

USEFUL TELEPHONE NUMBERS

Manor Medical Practice	0161 426 9166
Health Visitor	0161 426 9252
Stepping Hill Hospital	0161 483 1010
Wythenshawe Hospital	0161 998 7070
Manchester Royal Infirmary	0161 276 1234
Withington Hospital	0161 445 8111
Police — Stockport	0161 872 5050
Social Services	0161 474 2100
CCG	0161 426 9900
Central Youth/Choices Centre	0161 426 9696

OUT OF HOURS

If you require assistance out of hours, please phone the practice - **0161 426 9166** - and you will be diverted to NHS 111.

The Practice is closed on the last Thursday of every month for Clinical Meetings.

You can also contact Central Youth for young people aged 11 to 25 years old on **0161 426 9696**.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for information should be made in writing to the Practice Manager.

0161 426 9166



OFFERTON HEALTH
CENTRE
OFFERTON LANE,
STOCKPORT
SK2 5AR
Fax: 0161 426 9180

PHOENIX MEDICAL
CENTRE
56 HIGHER HILLGATE,
STOCKPORT
SK1 3PZ
Fax: 0161 480 3158

Patient Information Leaflet

Dr Martin D Leahy	MB BS T(GP) DFFP MBC Optom FBDO Regd London 1996
Dr John Bendelow	MB ChB Regd Liverpool 2007
Dr Helena Bower	MB ChB Regd Leeds 2000
Dr Jamal Abushena	MB ChB Regd Glasgow 2006
Dr Divya Rajani	MB BS Regd London 2014
Andrea Rimmer ANP	
Suzanne McConnell ANP	

PRACTICE CHARTER

WELCOME TO THE SURGERY

The purpose-built medical Centre's provide a full range of general family health services for the surrounding area. We offer a wide variety of up-to-date diagnostic and therapeutic services in a modern, light and friendly environment and are very ably supported by our enthusiastic nursing and administrative staff. We do hope that you will find the information in this leaflet useful.

Please keep it in a safe place for use in the future.

As explained, when you are registered with the Practice, we have two sites and the Doctors have surgeries at both sites, however, in the case of an urgent appointment please be aware that the duty Doctor may not be at your preferred site.

OPENING TIMES

	Offerton Health Centre	Phoenix Medical Centre
Mon	7.30AM-7.00PM	8.00AM-7.00PM
Tue	8.00AM-7.00PM	7.30AM-7.00PM
Wed	8.30AM-7.00PM	7.00AM-7.00PM
Thu	7.30AM-7.00PM	7.30AM-7.00PM
Fri	7.30AM-7.00PM	7.30AM-7.00PM

Phone lines are open from 8AM Monday to Friday

EXTENDED HOURS

The Practice is open from 7:30am everyday for routine GP appointments.

We offer routine GP appointments after 6:30pm on Tuesday and Wednesday evenings, and routine Nurse appointments after 6:30pm on Wednesday's.

We also hold one Nurse-led clinic for routine appointments one Saturday morning a month.

What You Should Reasonably Expect From Our Practice

You will be treated as an individual and be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. Our practice team works together to provide the highest quality health care to our patients. Our practice booklet explains the wide range of services we offer.

This includes details about:

- Our doctors and other practice staff.
- Our arrangements for seeing the doctor or nurses.
- Our surgery times.
- Repeat prescription arrangements.

If problems arise and you feel the need to raise the matter formally, please ask our practice manager or doctors about our practice complaints procedure.

We are committed to giving you the best possible service. However, this does rely on your co-operation with the systems we set up.

If you have any comments or concerns relating to the practice, its staff or the services offered, contact the doctors or practice manager who will provide a timely response to them.

What Your Doctor And the Practice Staff Should Reasonably Expect From You

We ask that you treat the doctors and the practice staff with due courtesy and respect at all times.

When you need to see a doctor please try and attend in person whenever possible. Home visits take up much more of the doctors' time. We would therefore ask that you request a visit only when you are too ill to leave home and not because you have problems with transport.

Please remember an appointment is for one person only. Please tell us if more than one person needs to be seen.

Please try to keep your appointment and give as much notice as possible if you are unable or no longer need to attend. If we can give the appointment to someone else it helps to keep waiting times down.

Inform us of any change of address, personal circumstances or telephone number so we can offer you all our health services.

We are committed to good communications and providing a high standard of care to our patients. Helpful suggestions are always welcome.

BEGINNER'S GUIDE TO THE WAY WE WORK

Remember - You must be able to visit both sites.

HOW TO REGISTER

To join the practice list please ask at reception.

CONTACT TELEPHONE NUMBER

If you provide a mobile telephone number, the Practice will assume we have consent to contact you via SMS (text messages). If you would like to refuse consent, please complete the 'Consent to receive communication' form in your registration pack.

APPOINTMENTS

To make an appointment, telephone or call in at the medical Centre. The receptionist will try to make an appointment with the doctor of your choice. If this is inconvenient, you are welcome to see any doctor in the practice.

