

Practice Information Booklet

Adshall Road Medical Practice

97 Adshall Road

Cheadle

SK8 2JN

Telephone Number - 0161 983 5400

Practice Website – www.adshallroadmedicalpractice.co.uk

Dr Anna Gillott (Female)

MBChB, MRCP, DFRH

Senior Partner

Dr Clare Lamont (Female)

MBChB MRCP DRCOG

GP Partner

Dr Anita Buckley (Female)

MBBS.MRCGP.DIPDERM.FHSR

Dr Michelle Cooper (Female)

MBChB MRCGP

Dr Naomi Jiagbogu (Female)

MRCGP BSC HONS MRes MBChB

Dr Stefan Kokiet (Male, Long term Locum)

Practice Manager **Mrs Jo Edwards**

Physician Associate - **Madhu Tanjorkar**

Practice Nurses

Sister Clare Smith

Sister Jennifer Peoples

Healthcare Assistants

Janet Simms

Leanne Smith

8 reception staff and 2 secretaries assist us.

The Practice has suitable access for our disabled patients

Appointments

All medical requests are assessed online on the same day (if before 4pm and we have not reached safe working capacity).

To allow our GP team to triage all requests received on the same day, patients are requested to submit their medical need online using the link <https://florey accurx.com/p/P88014>. ALL requests will be answered within 4hrs.

If the link does not work for you, please copy and paste the link into your web browser.

If you have trouble trying to use our system please let our receptionists know so they can support you.

We run an appointments system for all surgeries and clinics. **Consultations** can be by telephone, in person or online/text.

Reception is open between 8:30am and 6:00pm Monday to Friday, phone lines are open from 8am until 6.30pm.

Emergency (same day) assessments

All requests for emergency (same day) appointments will be triaged by the doctor. Patients are requested to submit online their request and a GP will clinically assess your needs the same day (if before 4pm and we have not reached maximum safe capacity for the day).

Children

This Practice is committed to ensure that small children presenting as an emergency will be triaged on 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 (shown on our Website) please come in and complete a registration form or register via our website. 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 via online triage. The receptionist may need to ask for more information to allow the Doctor to assess the degree of urgency and all visit requests are triaged by a GP.

Out of Hours

If you phone the surgery number your call will be intercepted and you will be provided with the on-call telephone number to contact. (before 8am and after 6.30pm and weekends this will be NHS Direct dialling 111)

Repeat Prescriptions

We are computerised for safety and convenience. Please return repeat prescription request forms suitably marked. We require 48 hours notice for repeat prescriptions.

From January 2015 The Practice adopted the Electronic Prescribing Scheme which means on receipt of your request your prescription will be sent electronically to your nominated pharmacy. If you would like to nominate a pharmacy please ask at your chosen pharmacy or alternatively ask our receptionists who would be happy to help.

Postal requests enclosing a SAE can be implemented.

Prescriptions may not be ordered over the phone but we do have an online facility via **Patient access or the NHS App.**

Ambulance Transport

This service is provided for patients who are infirm.

Test results are given out daily between 12pm and 4pm

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 to submit a request online via our website/NHS App.

Students/Training Doctors

The Practice is committed to teaching doctors of the future and as such they may sit in your consultation with your permission. Qualified Doctors in General Practice training will take their own appointments but are under the supervision of the Doctors at the Practice.

Travel Advice and Vaccinations – Please make an appointment to see the practice nurse.

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. It is not always possible for the practice to accommodate private medical examinations due to high NHS workload which takes priority.

Group Practice

This Practice is a group practice which means you can see any doctor within 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 all Patients

You may be aware that all Practices are required to provide all their patients with a named GP who will have overall responsibility to the care and support that our Surgery provides them.

This does not prevent you from seeing any GP in the Practice as you currently do.

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

You do not need to take any action, but if you have any questions, or wish to discuss this further with us, please contact Reception.

Communication special needs

If you have a disability or need alternative communication/support please let us know. We currently have access to a telephone interpreter and a signing interpreter should this be required.

Our usual method of contact is by letter or telephone, if you require any further support please let us know.

USEFUL TELEPHONE NUMBERS

Age UK	477-1213
Cheadle Heath Clinic	480-4873
Citizens Advice Bureau	0844 8269800
Communicare Cheadle	718-2203
Community Alcohol Team	249-4070
District Nurses Cheadle Heath	480-0517
Councillor Lane	491-5841
Drinkline	0800 917 8282
Flag (local advice)	474 1042
Job Centre Plus	429-2000
Health Visitor	480-4873
NHS direct	0845 4647
(health advice & information)	111
Podiatry	426-5401
Relate	442-2443
Samaritans	432-1211
	442 0442
Social Services (over 65s) (children & families)	428-3241
	474-2100
Stepping Hill Hospital	483-1010
Stockport Council	480-4949
Stockport without Abuse	477 4271
Treatment Rooms	426 9636

Equality and Diversity

This practice is an equal opportunities employer and we strive to ensure that we respect the privacy, dignity, needs and beliefs of all our patients, carers and colleagues.

Services Available

Please ask at reception

NHS health checks – Assessment of risk factors e.g. Blood Pressure, Cholesterol and Family History etc.

Health promotion advice including smoking cessation, healthy lifestyle.

Asthma Clinic – Assessments, treatment and monitoring of Asthma.

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

Diabetic Clinic – Assessment, treatment and monitoring of diabetics.

Family Planning

Cervical Smear Tests

Ante natal clinic and post natal checks

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 8:00am to 1.00pm & 2.00pm to 8.00pm

Tues 8.00am to 12.30pm & 2.00pm to 4.00pm

Weds 8.00am to 12.00pm & 1.30pm to 8.00pm

Thurs 8.00am to 12.00pm & 1.30pm to 8.00pm

Fri 8.00am to 12.00pm & 1.30 pm to 8.00pm

Access to your Health Records.

You have a legal entitlement to see health records. All records stored on computer can be accessed. If you have online access via Patients Access/NHS App viewing your medical records can be switched on after completing a request form. If you wish to see your records you should apply in writing.

Confidentiality and Data Protection

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

we manage your records. We hold all records on the computer system and allow information to be shared only when and if it is needed as part of your care. We would not share any part of your record with anyone outside the NHS without your permission.

Responsibilities of Patients

Patients have certain responsibilities:

- ***Keeping appointments.*** Please try to arrive on time. If you are unable to attend an appointment, please inform the clinic or surgery in good time.

DNAs (Did Not Attnd) are a huge problem in the NHS, wasting millions of hours and pound every year. From 01/08/2016 patients who repeatedly fail to attend for appointments will be sent a written warning and further DNAs could result in removal from the Practice.

Please make a note of your appointment and if you are no longer able to keep it then please let us know in advance.

- ***Address.*** If you move house, change address or telephone number, or the postcode is changed, please inform us.
- ***Treat all healthcare staff in a reasonable, courteous manner.***
- ***Use emergency services in a responsible manner.*** Please use the out-of-hours services for emergencies only and not for routine care.
- ***Take care with medicines.*** Medicines are for one person only 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. 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.

