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Telephone Number - 0161 426 9020 (Dr Morris)

Fax Number - 0161 426 9030 & 0161 4269010

Practice Website – http://www.healdgreenhealthcentre.nhs.uk

Doctors **Heald Green 2 = Dr Carmel Morris, Dr David Outar, Dr Ambreen Fazal, and Dr Cliff Tong ( Trainee GP)**

Business Manager Mrs Kathryn Fortune

Practice Manager Mrs Suzanne Hollinshead

Practice Nurses

**Sister Lorna Kong**

**Sister Nicola Morgan**

**Sister Sahdia Khan**

**Sister Sarah Holt**

Healthcare Assistants

**Sky Walker**

 **We also have a team of reception, administration and secretarial staff in the practice team**

The Practice has suitable access for our disabled patients and all consulting rooms are on the ground floor. If you have any accessibility concerns, please speak with our reception team.

**Appointments**

We run an appointments system for all surgeries and clinics. **Routine** appointments can be made by telephone or in person. We also offer some Doctor’s appointments which can be booked online once you have registered for this service (Please ask at reception for more details). **Reception is** **open** **between 8:00am and 6:00pm Monday to Friday, phone lines are open from 8am until 6.30pm.**.

**Same day appointments**

Requests for same day appointments are available but may be triaged by a GP. Patients are requested to ring at 8am to request such appointments.

**Children**

The Practices are committed to ensure that any ill child that needs to be seen will be accommodated the same day.

**Missed/late appointments**

Patients who are more than 10 minutes late for their appointment, for whatever reason, will be asked to rebook. Unfortunately, as we run busy appointment clinics we do not have the facility to fit in late attenders.

**New Patient Registration**

If you have moved into the practice catchment area , please come in and complete a registration form. We will also request to see some proof of identity i.e photo identification and proof of address to help us ensure the correct matching with NHS central patient registry.

### Home Visits

Home visits are for patients who are too ill or frail to attend the surgery, please request a visit by 10:30am if possible. The receptionist may need to ask for more information to allow the Doctor to assess the degree of urgency.

### Out of Hours

If you phone the surgery number, your call will be answer by an automated service and you will be provided with the on-call telephone number to contact NHS Direct dialling 111

### Repeat Prescriptions

Please return repeat prescription request forms to the surgery, allowing enough time for processing. We require 48 hours notice for repeat prescriptions.

We also operate an Electronic Prescribing Scheme which means your prescription will be sent electronically straight to the pharmacy of your choice, if you have notified us previously. If you would like to nominate a pharmacy please speak to our reception team.

We cannot process Prescription requests over the phone but you may order them through our website online facility.

### Ambulance Transport

This service is provided for patients who are infirm.

**Telephone Consultations**

If you feel that something can be dealt with over the telephone you may be able to book a telephone appointment to speak with one of our GPs. Please contact our reception team to discuss.

### Sick Notes

Patients can self-certify for the first 7 days absence from work. If a sick note is needed after this time the patient would need a routine appointment to be booked with a GP.

**Students/Training Doctors**

The Practice is committed to medical education and we welcome medical student who may sit in your consultation with your permission. Qualified Doctors in General Practice training (known as Trainee or FY/ST Doctors) will carry out their own appointments but are under the supervision of the Doctors at the Practice.

Travel Advice and Vaccinations – We run set nurse led travel clinics. Please allow enough time before you travel to gain information and vaccinations.

Medical Examinations – Private medical examinations for special purposes such as pre-employment, HGV licenses, insurance etc. are undertaken during surgery hours and incur a charge.

Our Practice

We allow for you to see any GP at the practice for a routine appointment. For emergency appointments, due to the urgent nature of these appointments, they will be booked in with the doctor that is available. This doctor may not be specified until your arrival.

Named Accountable GP for our Patients

You may be aware that our Practice is required to provide all their patients with a named GP who will have overall responsibility for the care they receive.

This does not prevent you from seeing any GP in the Practice

Your named GP is held on your medical records please ask at reception if you would like to confirm which Doctor this is.

**Additional needs**

If you have a disability or need alternative communications/support please let us know. We currently have access to a telephone interpreter and a signing interpreter.

