

# THE AVENUE MEDICAL CENTRE

Wentworth Avenue, Britwell Estate, Slough SL2 2DG

Email: [SLOCCG.avenuemedicalcentre1@nhs.net](mailto:SLOCCG.avenuemedicalcentre1@nhs.net)



WHY NOT  
KEEP THIS  
BOOKLET  
HANDY!

## Opening Hours

Monday - Friday: 8.00am - 6.30pm

Extended access appointments are provided by Bharani Medical Centre but from their practice in Lansdowne Avenue, Slough, SL1 3SJ. Clinics will operate on Monday to Friday from 6.30 - 8.00pm and between 9.00am - 2.00pm on Saturday and Sunday, and will see registered patients from all GP practices in Slough.

To book an appointment you must contact your own GP practice during normal opening hours.

Extended access appointments are for routine medical issues and not for urgent or emergency care. If urgent care is required please call NHS 111 for advice.

Saturday Mornings: Pre-bookable appointments  
only for working patients 8.00am - 11.30am

Sundays: Closed

**Tel: 01753 524549 Fax: 01753 552537**

**[www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

Email Us At: [SLOCCG.avenuemedicalcentre1@nhs.net](mailto:SLOCCG.avenuemedicalcentre1@nhs.net)

**Out-of-Hours Service: Call NHS 111**

**[www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

# Welcome To The Avenue Medical Centre

## THE DOCTORS

- Dr Neil Coleman** (Male) MBChB (Birmingham 1982) FRCGP DRCOG  
Dip Pd Govt (Open)
- Dr Diana Purvis** (Female) MBChB (Sheffield 1983) MRCGP DRCOG
- Dr Helen Eden** (Female) MBBS (London 1994) DRCOG
- Dr Pooja Gadhvi** (Female) MBBS (London 2006) BSc Psychology MRCGP DRCOG  
DFSRH
- Dr Asad Sharif** (Male) MBBS (Dhaka 1996) MRCGP
- Dr Maryam Rafique** (Female) MBBS (London 2011) BSc(Hons)

## ADVANCE NURSE PRACTITIONER

**Sister Abimbola Clemo** SEN, Community Nursing, Independent/Supplementary Prescriber, Minor Illness/Injuries, Wound Care

## SPECIALIST PRACTICE NURSE

**Sister Eleanor Bangalan** RGN Diabetic Nurse Warwick Insulin Initiation, Independent Prescriber, Advanced Assessment Course, Minor Injury Essentials, Asthma

## PRACTICE NURSE

**Sister Wendy Sarquah** RGN, Post Graduate Diploma In Public Health Studies, Post Graduate Diploma In Adult Nursing, RCN Accredited Minor Illness & Patient Assessment

## PRACTICE & BUSINESS MANAGER

**Mr Steve Gowing** CPPD NVQ4

## NURSING MANAGER

**Sister Abimbola Clemo**

## PATIENT SERVICES MANAGER

**Miss Vicki Jones**

## HEALTH CARE PRACTITIONER

**Mrs Trisha McCrorie** NVQ4

## HEALTH CARE ASSISTANT

## HEALTH VISITOR

**Miss Penny Hogan Jenkins**

## COUNSELLING SERVICE/TALKING THERAPIES

If you need to see a counsellor, you can refer yourself to Talking Therapies on 0300 365 2000.

Stay in touch with our website: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)

## THE PATIENTS' CHARTER

### Our Responsibilities

We aim to provide the best care for every patient regardless of age or state of health. You will be treated with courtesy and respect. Your treatment remains confidential. You may be able to express a preference of practitioner subject to availability, but it is our policy that a doctor within the practice can see any patient. We will explain the likely effects of drugs and review long-term medical needs as necessary. If we think you need a second opinion we will help you get one. If you need a doctor in an emergency and are too ill to attend the surgery we will arrange for you to be visited. We have the right to remove patients from our list if there is a breakdown of trust in the surgery/patient relationship, violent, racial or abusive behaviour and if patients continually ignore their responsibilities towards any practice staff, community staff or any of our patients.

### Patients' Responsibility

We expect you to follow our advice. You may be asked to see another GP if one of our doctors is unavailable due to holidays, study days, training, illness etc. Please do not call outside normal surgery hours unless you perceive it to be a genuine emergency. You have the right to leave our list and register with another practice if you are unhappy with our services. You have the right to complain about any services related to the practice and may do so by writing to our practice manager.

