bank holidays during the following hours:
- Monday to Friday 6.30pm - 8.00am
- Weekends from 6.30pm Friday evening until 8.00am Monday morning
- Bank Holidays 24 hours

If you require urgent medical advice or care during these hours, please call 111.

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**Repeat Prescriptions**

If you take medication regularly for a well controlled condition and have a monthly repeat prescription, you may have your prescription issued without seeing the doctor, within certain time limits.

Attached to your computerised prescription is a list of your usual medication. When you need a further prescription this acts as your re-order form which should be handed in, posted, or faxed (01606 331977) to the surgery. You will be able to collect the prescription after 48 hours. If you require it to be returned by post please enclose a stamped addressed envelope. **You can also order repeat prescriptions online by registering an account with Patient Access www.patient.co.uk/access**

Requests for repeat prescriptions CANNOT be taken over the telephone.

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**Results of Tests**

You may telephone, or call at the surgery for the results of any tests carried out. **You can ring direct on 01606 544579.** To avoid busy times, please enquire between 11.00am - 12 noon or 3.00 - 5.00pm. Results of tests take at least five working days. In the interests of confidentiality the results will only be given to the patients or, if under 16 years, the patient’s parent/guardian.

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**Clinical Services**

In addition to our normal surgery services for acute and chronic illness, we also provide a number of services aimed at health promotion and illness prevention, as well as groups of patients with special problems or needs.

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**New Patients**

When you join the practice, you will be asked to fill in a patient questionnaire and provide identification of your person and address. Your completed questionnaire gives the doctors background information about your past and present medical history, all of which will be treated as confidential. You will also be invited to book an appointment with one of our practice nurses for a new patient check-up when registering.

This gives us an opportunity to meet you and your family and tell you about the practice.
To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Client Testimonials

"From the minute you walk into Embrace, have your treatment and leave you are made to feel very special with the professional, friendly service that is received on every visit. Very professional and caring. Well worth a visit, once been you will definitely go again!"

Theresa

"Really enjoyed the treatment. Would have paid more."

Mark

"I had a full body massage and felt marvellous. Felt the best I had ever felt. I will be going back!! I would definitely recommend as I was walking on air afterwards."

Amanda

"First treatment, my legs feel wonderful and the advice/aftercare was reassuring and realistic. Looking forward to next treatment. Thank you Tania, you are a natural."

Fiona

"Absolutely fantastic. I'll be back!"

Jane

"WOW. What a fantastic treatment! I suffer with a lot of stress in my job and Tania was brill. I feel like a new man, thank Tania."

Kelvin

"Treatment very relaxing, so much so I even fell asleep. Feel absolutely fabulous. Have already booked a further appointment."

Jull

"Thoroughly enjoyable and relaxing and could feel muscles responding during treatment. Explanations great throughout. Good to have a friendly and relaxed atmosphere. Will be back soon!"

Steve

10% Discount off your first treatment with this advert

Why Embrace?

Embrace Sports Massage and Holistic Therapies was founded by Tania in 2009 following many years of experience as a qualified nurse and in the holistic therapy industry. She has gained all her qualifications through accredited recognised bodies such as VTCT and is a member of the International Council of Holistic Therapists and the Federation of Holistic Therapists which is the UK’s largest professional therapist association. She is fully insured for all her treatments offered through the FHT.

The treatments that are offered are:

- Sports Massage
- Injury Prevention
- Hot Stone Therapy
- Reiki
- Swedish Body Massage
- Crystal Therapy
- Deep Tissue Massage
- Fiji Ear Candling
- Sinus/Facial Massage
- Reflexology
- Back, Neck & Shoulders

These treatments provide exceptional value for money to clients throughout the local area and is situated above Mark T Hair Design on North Street, Crewe.

Each client is provided with a professional therapy treatment which is tailored to meet the client’s individual needs following a full medical and lifestyle consultation and is held within a fully equipped treatment environment. Most clients attend the treatment facility however treatments can be provided in their place of work with prior arrangement.

Tania is able to offer top quality oils and other massage mediums to suit all hair and skin types including sensitive skin. The aim of each treatment is to relieve symptoms, reduce stress and tension, aid blood circulation and toxin removal, assist in the body’s recovery from injury and illness and improve health and well being.

Advertising Feature
Well Person Clinics
As part of our Health Promotion Programme we are pleased to be able to offer health screening checks which are carried out by our practice nurses. This is of particular importance if you have not recently seen your doctor.

Appointments for the well person clinic can be made at reception and are free of charge.

