

## Contact Us

**Telephone:**

0161 881 6223

**Fax:**

0161 881 0709

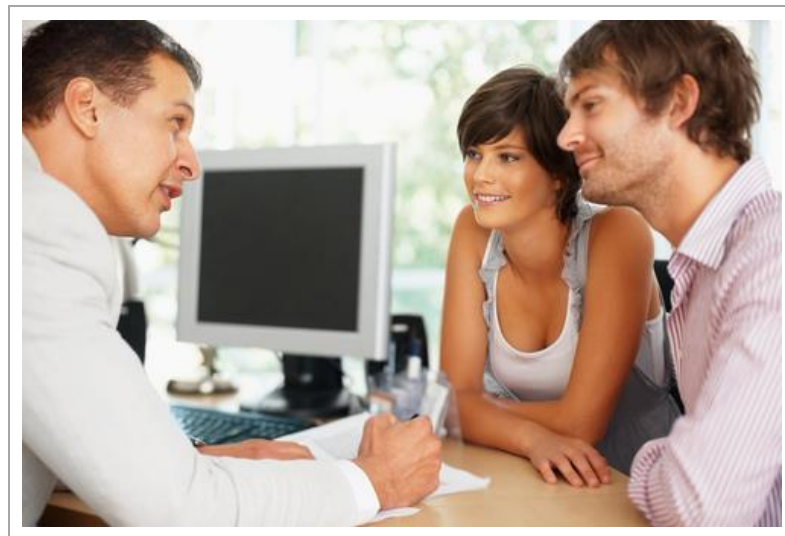
**Out of Hours:**

0161 336 3252

[www.corklandroadmedicalpractice.co.uk](http://www.corklandroadmedicalpractice.co.uk)

Corkland Road Medical Practice  
7-9 Corkland Road  
Chorlton-Cum-Hardy  
Manchester  
M21 8UP

# Corkland Road Medical Practice



**PRACTICE LEAFLET**



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# Staff

## Practice Management

Marc Squires

## Doctors

Dr S Jaiswal MBChB MRCGP

Dr A Foulds MBChB MRCGP

Dr A George MBChB MRCGP

Dr N Brown MBChB MRCGP

Dr P Jordan MBChB MRCGP

## Nurse

Laura Patton

## Healthcare Assistant

Debbie Collins

Samarah Rafiq

## Secretaries

Moeena Usman

## Reception

Safeena Rafiq

Bushra Hussain

Julie Littleford

Zahida Ashraf

Nighat Hussain

# Useful Information

## Medical information

NHS Direct Medical Encyclopaedia  
([www.neighbourhoodprofessionals.co.uk/extras/nhsredirect.asp](http://www.neighbourhoodprofessionals.co.uk/extras/nhsredirect.asp))

What To Do In An Emergency  
([www.corklandroadmedicalpractice.co.uk/emerge.asp](http://www.corklandroadmedicalpractice.co.uk/emerge.asp))

Back Pain ([www.corklandroadmedicalpractice.co.uk/backpain.asp](http://www.corklandroadmedicalpractice.co.uk/backpain.asp))

Childhood Ailments  
([www.corklandroadmedicalpractice.co.uk/child.asp](http://www.corklandroadmedicalpractice.co.uk/child.asp))

Self Treatment Of Common Ailments  
([www.corklandroadmedicalpractice.co.uk/self.asp](http://www.corklandroadmedicalpractice.co.uk/self.asp))

The Family Medicine Chest  
([www.corklandroadmedicalpractice.co.uk/medchest.asp](http://www.corklandroadmedicalpractice.co.uk/medchest.asp))

Healthy Living ([www.corklandroadmedicalpractice.co.uk/healthy.asp](http://www.corklandroadmedicalpractice.co.uk/healthy.asp))

Holiday Health ([www.corklandroadmedicalpractice.co.uk/holiday.asp](http://www.corklandroadmedicalpractice.co.uk/holiday.asp))

Muscle And Joint Pain  
([www.corklandroadmedicalpractice.co.uk/muscle.asp](http://www.corklandroadmedicalpractice.co.uk/muscle.asp))

Preparing For Pregnancy  
([www.corklandroadmedicalpractice.co.uk/pregnancy.asp](http://www.corklandroadmedicalpractice.co.uk/pregnancy.asp))

# Opening Times

<b>Monday</b>	08:30 - 18:30
<b>Tuesday</b>	08:30 - 18:30
<b>Wednesday</b>	08:30 - 18:30
<b>Thursday</b>	08:30 - 18:30
<b>Friday</b>	08:30 - 18:30
<b>Weekend</b>	Closed

## When We Are Closed

There is always a doctor on call outside surgery hours in case of emergency. If you need a doctor urgently when the surgery is closed, please call **0161 336 3252** and you will be connected to our out-of-hours provider, Go-to-Doc who will be able to assist you further.