### VIOLENT PATIENT REGISTER

The practice **WILL NOT** tolerate violent, racial or abusive behaviour towards anyone on the surgery premises at any time. If you are found to be either violent or abusive and the Police are called out more than once you could be added to the violent patient register.

### HOW TO REGISTER AS A PATIENT AT THE PRACTICE

To register at the practice you will be required to complete the necessary registration paperwork provided by the practice. It is practice policy to request a form of identification i.e. passport, driving licence, utility bill etc, when registering. You can also register online by using <http://patient.emisaccess.co.uk> then follow the on screen instructions.

### DISABLED ACCESS

Our premises provide access for wheelchair-bound and other disabled patients. Please inform the receptionists if you cannot make the stairs and we will make every effort to accommodate you.

### SURGERY OPENING TIMES

The surgery is open Monday to Friday from 8.00am - 6.30pm, and Saturday mornings for pre-bookable appointments only between 8.00 - 11.45am. The surgery is open Monday to Friday from 8.00am - 6.30pm and Saturday mornings for pre-bookable appointments only between 8.00 - 11.45am. Extended access appointments are provided by Bharani Medical Centre but from their practice in Lansdowne Avenue, Slough, Berkshire SL1 3SJ. Clinics will operate on Monday to Friday from 6.30 - 8.00pm and between 9.00am and 2.00pm on Saturday and Sunday, and will see registered patients from all GP practice in Slough. To make an appointment you must contact your own GP practice during normal opening hours. Extended access appointments are for routine medical issues and not for urgent or emergency care. If urgent care is required please call NHS111 for advice.

For the latest information click to: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)

## TELEPHONING THE SURGERY

Our telephone system will give you options to select the correct member of staff who can help you. Please be patient and listen to the options carefully.

- Press 1 Surgery opening times
- Press 2 To make an appointment
- Press 3 For results
- Press 5 To speak to a receptionist, book a home visit or for all ambulance enquiries
- Press 6 Medical secretarial or medical report enquiries
- Press \* To hear the options again

## APPOINTMENTS

An appointment system is operated. Monday to Friday - appointments are given out at 8.00am on the day; alternatively we can offer appointments up to three weeks in advance. Saturday pre-bookable only appointments are available for working patients who cannot get to the surgery during the week. We can also offer patients additional evening appointments between 6.30pm and 8.00pm and weekend appointments between 9.00am and 1.00pm based from the Farnham Road Surgery. We also offer consultations by telephone; please contact a member of the reception team to arrange this. Appointments are also available online, however to be able to book an appointment online you must register by using <http://patient.emisaccess.co.uk> then follow the on-screen instructions. If you cannot keep your appointment it is essential to phone the surgery, so that the appointment can be offered to someone else.

## APPOINTMENTS REMINDER SMS TEXT MESSAGING SERVICE

In an effort to improve patient attendance rates and reduce the high DNA (Did Not Attend) rates, the practice uses an SMS text messaging system that automatically sends you a reminder of your appointment to your mobile phone. This confirms who you are seeing with the date and time of your appointment. It's very important that any change to your mobile phone contact details are brought to the attention of the practice to ensure you continue to receive these reminders. If however you wanted to opt out of this service please contact a member of the reception team.

## URGENT CARE CLINIC

If by chance you cannot get an appointment on the day and do need to see a doctor for a genuine emergency, we run an URGENT CARE CLINIC Monday to Friday between 4.00 - 5.00pm. These surgeries are for problems that cannot wait until the following day. They are NOT for routine problems. Routine prescriptions and routine checks WILL NOT be performed in the Urgent Care Clinics.

## REPEAT PRESCRIPTIONS

Requests for repeat prescriptions should be made in writing ONLY or on the repeat prescription form. We do NOT take requests for prescriptions/repeat prescriptions over the phone. Please allow 48 hours for the prescription to be processed excluding weekends and bank holidays. Remember it is in your best interest not to run out. You can also request your prescription online by going to <https://patient.emisaccess.co.uk> and registering then follow the on screen instructions.

## RESULTS

Blood test results are given over the phone daily between 12.30 - 1.00pm.

**Stay in touch with our website: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

## HOME VISITS

Please phone before 10.30am if you require a home visit as it helps the doctors to plan their rounds. All efforts on your part to attend the surgery would be appreciated.

## OUT-OF-HOURS CALLS

If you require a doctor in a genuine emergency outside the normal surgery opening hours, please call NHS 111. This service operates on weekdays between 6.30pm and 8.00am, at weekends and on bank holidays.