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| Useful telephone numbers |
| Age UK  | 477-1213 |
| Citizens Advice Bureau | 0844 8269800 |
| Communicare  | 718-2203 |
| Community Alcohol Team | 249-4070 |
| District Nurses  | 426 5146 |
| Councillor Lane | 491-5841 |
| Drinkline | 0800 917 8282 |
| Flag (local advice)  | 474 1042 |
| Job Centre Plus | 429-2000 |
| Health Visitor  | 480-4873 |
| NHS 111 (health advice & information) | 111 |
| Podiatry | 426-5401 |
| Relate | 442-2443 |
| Samaritans | 432-1211 |
|  | 442 0442 |
| Social Services  |  428-3241474-2100 |
| Stepping Hill Hospital | 483-1010 |
| Stockport Council | 480-4949 |
| Stockport without Abuse | 477-4271 |
| Treatment Rooms | 426-9636 |
| Wythenshawe Hospital | 998-7070 |

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# Equality and Diversity

The practices embrace equal opportunities and diversity as both an employer and service provider and we strive to ensure that we treat everyone with dignity and respect

### Services Available

#### Please ask at reception

**Health promotion advice** including smoking cessation, healthy lifestyle.

### Ante natal and post natal clinics

**Asthma Clinic** – Assessments, treatment and monitoring of Asthma.

**Spirometry Clinics -** Assessment, treatment and monitoring of chronic obstructive airways disease.

### Cervical Smear Tests

### Contraception advice - including coil and subdermal implant fitting

**Diabetic Clinic** – Assessment, treatment and monitoring of diabetics.

**Hypertension/High Blood Pressure Clinic** – Monitoring of and treatment for high blood pressure.

**Minor Surgery –** injections

**Child health surveillance and immunisations**

**Long term medication management –** monitoring for patients on long term medication requiring regular blood tests.

**Travel advice and vaccinations**

**ECG facility.**

***Surgery Times***

***Surgery times occasionally run slightly earlier both a.m and p.m.***

**Mon 8:00 – 6:30pm**

**Tues 8:00 – 6:30pm**

**Weds 8:00 – 6:30pm**

**Thurs 8:00 – 6:30pm**

**Fri 8:00 – 6:30pm**

**Access to your Health Records.**
You have a legal entitlement to see health records. All records stored on our clinical system can be accessed. You should contact our Practice Manager in writing to arrange this. You are entitled to copies of your records.

**Confidentiality and Data Protection**

Patient confidentiality is treated very seriously and this is reflected in how

we manage your personal details. We allow information only to be shared when needed as part of your continual care. We would not share any part of your record with anyone outside the NHS without your permission.

**Responsibilities of Patients**

Patients have responsibilities:

* **Appointment -** Please arrive on time for your appointment. If you are unable to attend for any reason, please ring our reception as soon as possible so that we can release the appointment if we are given enough time, to a fellow patient needing medical care.

**DNAs (Did Not Attend appointments) are a huge problem in the  NHS, wasting millions of hours and pound every year.** **Patients who repeatedly fail to attend for appointments will be sent a written warning and further DNAs could result in removal from the Practice.**

* **Contact details:** If any of your contact details change, including your address, please inform us as soon as possible.
* **Treat all healthcare staff in a respectful, courteous manner.**
* **Use emergency services in a responsible manner.** Please use the out-of-hours services for emergencies only and not for routine care.
* **Manage your own medication:** Medicines are only for the person they are prescribed to and should not be shared. Keep them safely away from children and in the original container. Take any unwanted medicines to a chemist for safe disposal.
* **Prescriptions:** Allow at least 48 hours for any prescription requests and provide details to reception of where you would like your prescriptions electronically sent to (which pharmacy)

Please ensure you attend your medicine reviews when requested.

**Patients Legislated Rights**

Rights that have been written into law by means of Parliamentary Acts or Bills. (For example, Access to Health Records Act 1990). As a patient of the NHS you have 10 guaranteed, Legislated Rights.

* You are entitled to receive health care on the basis of clinical need, regardless of your income.

You are entitled to be registered with a Medical Practice. If a Practice is unwilling to take you on his/her list, you should be given a written reason for this decision. Primary Care Services can arrange for you to be registered with a Practice. You are entitled to change your Practice at any time. You do not have to give a reason for your decision.

* You are legally entitled to accept or refuse treatment as you see fit. This includes examinations, tests, diagnostic procedures, medication, operations, etc.
* You can refuse to be examined or treated in the presence of medical students.
* You can refuse to be involved in research trials. If you do not agree to be involved in research trials, you can withdraw at any time.
* You are entitled to equal treatment regardless of race, gender, age or disability.
* You have a right to information on GP Practices in your area and the services they provide. All practices must provide an information leaflet.
* You are legally entitled to make a complaint about health services.
* You have a right to confidentiality. Personal information about your health is confidential and should only be disclosed to those who need that information to provide you with effective treatment.