

Quayside Medical Practice



Keppel Building, Ashton Road West,
Failsworth, Manchester, M35 0AD

Appointments and Administration

Tel: 0161 681 1818

Fax: 0161 681 8596

www.quaysidemedicalpractice.co.uk

The surgery is open from:

Monday	08.00 - 19.30
Tuesday	07.30 - 18.30
Wednesday	07.30 - 18.30
Thursday	08.00 - 18.30
Friday	08.00 - 18.30

LOCAL OUT OF HOURS PROVISION

- The 'Walk in' service Lindley House Medical Practice for routine walk-in patients 8am-8pm located at the ICC New Radcliffe Street. Oldham OL1 1NL
- The 7 day access service 6.30pm-8pm daily (Mon-Fri) offers routine bookable appointments and will operate as usual during the Bank Holiday weekend. **The number to call in advance and book an appointment is : 0161 934 2827**

ICC New Radcliffe Street. Oldham OL1 1NL

Mon-Fri: 6.30pm – 8pm

Sat: 10am – 2pm **Sun:** 10am – 2pm

Royton Royton Health & Wellbeing Centre. Park Street. Royton OL2 6QW

Weds: 6.30pm – 8pm

Thurs: 6.30pm – 8pm **Sat:** 10am – 2pm

Failsworth Keppel Building. Ashton Road West. Failsworth. Manchester M35 0AD

Weds: 6.30pm – 8pm **Sat:** 10am – 2pm

In addition, the ICC will be open on Bank Holiday Monday between 10am-2pm

Welcome to Quayside Medical Practice

The General Practitioners

Dr Helena Mulkeen	MBChB
Dr David Pilkington	MBChB
Dr Mark Wilshere	MBChB
Dr Carmine Grasso	MBChB

The Practice Staff

Practice Manager

Mrs V M Dawber	MAMS dipPM
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Reception Manager

Mrs Amanda Banns

Receptionist/ Health Care Assistant

Helen Thomson

Receptionists

Janet Walker	Gemma Healey
Helen Dockray	Amanda Woodruff

Medical Secretary

Claire Lear

Data Controller

Lorraine Gilfillan

Practice Nurses

Carolann Grice	RGN
Gail Smith	RGN

General Practitioner Registrars and Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for four months and sometimes become general practitioners after completing their training. They are at all times encouraged to seek advice from the practice partners.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor. When booking an appointment you may be offered a consultation with one of our registrars who are excellent doctors.

Dr Mulkeen (f)	
Monday	09.30 - 11.50 15.40 - 17.40 18.30 - 19.15
Tuesday	09.30 - 11.50 15.40 - 17.40
Wednesday	-
Thursday	09.30 - 11.50 15:40 - 17:40
Friday	09.00 - 11.30 12.15 - 13.00 (alternate weeks Baby Assessment) 15.40 - 17.40

Dr Pilkington (m)	
Monday	09.30 - 12.10 15.40 - 18.00 18.30 - 19.30
Tuesday	-
Wednesday	09:30 - 12:10 15:40 - 18:00
Thursday	09.30 - 12.10 15.40 - 18.00
Friday	-

Dr Wilshere (m)	
Monday	-
Tuesday	-
Wednesday	07:30 - 09:50
Thursday	10:00 - 12:20 15:30 - 17:50
Friday	11:00 - 14:20 (alternate weeks Baby Assessment) 12:15 - 12:45

Dr Grasso (m)	
Monday	08:30 - 11:00 13:20 - 15:50
Tuesday	10.00 - 12.30 14.50 - 17.20

Blood Clinics

Healthcare assistants are available for blood tests for patients over 65 or Diabetic on Tuesday afternoons and Thursday morning, by appointment. Other patients needing blood tests will be given blood forms to take to the Royal Oldham Hospital.

Training Dates

The surgery will be closed one Thursday per month from 12:30 as follows:*

17/08/2017 28/09/2017

26/10/2017 30/11/2017 21/12/2017

*These dates may be subject to change.

The surgery can be contacted:

The telephone lines will open Monday to Friday between 8.00 am—6.30 pm

Please note that the surgery will be closed one Thursday afternoon per month for staff and GP training, please see our website for dates and times.

Appointments

Appointments may be made by telephoning the surgery on 0161 681 1818, by coming into the surgery or via Patient Online Access (PLEASE CONTACT THE PRACTICE FOR YOUR PATIENT ACCESS REGISTRATION INFORMATION).

Routine appointments may be made in advance (maximum 12 months), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in high demand situations.

Sick children under the age of 5 years will be assessed and where practicable, seen on the same day.