## THE NURSE PRACTITIONER

### *What Is A Nurse Practitioner?*

The nurse practitioner does not replace your doctor, but works as an additional and complementary service.

### *What Do Nurse Practitioners Provide?*

Nurse practitioners care for children and adults during ill health and illness alongside the general practitioner by:

- Diagnosis and treatment of common health problems such as infections, minor illness and injuries.
- Diagnosis, treatment and monitoring of chronic diseases such as asthma, diabetes and heart disease.

The nurse practitioner will consult with the doctor where necessary.

### *Why Choose A Nurse Practitioner?*

- Provide individualised care, focusing not only on health problems, but the effects problems have on people and their families.
- Explain the details of health problems, medications and other health topics to help people fully understand how to care for them. Ask about people's worries and concerns about health and their health care needs.
- Emphasise health and self care by giving people the information they need to make lifestyle choices and provide care and health promotion.

## THE NURSES

The nurses are fully trained and are available to be seen by appointment only for dressings, cervical smears, minor injuries, injections, immunisations and blood pressure monitoring. They also run specialised clinics.

Nurses can help you with your health care needs.

Some of the services provided by the practice under GMS (General Medical Services) are as follows:

### *Nurse Practitioner*

The nurse practitioners work alongside GP colleagues as an additional resource for the assessment, diagnosis and treatment of your health care problems.

**For the latest information click to: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

### **Practice Nurses**

Baby immunisations	Cervical smears
Dressings	Diabetic checks
Heart disease checks	Ear syringing
Smoking cessation advice	Removal of stitches
Travel vaccinations	ECGs
Minor illness	Diabetic specialist

### **Not Suitable For Minor Illness Clinic**

Chest pain	Depression
Abdominal pain	Chronic long-term illness
Breast lumps	Palpitations
Back pain	Visual disorders
Headaches	Dyspepsia
Antenatal care	

IF UNSURE WHETHER YOUR PROBLEM IS SUITABLE FOR THE MINOR ILLNESS CLINIC, THE RECEPTIONIST WILL BE PLEASED TO HELP YOU.

### **Health Care Practitioner - Trisha McCrorie**

Blood pressure checks	Blood tests
Ear syringing	Influenza and pneumonia vaccinations
ECGs	New patient checks
Spirometry assessment	Urine checks
Vitamin B12 injections	Smoking cessation
Lifestyle advice	Wound care/dressings
Weight management	

### **MIDWIVES**

Please contact the surgery to inform us of your pregnancy. Our receptionists will take your details and inform the midwives. The midwife team is based from the surgery and they will arrange your antenatal care.

### **HEALTH CARE PRACTITIONER**

The health care practitioner is also a trained phlebotomist and runs blood clinics between 9.00 - 11.30am Monday, Tuesday, Wednesday and Friday mornings. She is also available for blood pressure checks, ECGs, new patient medicals, weight management advice, smoking cessation advice, ear syringing spirometry assessment, vitamin B12 injections, influenza and pneumonia vaccinations.

**Stay in touch with our website: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

### **CLINICS AVAILABLE**

#### ***Baby Development Checks***

#### ***Baby Clinic***

This clinic is run on Thursday morning between 9.00 - 11.15am. If you cannot attend your appointment please come to the next available clinic. Please note, it is important for your child's health to keep their immunisations up to date.

#### ***Child Health Immunisation Clinic***

This is held each Thursday morning between 9.15 - 11.15am.

#### ***Child Minor Illness / Paediatric Clinic***

This is held Monday to Friday twice daily between 11.30am and 12.15pm and 15.30 and 16.30pm except Wednesdays when the clinic is held 11.40am and 12.25pm. This is by appointment only.

#### ***Smoking Cessation Clinic***

Smoking Cessation advice is available by appointment only. Please contact the receptionists to make an appointment with a smoking cessation adviser.

#### ***Minor Surgery Clinic***

This is held on Tuesday afternoons and is for the removal of unwanted lumps and bumps etc.

#### ***Diabetic Clinic***

This is held every Tuesday and Wednesday morning by pre-arranged appointment.

#### ***Respiratory Clinic***

Asthma and COPD clinics are held regularly and appointments can be made at reception. Screening for respiratory illness with spirometry is also available for smokers or ex-smokers aged 35 years + by appointment.

#### ***Contraceptive Advice And Family Planning***

Contraceptive advice and choices e.g. contraceptive pill, injection or IUCD are available during normal surgery hours. Appointments can be made at reception.