IF URGENT OR REQUIRED THE SAME DAY:

The Practice operates an Acute Illness system for urgent, acute medical issues. These are run throughout the day by specially trained Nurses and Doctors. When you telephone the surgery, a member of the reception team will ask you a small number of questions relating to your presenting medical problem. The Doctors have asked the team to do this to ensure the best outcome and treatment.

HOME VISITS

If you are housebound or unable to get to the surgery for a medical reason please request a visit before 10.00am if possible. With modern transport it is possible for most people to come to the surgery, even children with temperatures who we can arrange to see on arrival. A far greater number of patients can be given quick attention in this way.

ONLINE SERVICES

We offer online appointment booking, repeat prescription ordering and medical records viewing.

TEXT REMINDERS

We offer a free appointment reminder service via text message.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded electronically and we comply with the General Data Protection Regulation (GDPR 2018). The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. We follow strict rules when sharing and disclosing patient identifiable information, and, following local data sharing arrangements, will only share appropriate clinical information with other health professionals if they are directly involved in managing a patients' care.

REPEAT PRESCRIPTIONS

If a repeat prescription has been authorized by your doctor you may obtain it by calling in at or writing to the surgery. Prescriptions can be returned by post if a stamped, addressed envelope is provided.

If you require a prescription urgently, please let the receptionist know and we will do our best to arrange this for you.

From time to time you may receive with your prescription a request to see your doctor or the nurse. This is because most medicines require regular reviews to ensure their greatest benefit. To avoid error - no repeat prescription will be given by telephone.

PLEASE ALLOW 48 HOURS FOR THIS SERVICE.

MEDICAL RESULTS

Any patient requesting medical results should please ring 0161 426 9166 after 12 noon.

FACILITIES FOR THE DISABLED

There is easy access for all disabled patients and disabled toilet facilities at both sites. There is now a walking frame available for patients to use when visiting Offerton Health Centre. Please ask at reception.

CHANGE OF ADDRESS

If you move house please let us know **IN WRITING**.

If you have moved outside our practice area (please ask reception to confirm the practice area) you will be asked to find another doctor.

CERTIFICATES

DSS certificates of incapacity are free - see below.

NON-NHS SERVICES

Some services provided by your doctor are not covered by the NHS and you will be asked to pay a fee in line with BMA recommendations, e.g.

Pre-employment medicals Insurance claims

Fitness to drive medicals Private medicals / Certificates

If you have any queries about fees or any other private medical service please discuss them with the receptionist.

PRACTICE NURSING STAFF TIMETABLE

	Offerton Health Centre	Phoenix Medical Centre
Mon	8.30AM - 6.30PM	8.00AM - 6.30PM
Tue	8.00AM - 6.30PM	7.30AM - 5.30PM
Wed	8.30AM - 8.00PM	8.00AM - 6.30PM
Thu	7.30AM - 4.30PM	7.30AM - 5.30PM
Fri	8.30AM - 1.30PM	8.00AM - 4.00PM

ACUTE ILLNESS

The Practice operates an Acute Illness appointment system for urgent, acute medical issues. These are run throughout the day and are staffed by a mixture of Clinicians i.e. specially trained Nurses and Doctors.

To aid the efficiency of this service, the Doctors have asked the Reception team to ask patients a small number of questions relating to their presenting medical problem. It is most important that these questions are answered to ensure the best outcome and treatment.

HEALTH VISITORS

Your health visitor can offer you confidential advice in your own home or at the surgery on all aspects of health for all age groups - in particular expectant mothers, small children, the elderly and the handicapped. Telephone **0161 426 9252**.

MIDWIFE DETAILS

The Community Midwives Antenatal Clinics are held at Central House Stockport. Appointments will be available Tuesday Morning and Friday All Day. For new bookings ring Maternity Triage 419 5551.

For more information about healthy living, conditions, support and local services, please visit the NHS Choices website: www.nhs.uk

PRACTICE STAFF

Practice Manager: Tricia Brookes 0161 426 9166

SECRETARIAL STAFF

The secretarial staff deal with most of the correspondence between the practice and outside agencies such as hospital outpatient departments, private consultants, solicitors and insurance companies. If you have any enquiries regarding letters that your doctor may have written about you - please ring the secretary on 0161 426 9164/9165.

RECEPTION/ADMINISTRATIVE STAFF

All our staff are there **TO HELP YOU** and are pleased to do so. The receptionists are your link with the rest of the Practice. They may need to ask you medical details in order to work effectively and at all times are working under the instructions of the doctors. All information given to them is treated in confidence and they are bound by the same code of conduct as the doctors and nurses.

COMPLAINTS

The Practice has a complaints procedure displayed in the waiting room. If the Receptionist is unable to deal with your complaint please give your name and a contact number to them and she will pass it on to the Practice Manager who will contact you to discuss your grievance and hopefully achieve an amicable solution.

SUGGESTIONS

We are continually striving to improve our services. Any helpful suggestions that will assist us may be handed/posted to the receptionist. We also have a Patient Participation Group, please let reception know if you would like to join.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.