Influenza (flu) Immunisation
Influenza can be a debilitating and serious illness, particularly for the elderly and infirm, so we advise all patients over the age of 65 years and those at risk with conditions that include chronic respiratory disease, chronic heart disease, chronic kidney disease and diabetes, to be immunised, usually in October.

Vaccination For Foreign Travel
Our nurses will be pleased to advise you which precautions and vaccinations are necessary for your destination, but please allow plenty of time as it can take up to six weeks to complete a full course of vaccinations.

Childhood Immunisation
Immunisation for children is particularly important and clinics are held by the practice nurses every Tuesday afternoon. Appointments are sent by post, but if you have any queries please discuss them with your health visitor or doctor.

The health visitor is usually available for advice during these sessions.

Child Health Surveillance
Routine child health surveillance is carried out by the doctors in conjunction with the health visitors. You will receive an appointment at the appropriate time.

Disease Management Clinics
The practice nurses provide clinics for patients with hypertension (high blood pressure), asthma, COPD, diabetes, coronary heart disease, and for those who need special advice about their diet and help with losing weight.

Family Planning
We offer a full range of contraceptive services, including the fitting of IUDs (coils), contraceptive implants, guidance regarding unwanted pregnancies and advice on safer sex. In addition we are also able to perform vasectomies at The Kingsmead Medical Centre.

Cervical Smears
A computerised recall system is run by Cheshire Family Health and you will automatically be advised by post when your smear is due. You will be asked to make an appointment at the smear clinics which are held regularly by the practice team.

Cryotherapy and Minor Surgery
We carry out minor surgery clinics at The Kingsmead Medical Centre. Minor surgery is performed under local anaesthetic for a variety of problems, eg removal of skin lesions, sebaceous cysts, etc. Cryotherapy with liquid nitrogen is performed for a number of appropriate problems, carried out by our nursing team at Danebridge Medical Centre.

The Practice Team
There are eight partners, eight salaried GPs and three GP registrars, who are supported by the practice manager, patient services manager, nurse manager, nine practice nurses, two healthcare assistants, IT administrator and a total of 36 admin staff which consists of secretaries, receptionists and data clerks.

Also working from this surgery are counsellors, smoking cessation advisors, health visitors, district nurses and a phlebotomist.

The receptionists, like all the staff, are there to assist you in making appointments, taking requests for home visits and answering other queries. Please be patient if you are kept waiting or if you feel they are asking too many questions. They have to judge the urgency of requests so please give the information they require. This will also help the receptionists to ensure that you are booked into the correct clinic either with a doctor or practice nurse. The receptionists are bound by the same rules of confidentiality as the doctors and nurses.

Practice Nurses
Our practice nurses are fully trained and experienced. They work very closely with the doctors and they are trained to do an extensive number of procedures and tests and hold chronic disease management clinics etc. You may book with the nurse for such services as foreign travel immunisation, cervical smears, routine blood pressure checks and general medical advice.

Counsellors
If your doctor feels you are troubled with problems such as anxiety, depression, stress or relationship issues, arrangements can be made to see a counsellor at the surgery.

Health Visitors
The health visitors are available for advice especially with children and the elderly, and monitor the health and development of children and families. They run a well baby clinic each Tuesday afternoon.

The health visitors are based at the Kingsmead Surgery and can be contacted on 01606 544530.

District Nurses
The district nurses are based at Danebridge Medical Centre and provide a home nursing service for housebound patients.

The district nurses can be contacted on 01606 544591.

Midwives
Community midwives provide care and advice during pregnancy and after childbirth. Antenatal clinics are held at Danebridge and Kingsmead. Other clinics are also held at the centres. Details for these clinics can be obtained from the midwives who can be contacted directly on 01270 273127.

Smoking Cessation
Smoking Cessation Advisors are available by appointment at Danebridge. Help and support to quit for good.
Community Psychiatric Nurse
The local community psychiatric nurses have a close liaison with the practice and are available to help with the treatment and support of patients or families at home or at Danebridge Medical Centre.

Phlebotomist
A phlebotomist is available at Danebridge each day between 8.30am and 12.20pm by appointment, to take blood samples as requested by the doctor.

Postgraduate Training
Doctors who have worked in hospitals for a number of years come to work at the practice for a year before themselves becoming General Practitioners. This is valuable work experience for them and also benefits us by stimulating new ideas within the practice.

Teaching Medical Students
This practice is a teaching practice in association with the University of Liverpool. Students may be present at your consultation but you will be given notice of this in advance. If you wish to see the doctor on their own please inform the receptionist.

Other Information
Confidentiality Statement
The doctors, staff and other NHS employees have a legal duty to maintain the highest level of confidentiality about patient information. We will not disclose your information to third parties, including relatives, friends and carers, without your permission, unless there are exceptional circumstances, such as when the health and safety of others is at risk.