#### ***Emergency Contraception***

Emergency contraception is available throughout normal surgery hours.

### **THE RECEPTIONISTS**

Our receptionists are fully trained and do a very difficult job well. Please remember that if you are kept waiting or they seem to ask one or two irritating questions, they are just carrying out our policy, which aims to ensure the practice runs smoothly.

### **CHAPERONE SERVICE**

We have trained chaperones available at the surgery. If you wish to have one present during a consultation please ask a receptionist on arrival.

### **HEALTH VISITORS**

Every family with a child under five has a named health visitor. Health visitors offer support to families from pregnancy and birth to primary school and beyond by providing a core programme of home visits, clinics and group contacts. They work closely with GPs and other professionals who also work with children and their families. Your local health visitors are based at the Britwell Community Centre. The Child Health Clinic where you can weigh your baby and discuss any problems you may have is every Wednesday from 2.00 - 4.00pm at the clinic, based at the Britwell Community Centre on Wentworth Avenue.

**For the latest information click to: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

## THE DISTRICT NURSES

The district nurses provide 24 hour expert care for patients in their own home and are located at the Britwell Clinic. The doctors or the hospital arrange this nursing care or, if housebound you can self-refer via the district nursing hub on 0300 365 1234. The services that the district nurses can provide include dressings, administration of medication, blood tests (strictly housebound patients only) and support for chronically ill patients and their carers.

## TRAINEE GPs

Dr Neil Coleman has undertaken the teaching or training of GP registrars at the practice. The practice has made a conscious effort to develop as a training practice and supplies a teaching environment for medical students, doctors taking clinical attachments, pharmacists, pharmacy advisers, nurses and the community matron. Periodically the practice will have trainee GPs, hospital doctors or medical students who may sit in with our doctors. You will be advised about this when you arrive for your appointment. Should you have any objections please inform the receptionist.

## ADMINISTRATION

Our administration staff deal with all the secretarial duties along with normal day-to-day administration work for the surgery. If you have any comments regarding the service that is provided from the surgery, please contact Mr Steve Gowing, Practice and Business Manager.

## FREEDOM OF INFORMATION ACT 2000

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. The Freedom of Information legislation gives the right of access to all types of information held by the NHS and its partners. It gives the public the right to be told whether the information exists and the right to receive the information.

For more information about this, please contact the practice manager or visit the website [www.foi.nhs.uk](http://www.foi.nhs.uk)

## PATIENT PARTICIPATION GROUP (PPG)

This is a real opportunity for patients to get involved with their local practice and be a part of the decision making process and agreeing areas of priority about the range and quality of services provided by the practice. If you would be interested in getting involved, please pass your details to the receptionists.

## PROTECTING PATIENT CONFIDENTIALITY

We ask for information about yourself so that you can receive the correct care and treatment. This information is kept together with details of your care on computer and within your paper records. It will be needed if we need to see you again. The NHS has a common law duty to safeguard the confidentiality of information it holds, particularly with regard to personal health data. The Avenue Medical Centre will respect patients' right to privacy and confidentiality of information.

Sometimes we need to pass on information to third parties. We will only ever use or pass on information about you if there is a genuine need and we will anonymise this information where possible.

**Stay in touch with our website: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

The main reasons why your information may be used:

- For continuing health and treatment
- Safeguarding the health of the general public (in this instance the information can be anonymised)
- The managing and planning of our service (to ensure we meet the patients' needs)
- Investigating complaints or legal claims
- To review current practice to provide a high quality of care
- To provide training and continuing education to raise standards of care
- Auditing and statistics

**Where possible all personal identifiers will be removed.**

## ACCESS TO HEALTH RECORDS

You have the right to access your medical records and to the information held on the computer system. If you wish to see this information please contact the practice manager by letter formally requesting a copy. There is a fee for providing the copies so please check this with the receptionists initially.

**Patients and visitors are advised that:**

Staff may ask you for additional proof of identification.

By establishing that you are authorised to receive confidential information our staff are protecting the interests of the patient.

Please understand that if your identity cannot be proved you may be refused the information. If you have any questions please put them in writing to the practice manager.

You can also request access to summary of your medical records online by going to <https://patient.emisaccess.co.uk> and registering then follow the on screen instructions.

## THE COMPLAINTS PROCEDURE

If for any reason you may need to make a complaint about our service, please contact the Practice and Business manager on 01753 542549 or write to:

Mr Steve Gowing, Practice & Business Manager  
Addressee Only: The Avenue Medical Centre, Wentworth Avenue, Britwell Estate  
Slough, Berkshire SL2 2DG.