Please contact the surgery as soon as you are aware of the problem to help us provide the appropriate treatment as soon as possible.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (999) before calling the surgery

Home Visits

Patients are requested to telephone before 11.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out of hours service

Our out-of-hours service is covered by dialling 111

Registration

All new patients will have the opportunity to fill in a health questionnaire, giving details of medical history and lifestyle, and be offered an appointment for a new patient medical check with a health professional prior to registration. Proof of identification and address will be required as part of your registration process.

All new patients will be allocated their named accountable GP within 21 days of registration.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment.

Repeat prescriptions requests can be made via the following:

Patient Access (PLEASE CONTACT THE PRACTICE FOR YOUR PATIENT ACCESS REGISTRATION INFORMATION),

Fax,to: 0161 681 8596

**By post: address on the front of this leaflet
Surgery prescription box in the atrium Monday to
Friday 7:00am - 7.00pm, Saturday 9:00am - 5.00pm.**

**At the reception desk between 8.00am-6.30pm
Monday to Friday**

We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours.

**Please allow 48 Working hours before collection
from your nominated pharmacy. If you have not yet
nominated a pharmacy please contact the Practice
to arrange this.**

Electronic Prescriptions

Please note the Practice now offer the Electronic Prescription Service. You do not have to visit the Practice to pick up your paper prescription. Instead this will be sent electronically to a chemist of your choice.

Test Results

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others and not all your results may arrive at the same time. Your doctor should be able to give you an idea of how long you are likely to wait.

Clinics

These times may vary. Please check with reception prior to using the service.

Baby Clinic

Friday 10.00am - 1.00pm

The baby clinic is run by the Practice Nurse and Doctors for immunisations and babies 8 weeks check.

Asthma Clinic

Every day

This is run by the Practice Nurse in conjunction with the doctors, by appointment only.

Diabetic Clinic

Friday 9.00am - 12.00 noon

This is run by the Practice Nurse in conjunction with the doctor, by appointment only.

Family Planning

Contraceptive care is provided by all the doctors during normal surgery hours. Emergency contraception can be obtained from your doctor, if there is availability and from some pharmacies in the area. This service is required to be obtained within 72 hours.

Minor Surgery

Minor surgery procedures are by appointment only, the doctor or receptionist will be able to advise you when this will be.

Non NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment in normal opening hours where there is availability. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Counselling

A Counselling service is available. Please discuss with your Doctor.

Patients 75 years and over

If you are 75 years of age or over, you should be seen annually, either by your doctor or the practice nurse. This can be arranged at the surgery or, if that is not possible and you are housebound, a home visit will be arranged.

Travel Immunisation/ Vaccinations

Please complete a travel assessment form at least 6 weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes, carers and those over 65 years of age.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are housebound, a home visit will be arranged to undertake this facility.

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box on the wall as you enter the Practice.

Disabled Access

At the surgery, reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient's WC is provided near the front entrance and another is available on the first floor.

If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement. A hearing loop is also provided.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel that this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, we shall acknowledge your complaint within 3 working days and sometimes we may attempt to contact you by telephone to agree how the complaint will be handled and a timescale for response. We shall then be in a position to offer an explanation or a meeting with the person or people involved.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

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 that the practice intends to make routinely available. This scheme is available from reception.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge.

No information will be released without the patient consent unless we are legally obliged to do so.

Sharing of Records

Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help

the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse, verbal or physical, to the doctors, staff or others on the practice premises or other locations where treatment may take place.

Persons abusing this policy may be reported to the police and removed from the practice list.

Practice Boundary

We only cover M35 postcode.

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice.

Patients may approach any GP practice, even if they live outside the practice area to see if they will be accepted on to the patient list.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

Out of area registration (with or without home visits) is voluntary for GP practices meaning patients may be refused because they live out of the area.

If your application is considered the GP practice will only register you without home visits if it is clinically appropriate and practical in your individual case. To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way.
- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend.)

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary)

We may decide that it is not in your best interests or practical for you to be registered in this way. In these circumstances, we may offer you registration with home visits, for example, if you live outside the practice area or we may not register you and advise that you should seek to register (or remain registered) with a more local practice.

If accepted but your health needs change we may review your registration to see if it would be more

appropriate for you to be registered with a GP practice closer to home.

This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choice Website (www.nhs.uk)

The Patient Participation group

This is a group of patients from the practice that meet regularly to discuss and assist the practice with information sharing to our other patients and advise the practice on matters from the perspective of the patient as a service user.

Help us to Help You

Our aim is to offer patients a fast, efficient and friendly service, however, to enable us to do this we require some help from yourselves.

Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.

If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.

The out-of-hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.

If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.

We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

The Patient Participation Group is also available to help with such matters.

Useful Telephone Numbers

Royal Oldham Hospital 0161 624 0420

North Manchester General Hospital 0161 795 4567

Quayside Medical Practice, Statement of Purpose

We will keep the patient at the heart of everything that we do by providing outstanding care and support to every patient, every time.

We are committed to providing excellence in service and patient focused care.