

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

Practice Manager **Mrs Jo Edwards**

Physician Associate - **Madhu Tanjorkar**

Practice Nurses

Sister Clare Smith

Sister Jennifer Peoples

Healthcare Assistants

Janet Simms

Leanne Smith

6 reception staff, 3 admin staff and 2 secretaries assist us.

The Practice has suitable access for our disabled patients

Appointments

Urgent appointments

To request an urgent appointment (Monday Friday)

Please go to our website www.adshallroadmedicalpractice.co.uk and click on the link in the appointments section.

Complete the questions as thoroughly as you can and let us know why you feel this is urgent. This link is open Monday to Friday 8am until 6.30pm (or until we have reached safe working capacity). We will respond within 1 working day during our opening times. Please keep your phone to hand in case we need to contact you for more information or to make an appointment.

If you have any problems using the link phone us on 0161 983 5400 and our receptionist will fill in the request for you or send the link to your mobile phone. If you are unable to phone us you can visit the surgery and speak to our reception who will guide you further.

Routine Appointment

To request a routine appointment (Monday and Friday)

Please click on the link on our website www.adshallroadmedicalpractice.co.uk in the appointments section under routine appointment. This link is open 8am until 6.30pm and we will respond within 1 working day during opening times.

If you have any problems with the link, phone our reception team and they will fill in the request for you. If you are unable to phone, please call in and speak to our reception who will guide you further.

The link to submit a medical need online is <https://florey accurx.com/p/P88014>.

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 8:00am and 6:30pm Monday to Friday.

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 (join the surgery section). Before filling out a registration form, you can check if you are in our catchment area by adding your postcode on our website.



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 outside of our working hours, 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 which is commissioned by integrated care boards (ICBs) and overseen by NHS England

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.

Patient led ordering - From September 2024 Stockport pharmacies will no longer accept prescription requests and patient's will order their medication directly from their GP Practice. This initiative aims to empower patients, improve medication management and reduce unnecessary prescriptions. Provisions are in place for vulnerable patients who may need additional assistance and in such cases pharmacies may continue to order on behalf of these patients. We ask that you use the NHS App or Patient Access website a simple and secure way to order repeat prescriptions. For further help, please see:

<https://nhs-digital.zendesk.com/hc/en-gb>.

Using this technology you are also able to see when your prescription request has been approved by your GP.

If you do not have online access there is a post box in the Practice to post your written request.

Prescriptions may not be ordered over the phone for patient safety.

Patients requesting a repeat of an acute medication can do so via our online triage under admin and routine requests.

Ambulance Transport

This service is provided for patients who are infirm.

Test results

If your test results show that you need more tests or treatment we will contact you.

Once a doctor has reviewed your test results you can view them

- In your NHS app
- Your Patient Access account
- Or phone between 10am and 4pm and our receptionist can advise you what the results are.

If you want to talk to someone about your results please complete an online routine triage request.

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 under the section sick notes. Or you can use your 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 on General Practice placements 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 and complete a travel vaccination request form prior to the appointment.

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 and can express a preference of practitioner within the Practice for a routine appointment, this may mean that you will wait longer to see your preferred GP.

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 for the care and support that our Surgery provides them. This includes all of our patients over 75 years of age.

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, telephone or text, if you require any further support please let us know.

Consultations Available if not reviewed in Practice

Where patients have not been to visit the Practice within 3 years and are aged between 16 and 75 years of age, you can request a consultation with the Practice where all inquiries and examinations will be completed which are appropriate.

Patients aged 75 years and over who have not participated in a consultation within twelve months can request a consultation with the Practice where all inquiries and examinations will be completed which are appropriate.

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/Copd Clinics – Assessments, treatment and monitoring of Asthma/Copd.

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

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.

Physio clinics

Social Prescriber Clinics

Medication Reviews

Access to your Health Records.

You have a legal entitlement to see your 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, required by law, if you give consent or if it is justified in the public interest. Please see our privacy notices which are posted on our website or you can request a copy at reception if you are unable to access this information.

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 Attend) are a huge problem in the NHS, wasting millions of hours and pounds 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.

Zero Tolerance

The NHS zero tolerance policy is a commitment to maintaining a safe and respectful environment for all NHS staff and patients. It includes a zero tolerance approach to aggression, abuse, violence or anti social behaviour.

The practice will send a warning for any abusive behaviour which will stand for 12 months. Patients will be immediately removed from the Practice list in cases where the police have been involved. Further abusive behaviour after an initial warning will also initiate a removal from the Practice list.

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.

You and your general practice (August 2025) – please see our website for “you and your general practice” guide which tells you what to expect from your general practice and how you can help them so you get the best from the NHS.

How to make a complaint

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint.

Informal complaint

You can speak to any member of our reception team in the first instance if you are unhappy with our service. We will try to help the best way we can and look to resolve what has gone wrong as quickly as we can.

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If your problem cannot be sorted out in this way you may wish to make a formal complaint.

Making a formal complaint

Complaints should normally be made within 12 months of an incident or of it coming to your attention. This time limit can be extended provided you have a good reason for not making the complaint sooner and its possible to complete a fair investigation.

This will be a decision taken by the manager in discussion with you.

Complaints can be made in writing, by email (gmicg-sto.adshallroad@nhs.net) via our website (www.adshallroadmedicalpractice.co.uk/complaints) or you can ask for help submitting it verbally if needed, you will be provided with a written copy.

Our practice complaints procedure is confidential and remains within our Practice. In addition, all reference to your complaint is kept completely separate from your medical records.

Complaining on behalf of someone else

If you are making a complaint on behalf of someone else, we have to know that you have their permission to do so. A note, signed by the patient, giving us permission to discuss their case with you will be needed, unless they are incapable (because of illness) of providing this. Due to patient confidentiality, we cannot respond to any complaint you may make, without this. We can provide a consent form for you to use on request.

Please see our website for further guidance or a complaints guide is available at reception.

If you have a comment or suggestion to make instead

You may not wish to make a complaint, but to make a comment or suggestion for improvement, instead.

We have a separate system for you to do this. You can post your comment into our prescription box in the porch, use our suggestions and feedback form via our website or hand it into reception. The issues raised under this system are discussed within the practice team to learn from or to try and find practical ways of implementing these. We also have a friends and family feedback questionnaire which we will text you after an appointment.

Greater Manchester Commissioners of services

Greater Manchester Integrated Care Board <https://gmintegratedcare.org.uk/get-involved/contact-us/>

Address: NHS Greater Manchester, Tootal, 56 Oxford Street, Manchester, M1 6EU

Reception Tel No 0161 357 1598 or email gm.icp@nhs.net