PALS (Patient Advice and Liaison Service)  
King Edward V11 Hospital, St Leonards Road, Windsor, Berkshire, SL4 3DP  
Tel: 01753 636808  
Email address: [feedback.sloughccg@nhs.net](mailto:feedback.sloughccg@nhs.net)

For more information about primary care services in the area please contact Primary Care Support England:  
Tel: 0333 014 2884  
Email address: [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net)

**For the latest information click to: [www.theavenuemedicalcentre.co.uk](http://www.theavenuemedicalcentre.co.uk)**

## OUR MISSION STATEMENT

This practice is committed to giving you the highest possible standard of service. We aim to achieve this by working together with you to help you attain the best possible health.

Help us to help you. Please...

- Try to be courteous to practice staff at all times
- Remember you are the person responsible for the health of your family and yourself. We are here to help and advise
- Make a separate appointment for each person who needs to be seen
- Consecutive appointments can be arranged
- Tell the surgery immediately if you cannot keep your appointment. We may be able to fit someone else in on your cancellation and arrange another appointment for you if necessary
- Try to telephone at the end of surgery (11.30am - 12 noon) if you require telephone advice
- Note that surgery hours are 8.00am - 6.30pm Monday to Friday. There are also pre-bookable appointments only available on Saturday mornings between 8.00 - 11.30am. Only call outside these hours if you feel your problem is really urgent and cannot wait until the surgery re-opens
- Ask to be visited at home ONLY if you are too ill to come to the surgery
- Always inform the surgery if you change your name, address, or telephone number
- Order prescriptions in plenty of time
- **Remember the doctor has 10 minutes for your appointment, therefore try to be realistic about what can be achieved in this time.**

## USEFUL TELEPHONE NUMBERS

NHS 111 Service.....	111
Harrison's Chemist.....	01753 520872
Health Visitors.....	01753 520253
District Nurses.....	0300 365 1234
Moonlight Dental Surgery.....	01753 526301
Moonlight Pharmacy.....	01753 554275
Wexham Park Hospital.....	01753 633000
Heatherwood Hospital.....	01344 633333
Slough Recovery Team - Drug And Alcohol Service (DAAT).....	01753 692548
British Pregnancy Advisory Service.....	08457 304030
The Garden Clinic.....	01753 635322
Out And About (Disabled Services).....	01753 691131
Andrew Keen (Local Chiropodist).....	01753 525131
Upton Hospital.....	01753 821441
King Edward VII Hospital.....	01753 860441
NHS DIRECT.....	0845 46 47
A nurse-led telephone service offering confidential healthcare advice and information 24 hours a day. Website: <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>	
Slough Walk-in Centre.....	0300 024 001
Slough NHS Walk-in Centre provides health advice, information and treatment. No appointment is necessary. Opening times: 8.00am - 8.00pm everyday including Saturday and Sunday and bank holidays. Address: Upton Hospital, Albert Street, Slough, Berkshire SL1 2BJ	
St Marks Hospital.....	01628 632012
Talking Therapies.....	0300 365 2000
Diabetic Eye Screening Service Wokingham.....	0300 365 3937

## Want to stop smoking or lose weight?



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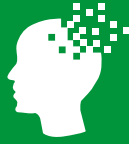
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07932 520050 <https://professionalmindchanger.co.uk>

FREE CONSULTATION WITH THIS CARD

## 1 person in the UK develops dementia every 3 minutes.



Take action – set up a **Lasting Power of Attorney** before you lose mental capacity and it's too late.

A local solicitor will provide the help, guidance and expertise you need.

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Please contact us for a free legal advice consultation.  
Let us assess how we can help you.

Call 01753 475400 [www.hsbslaw.com](http://www.hsbslaw.com)  
50 Farnham Road, Sough SL1 3TA

## Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

## CG HARRISON CHEMIST

59 Wentworth Avenue,  
Britwell Estate,  
Slough SL2 2DS

Tel: 01753 520872

## CHIROPODIST

Andrew Keen  
MBCh.A

CLINIC or  
HOME VISIT

Tel: 01753 648981  
or 07788 716145



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## Let our practice publications promote your business for you!



To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Veronica Smith now on 0800 612 1516.



**Generate more business with a Pay - Monthly website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £26 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call  
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or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)

**OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 40 YEARS**

## Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

ADVERTISING FEATURE

## PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

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# Maps of Practice Area and Street Location

