**New Patients**

Patients wishing to register with the Practice should collect the necessary forms from reception. The forms are also available online, to print off or email when completed. If you wish to pre-register please visit our website. When you register you will also be asked to fill out a medical questionnaire. There is an online version of this file too, which you may fill out and send to us. Alternatively, you may print off a registration form, fill it out and bring it to the practice to register. When the forms are completed please return to them to surgery with appropriate photo ID and a letter that confirms your current address.

**Meet Our Team**

**Dr A Atcha (M)**

**Dr L Oloyede (F)**

**Brian Smith (M) Practice Manager**

**Rakhee Darsot (F) Pharmacist**

**Yusuf Hatia (M) Pharmacist**

**Petra Moss (F) Practice Nurse**

**Aftab Khan (M) Advance Nurse Practitioner**

**Kevin Hubbard (M) Advance Nurse Practitioner**

**Brendan Sharples (M) Mental Health Practitioner**

**Rituraj Patwardhan (M) MSK**

**Asif Rayli (M) Health Improvement Practitioner**

**Jamila Yusuf (F) HCA**

**Tania McManus (F) Paramedic**

**Naomi Sayers (F) Receptionist**

**Karen West (F) Receptionist**

**Yalda Abbasi (F) Receptionist**

**Vanessa Hamer (F) Receptionist**

**Claire Ramsden (F) Secretary**

**Jayshree Kalyan (F) Receptionist**

**Dhanu Hirani (F) Receptionist**

**Appointments**

Appointments can be made for all clinicians up to six weeks in advance. Appointments can be made on the phone, in person at surgery or by using our online services. We also offer urgent on the day appointments with a doctor or pharmacist. Please note our admin team will always ask the nature of the problem when a patient requests an urgent appointment to triage to the most suitable clinician.

All routine appointments last 10 minutes, if you have more than one problem to discuss please ask the admin team to book you a longer appointment.

**See a Doctor, Nurse through the week and at Weekend for Routine Appointments**

Patients registered with a GP in Bolton can now book appointments to see a doctor or nurse at weekends and evenings at Deane Medical Centre, Deane Road, Bolton, BL3 5AH.

Appointments are available:

In the evenings and at a weekend

To book an appointment please ring the surgery on 01204 462299

The Enhanced Access Team is made up of lots of different specialists, that have been specially selected to meet patients’ needs, and appointments will be booked for with the most appropriate clinician, which could include a GP, Advanced Nurse Practitioner, Nurse, Health Care Assistant, Mental Health Practitioner or Physiotherapist.



**Olive Family Practice**

**Welcome to our Surgery**

Main Number: 01204 462299

Website: https://www.theolivefamilypractice.nhs.uk/index.aspx

**Opening Hours**

Monday 08:00 to 18:30

Tuesday 08:00 to 18:30

Wednesday 08:00 to 18:30

Thursday 08:00 to 18:30

Friday 08:00 to 18:30

**Travel Advice and Vaccines**

We offer a range of travel vaccines to our patients. If you are travelling abroad please give at least six weeks’ notice and then complete our travel questionnaire form which is available at reception. Please note certain vaccines are not free on the NHS and we cannot give travel vaccines if we are given less than 6 weeks’ notice.

**Repeat Prescriptions**

Repeat prescriptions take two working days to process. Repeat prescriptions can be requested in person at the surgery, via our online services and at any local pharmacy.

**Midwife / Antenatal Care**

Any patient who requires a midwife appointment due to a recent confirmed pregnancy can phone the midwife directly on 01204 390023.

**District Nurses / Podiatry / Ear Syringing**

All these services can now be access using the following number 01204 462626.

**NON NHS Work**

The following services are not covered by the National Health Service, and as such, we are entitled to charge a fee to cover the administration and time involved in their completion. These services include:-

Verification of all types of health insurance claims.

Heavy goods vehicle licence medical

Fitness for occupation – certificate/medical.

Fitness for travel and/or sporting activities.

Cancellation of holiday verification.

Taxi Medical

Please note we cannot give an exact timeframe when any NON NHS work would be completed.

**Sick Notes**

Please note all employees can self-certificate for the first 7 days of any illness. After the 7th day please then book a routine appointment with any doctor who can then issue a sick note. If you need further sick notes please ring the surgery and request over the phone for the doctor to action.

**Patient Advisory Group**

Would you like to have a say about the services provided at our Surgery. The Patient Advisory Group would like to hear your views. By providing your email details we can add them to a contact list that will mean we can contact you by email with practice surveys and we will invite you to our annual patient group meeting.

**Home Visits**

If you require a home visit by a doctor please ensure you ring the surgery by 10am. The doctor on call will then ring you to assess the urgency of your problem.

**Complaints & Comments**

Any general comments, compliment or complaint about the practice should be made to the Practice Manager in writing; forms are available via our website <https://www.theolivefamilypractice.nhs.uk/info.aspx?p=9> and from our reception desk.

**Zero Tolerance**

The practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and all other staff have a right to care for others without fear of being attacked or abused. We understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat your doctors and all other staff courteously and act reasonably.

All incidents will be followed up and you will be sent a formal warning after a second incident or removed from the practice list after a third incident if your behaviour has been unreasonable. However, aggressive behaviour, be it violent or verbal abusive, will not be tolerated and may result in you being removed from The Practice list and, in extreme cases, the Police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients.

**Measles**

The UK is seeing a significant outbreak of measles. The UK Health Security Agency, which is part of the UK Government, has declared a national incident.

The symptoms of measles that you need to be aware of are,
- high fever
- sore, red, watery eyes
- coughing
- aching and feeling generally unwell
- a blotchy red-brown rash, which usually appears after the initial symptoms

**Please ensure you and your family have had your MMR vaccinations.**