Computerisation
Our practice is fully computerised and to enable us to maintain accurate records we ask that you tell us of any change in your particulars: name, address, telephone number etc. Confidentiality will remain of prime concern.

Freedom Of Information - Publication Scheme
The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available. This scheme is available from reception.

Zero Tolerance
We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Telephone Calls From The Practice
If your telephone does not accept anonymous calls we will be unable to telephone you if we need to contact you as all our telephone lines have ‘number withheld’. If you do have such a telephone, please let us have an alternative number on which to contact you.

Non-NHS Examinations
Insurance company and private medicals (HGV, Employment, taxi etc) can be arranged on the premises. Please phone for details.
A special appointment must be made and a fee will be payable. Likewise a fee will be charged for private medical certificates or for the completion of insurance claim forms.

Chaperone Policy
If you would like to have a chaperone present during an examination or consultation, please arrange this with the doctor.

Access For The Disabled
The Medical Centre is fully accessible for wheelchairs. There is parking for the disabled by the main doors.

NHS Vale Royal Clinical Commissioning Group (CCG)
The CCG is responsible for organising primary care across Vale Royal. This includes GP surgeries, pharmacists, dentists and opticians. Their address is Bevan House, Barony Road, Nantwich CW5 5QU. East Cheshire NHS Trust are responsible for the community health services such as district nurses, health visitors and community therapy.

Complaints
In this practice we all try hard to provide the best possible service for our patients with the resources available. If you are dissatisfied with any of our services, please initially direct your complaints to the reception manager rather than to a receptionist.
If you are still not satisfied, please put your complaint in writing, addressed to Dr F McGregor-Smith or to the practice manager. We will look into your complaint and send you a written acknowledgement within three working days. Once your complaint has been investigated we will then write to you again with an explanation or suggest a meeting with the practice manager or a doctor.
We feel it is much better for grievances to be tackled as soon as possible and, ideally, directly between the parties involved, as misunderstandings can be more readily resolved in this setting.
If you are unhappy with our response then you should contact NHS England Contact Centre on 0300 311 2233 (Monday to Friday 8am to 6pm) or write to them at NHS England, PO Box 16738, Redditch, B97 9PT or by email england.contactus@nhs.net
How can I get help with making my complaint?
If you need help to make your complaint you can also contact the Independent Advocacy Service (ICAS) telephone number 0808 802 3000 or via the website www.carersfederation.co.uk. They will provide you with free support and advice.
What if I am still unhappy?
If you are unhappy with the response to your formal complaint you can consider taking your complaint to the Ombudsman. You can do this after all attempts for a local resolution have been exhausted. You should do this within 12 months of the date of the letter telling you about
the outcome of your complaint. You have the right to ask the Ombudsman to review your case. The Ombudsman promotes improvements in healthcare by assessing the performance of NHS Organisations. The Ombudsman can be contacted by telephoning 0345 015 4033 email phso.enquiries@ombudsman.org.uk or by writing to the Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London SW1P 4QP

Customer Care Team (Previously PALS)

This service is free and confidential for patients who have concerns about NHS services.
Tel: 01270 612410.

Comments and Suggestions

We welcome constructive comments and suggestions about our services and have a suggestion box in the waiting room for this purpose. Alternatively, please ask to speak to either the Patient Services Manager or Practice Manager or write directly to the Practice Manager at Danebridge.

Care Quality Commission (CQC)

The Care Quality Commission welcome comments about the operation of NHS services and can be contacted 03000 61 61 61 or by emailing enquiries@cqc.org.uk or by using their online form which can be found at www.cqc.org.uk

Patients' Rights and Responsibilities

Patients at this practice are entitled to:

- Be provided with services in a courteous, civil and co-operative manner.
- An explanation of, and advice on, their medical condition and any proposed treatment.
- A referral for specialist medical opinion or other second opinion in appropriate circumstances after discussion.
- Confidentiality of medical records maintained by the practice subject to the provisions for disclosure imposed or allowed by law.
- Access to their own personal health records, in accordance with the Data Protection Act. (Please contact the practice manager if you wish to view your records.)
- Have any formal complaint against the practice investigated and dealt with fairly, and according to the practice complaints procedure.
- Request (either in writing or verbally) to be seen by a particular doctor. We shall endeavour to comply with this request, but need not do so if the preferred doctor is not able to, or has reasonable grounds for refusing.
- Patients aged 16-74 who have not been seen at the practice for three years can request a health check with a nurse or healthcare assistant.
- Patients who are over 75 can request an annual health check with a nurse or healthcare assistant.