## Walk-in Centre

Treatment is also available at the walk-in centre at Hawthorn Medical Centre or Manchester Royal Infirmary A&E.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

*In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.*



The service operates Monday to Friday, 8am to 6pm, except bank holidays. Calls to 03 numbers should cost no more than geographic 01 or 02 calls, and may be part of inclusive minutes subject to provider and call package.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. This department is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 0345 015 4033, or write to them at:

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower, Millbank, London SW1P 4QP.  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk) ([www.ombudsman.org.uk/](http://www.ombudsman.org.uk/)) or  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Zero Tolerance

The practice operates a zero tolerance policy with regard to violent or aggressive patients. In these circumstances, the patient will be taken off the practice list immediately and informed of this in writing.

## Freedom of Information

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 make routinely available.

We guarantee an acknowledgement of your complaint within 2-3 days. Our acknowledgement will offer you the opportunity to discuss how we will handle your complaint and provide the date by which we will respond in full.

After investigating the circumstances of the complaint, a response will be provided in writing and may be an explanation, an apology or the view expressed that there is no reasonable complaint to be upheld. Please contact the Complaints Manager or one of the GPs if you have complaints or suggestions.

We handle complaints in line with the NHS complaints procedures. A copy of this procedure can be obtained from the reception staff and this is also described on a poster in the Waiting Area. Complaints should be made directly to the Complaints Manager who will ensure your complaint is dealt with.

We hope that you will use our internal complaints procedure and allow us to resolve your complaint. However, under NHS complaints procedures, in the event that you make a complaint and you do not feel that our response to you is satisfactory, you can raise your concerns with the commissioner of our service which is NHS England. You can contact them using the details below.

### **National Customer Contact Centre:**

**Tel: 0300 311 2233**

**Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

**Post: NHS England, PO Box 16738, Redditch, B97 9PT**

**Website: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us)**

**([www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us))**

# Appointments

To make an appointment, please telephone **0161 881 6223** or call in at the surgery. An appointment is for one person only. Emergencies can always be seen or spoken to on the same day.

If you find that our routine appointments have been filled, but you feel that you need to be seen because it is urgent, then the next step is to request an 'emergency appointment.'

We hold a small number of appointments back each morning (from 08:30) and afternoon (from 13:00) to allow for these types of appointments. If you find these have been filled but you still feel that your problem requires urgent GP attention, you can opt to put your name down for telephone triage.

## **Telephone Advice**

If you wish to speak to a doctor or nurse by telephone, the most convenient time to call is between 12:30 – 13:30.

## **Cancellations**

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

## Practice Nurses

Patients should indicate the purpose of their appointment when making appointments to see the nurse, so that the receptionist can allocate the appropriate length of appointment.

The health care assistant is trained to carry out new patient health checks, phlebotomy, the giving of lifestyle advice, some vaccinations as directed by our GPs, ECGs and routine blood pressure monitoring. Patients will normally be allocated to the health care assistant for these services.

Practice nurses provide first line management of previously diagnosed chronic diseases such as diabetes, asthma and hypertension.

The full range of services offered by our practice nurses can be found below in the Clinics & Services section.



# Practice Charter

## Confidentiality

All health professionals have access to patients' health records. Any other bodies need to have patients' written consent. Confidentiality is maintained at our surgery.

## Comments & Complaints

We welcome feedback and comments from patients in order that we are always aware of where we are or are not providing satisfaction. In the waiting room is a secure RED postbox. If you wish to leave comments please deposit them in the box via the 'How are we Doing?' leaflets which are available from reception. If you require a response to your comments please indicate this and we will aim to respond to you within five working days.

We will always do our best to achieve high standards. However, if you have cause for complaint we take complaints very seriously, no matter how big or small. So if you do have a comment, concern or complaint about any staff member or aspect of service, then please do let us know.

We hope that most problems can be resolved at the time between those parties concerned. Please ask to speak with the Reception Manager at the time of the incident. However, if this is not possible then you can phone or write to the Complaints Manager as soon as possible. Prompt contact will enable us to investigate the matter more easily.

# Test Result

Please ring **between 13:30 – 15:00** to enquire about your test results as our reception staff will have more time to deal with your request between these times.