Patients' Responsibilities

The practice would like you to:

- Behave with civility and courtesy at all times.
- Inform the practice if you change your telephone number or name and address.
- Please make appointments that you know you can keep, and arrive on time. If for some reason you are unable to keep your appointment please make sure you inform the practice as soon as possible.
- Ask for a GP home visit only if you are too ill to go to the surgery. If possible telephone before 10.00am.
- Read your practice booklet or visit our website www.danebridge.org.uk. This will help you get the best from the services available.
- Be patient if the doctors are running late - on another occasion it might be you who needs the extra time.
- Not to ask for another member of the family to be seen at your appointment without making prior arrangements.

The practice will not accept:

- Rudeness, threats or aggressive behaviour directed towards practitioners, staff or other patients.
- Repeated abuse of its facilities including emergency or out-of-hours service.

Self Treatment of Illnesses and Accidents

Coughs, Colds And Stuffy Noses

- These are caused by viruses and, even in this day and age, there is no cure.
- Antibiotics are of no use, because they only kill bacteria which are completely different organisms.
- Paracetamol will relieve the headache, sore throat and aching muscles as well as bringing down the fever.
- The illness may last five to six days but the cough may persist for several days more.

Flu-like Illnesses

- Similar to bad colds but there may be associated symptoms such as shivers and aches and pains, often involving the head, neck and back muscles generally.
- The treatment is the same as for colds.
- Affected individuals should rest.
Sore Throats
- Drinking plenty of fluids is important.
- Gargling and swallowing soluble aspirin or paracetamol every four hours helps relieve pain and reduce temperature.

Vomiting And Diarrhoea
- Prevent dehydration - drink plenty of fluids.
- Dioralyte or Rehidrat are available at your chemist and are very useful for young children.
- If vomiting is a problem take small sips of fluids every few minutes.
- No milk or solids should be given for 24 hours.
- Symptoms should settle in 24 - 36 hours.
- If symptoms persist or there is very frequent vomiting, see your doctor.

Chickenpox
- Rash appears as small red patches with itchy blisters.
- Rash will dry up and crust over in four to five days.
- Child is infectious until last crusts have dropped off.
- Calamine lotion and cool baths will help the itch.
- Phenergan medicine from the chemists can also help.

Back Pain
- Usually begins as a strain caused by poor lifting technique.
- Always bend your knees and keep back straight.
- Rest your back on a firm bed and maintain good posture when walking.
- Painkillers and rest are usually all that is required.

Cystitis
- Very common in women.
- Causes burning sensation on passing urine.
- Drink plenty of fluids.
- If your symptoms last more than 24 hours consult your doctor.

Sunburn
- Sunburn is bad for your skin.
- Children are especially susceptible.
- Cool the skin with cool water and apply calamine lotion.
- Paracetamol and an antihistamine will reduce the reaction.

When You Should Consult Your Doctor
- If a cough is becoming increasingly chesty, with large amounts of dirty yellow/green spit or wheeze/breathlessness.
- If there is increasing pain over the sinuses, associated with very thick, yellow/green or bloody nasal discharge.
- If there is persistent and increasingly severe earache, despite adequate doses of paracetamol.
- If there is severe and increasing headache, especially if associated with persistent vomiting or confusion.
- If diarrhoea and/or vomiting persists or worsens, despite the previously mentioned measures, or if increasingly severe abdominal pain develops.
- If the illness persists for longer than the expected timescale of seven to ten days with no signs of improvement.
USEFUL TELEPHONE NUMBERS

Danebridge Medical Centre ............................................. 01606 544544
Kingsmead Medical Centre .................................................. 01606 861140
Sandiway Surgery ............................................................ 01606 544600
Home Visits ........................................................................... 01606 544555
Out of Hours ............................................................................. 111
District Nurses ............................................................................ 01606 544591
Health Visitors ........................................................................... 01606 544530
Midwives ................................................................................... 01270 273127
Leighton Hospital ...................................................................... 01270 255141
Northwich Infirmary .................................................................... 01606 564000
Countess of Chester Hospital ................................................ 01244 365000
Halton Hospital .......................................................................... 01928 714567
St Luke's Hospice ....................................................................... 01606 551246
Social Services ............................................................................ 01606 814900
Podiatry Services .......................................................................... 01270 275349
Alcoholics Anonymous ................................................................ 0161 236 6569
Turning Point Drugs and Alcohol Team .................................... 01606 330033
Dental Services ............................................................................. 01270 275678
Samaritans .................................................................................. 01606 43211 & 0845 790 9090
Patient Transport ........................................................................... 0800 032 3240

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