The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

Below is a guide to common tests that are done and the expected time that results are normally back. We understand that waiting for results can often be a worrying time; however it is helpful if you do not call for results before this.

The majority of **blood test results** are back within a couple of days; however, some tests can take up to a week.

- Cervical smear - 2-3 weeks
- Faecal examination - 4-7 days
- MRI scan report - 1-2 weeks
- Swab culture and sensitivity - 1 week
- Ultrasound report - 1-2 weeks



# Repeat Prescriptions

It is sometimes possible to obtain a repeat of a medicine previously prescribed without seeing the doctor. If this is the case then you will have received a repeat prescription request form at the time your original prescription was issued. As far as possible you should tick the items required and submit this form to the practice. If this is not possible then you may submit your request in writing.

Repeat prescriptions are issued at the doctor's discretion and are usually for patients on long-term treatment. Requests can be made by fax, by post (enclosing a stamped addressed envelope), or in person. They can also be made via email to [corkland@nhs.net](mailto:corkland@nhs.net) (Please note that this email is strictly for 'repeat prescriptions' only.)

All repeat prescription requests should have your name, date of birth, address and the medications you require on them. The request can be posted, faxed, emailed or delivered in person to the practice. **Requests will not be accepted by telephone.**

**Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account.**



## Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

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### NHS charges

**These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.**

- Prescription (per item): £8.40
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £29.10

If you will have to pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line **0845 850 0030**
- General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website:  
[www.nhs.uk/NHSEngland/Healthcosts](http://www.nhs.uk/NHSEngland/Healthcosts)

## Nursing services include:

- Blood Testing (these must have been recommended by a doctor first)
- Blood Pressure
- Well Person Health Checks
- Healthy Lifestyle
- Ear Syringing
- Smoking Cessation
- Baby Immunisations
- Travel Vaccinations/Advice
- Influenza Vaccinations
- Pneumococcal Vaccinations
- ECGs
- Diabetic Checks
- Asthma Checks
- Cervical Smear Tests
- Contraception Advice

## Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Passport signing
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.



# Clinics & Services

The General Medical Services Contract between the GP Partners and the CMCCG is summarised as containing the following main elements of medical treatment and care:

## Core Services

- Management of patients who are ill, or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice whenever practicable.
- General management of patients who are terminally ill.
- Management of chronic disease in the manner determined by the practice, in discussion with the patient.

## Additional Services

- Cervical screening
- Contraceptive services
- Vaccinations & immunisations
- Childhood vaccinations & immunisations
- Child health surveillance
- Maternity services
- Minor surgery
- Sexual health services
- National Enhanced Services
- Near patient testing
- Care of patients with depression
- IUD fitting

# New Patient Registration

We welcome new patients to the practice. You will be required to complete a health questionnaire, registration form and provide proof of ID/address. The forms can be collected at reception. The hours between 11:30 – 15:30 are the best times for this as it is when it is least busy. In order to register as a patient with the practice, you must live within the practice area which includes Chorlton-cum-Hardy and Whalley Range. Please ask at reception for further details.

You will also need to show some documents to prove your name, address and eligibility to receive NHS care. Acceptable documents are listed below. Exceptions will only be made at the discretion of the Practice Manager; reception staff cannot override these requirements.

## Acceptable evidence for proof of legal name (originals only)

- Birth certificate (if born in the UK)
- Passport
- UK photo card driving license
- Home Office identity card.

**Acceptable evidence for proof of address (originals only bearing the patient's name and dated in the last three months and showing the address being registered):**

- statement from a financial institution (bank, building society, credit card or mortgage lender);
- bill from a utility company (gas, electric, water or fixed line telephone provider);
- council tax bill;
- letter confirming entitlement to housing benefit, council tax benefit or tax credits;
- letter from the Home Office in relation to an application for asylum or appeal;
- letter from the educational establishment that you are currently attending.

Once registered, it is important to keep your contact details up to date in case we need to contact you. We occasionally need to change appointments or send letters to you and if you have moved and not told us this can cause problems. Any changes must be made in writing, and accompanied by a proof of address document as outlined above.

## Online Services

You can now order your repeat prescriptions online, alongside booking and cancelling your appointments. Just visit our website and click on the online serve buttons on the homepage:

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

If you wish to start using online services please ask at reception for more details. To gain access as you will need to be have your own PIN number generated by our staff.

We are unable to answer any questions included in online requests. Please contact reception if you do need help or advice.

**Help to cut down on waste in the NHS by only ordering those items that you need.**

