

**Dr N Gill, Dr H Francis, Dr M Moore
Dr N Prasad & Dr J Moore**



Fields New Road Primary Care Centre
Chadderton
Oldham
OL9 8NH

Tel: 0161 785 9240

Website: www.ch-medical.co.uk

Email: ch.medical@nhs.net

SMS Text Number (to cancel appointments ONLY):
07918779557

Medication Orderline Number: 0161 484 3839

Patient Information Leaflet

***Our Mission: To deliver quality holistic healthcare in a
supportive and empowering environment for our patients
and staff***

Practice Opening Times

Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm

Early morning clinics are available for patients who are unable to attend day time appointments. Please ask the reception staff for more information.

As we are a training practice there may also be medical students on placements or trainee doctors working at this practice when you visit.

This booklet gives you information about the practice which we hope you will find useful.

Compliments or Complaints

We are always pleased to receive suggestions for improving our services and we like getting compliments as well. We hope you never have cause for serious complaint, but if you think you do, we have a complaints procedure aimed at a quick resolution of any problem. A leaflet is available from reception.

In the first instance, please speak to the Complaint's Manager. A copy of the practice complaints procedure is available at reception.

If you would like to have a say about the services provided at CH Medical please sign-up to our Virtual Patient Reference Group (information is available at reception).

Our Practice Team Consists Of:

Partners

Dr Naseem Gill	MB ChB 1987 Manchester MRCGP
Dr Hollie Francis	MB ChB 2000 Manchester MRCGP DRCOG (Trainer)
Dr Michelle Moore	MB ChB 2000 Manchester MRCGP DRCOG DFFP
Dr Nikki Prasad	MB ChB 2002 Manchester
Dr John Moore	MB ChB 2010 Manchester

Other Doctors

Dr Sarfaraz Sobhani (Salaried GP)	MB ChB 1998 Manchester
Dr Diane Hohmann (Salaried GP)	MB ChB 2001 Leeds
Dr Hassan Ahmad (Salaried GP)	MB ChB 2006 Sheffield

Practice Nurses:

Katherine Snowden
Katie Seale
Emma Weaver
Lorraine Smyth

Healthcare Assistants:

Melinda Tootill
Emma Shaw
Niamh Murphy
Adam Savage

Practice Business Manager:

Jennifer Richards

Complaint's Manager/Deputy Practice Manager:

Alyson Gledhill

Secretaries

Administrators

Receptionists

We have many other staff attached to the practice:

First Contact Practitioners	Focused Care Practitioners	Trainee GPs
Mental Health Practitioners	Clinical Pharmacists	District Nurses
Pharmacy Technicians	Social Prescribers	Health Visitors
Smoking Cessation Advisors	Midwives	

How to register with the practice

Please contact reception to check if you are living in the practice area. If so, you will be given registration forms and other useful information.

Once you are registered you will be sent a medical card which will have the name of the doctor you have been registered with, however you have the right to express a preference and we will endeavour to accommodate you (subject to availability).

Our practice area can be found on this website:

<http://bitly.ws/LQb7>

Your Rights as a Patient

- New patients will be offered a new patient health check within six months of registering with the practice.
- Patients will not be removed from the list without first receiving a warning, and a reason will be given for this.
- All patients will be assigned a named accountable GP but you have a right to choose any GP within the practice either for one appointment or generally, but this may mean you will have to wait longer for an appointment. Also, the GP may refuse to see you if there are reasonable grounds, or you could be asked to see another GP if you are requesting a particular service which is provided by another clinician within the practice.
- You have a right to an appointment, regardless of whether or not you have been seen within the last 3 years (12 months if over 75).

Your Responsibilities as a Patient

- To treat all staff with respect.
- To keep appointments or to let us know in good time if you are not able to attend, in order for the appointment to be offered to another patient.
- To tell us immediately if you change your address or telephone number.

When the surgery is closed

If you urgently need to speak to or see a doctor when the surgery is closed, and you feel you cannot wait until the surgery re-opens please call the surgery number (0161 785 9240) and listen to the message carefully as you will be given an alternative number to call. The Out of Hours service is the responsibility of the commissioner and not the practice.

Appointments

This is an appointment only surgery.

Appointments can be booked, changed or cancelled:

- at reception during our regular opening hours
- by telephone between 8am and 6.30pm
- online via the [NHS App](#) (other apps are available to use)

We offer **telephone consultation/advice** from the doctors or nurses who will aim to call you back within 3 hrs to discuss your health needs.

Same Day appointments

We offer a daily doctor-led triage service for all patients who request a same day appointment or doctor advice.

This means that each day (Monday-Friday) there will be a named doctor who will act as the Doctor On Call. All patients requesting same day appointments or advice will be put on a triage list for the Doctor On Call to speak to. The Doctor On Call will not see any routine patients on their On Call day, but will instead be able to give the patient (where clinically indicated) an appointment with the later that day.

This allows us to be timely responsive to need and give appropriate advice for patients with self-limiting infections.

This system means that all patients (including children under 5) who have a medical need can be offered a same day appointment with a doctor.

Pre-bookable appointments

A number of appointments are bookable up to 6 weeks in advance with a doctor, practice nurse or healthcare assistant, subject to availability. Please discuss this with the receptionist. Most of the time, you will be able to see or speak to a doctor or nurse within 2 weeks.

Who do you need to see?

The receptionist will advise you of which Health Care Professional is the best to see when booking an appointment

It is not always a Doctor. The Practice Nurse, Health Care Assistant, First Contact Practitioner, MIND practitioner, Social Prescriber, Focused Care Practitioner, District Nurse or a local Pharmacist may be more appropriate.

Our receptionists are here to help you. When you phone the surgery, they may ask for a few details. Our receptionist have been trained to help guide you to the most appropriate member of the team.

How long will my appointment be?

All appointments are 10 minutes long. If you feel your problem will need more time, discuss this with the receptionist when booking your appointment.

If you are unable to keep your appointment

If you find you are not able to keep your booked appointment, please contact the surgery in good time, so that the appointment can be offered to a patient who does need it.

We are aware that the phone lines are busy first thing in the morning, so there is a mobile number to use to cancel your appointment by **text**, the number is **07918 779 557**.

Alternatively you can reply to a text reminder if you have given us your up to date mobile phone number.

Failure to turn up for your appointment may result in you being removed from the practice list.

Remembering your appointment

We now have the facility to send text reminders for any appointments and this can be used to reply to us if you are unable to keep your appointment.

Please ensure that we have up to date telephone numbers for you at all times.

Extended Access Appointments

Appointments are available Monday-Friday 6.30pm-9pm and Saturday 9am-5pm.

The service is provided at South Chadderton Health Centre, Eaves Lane, Chadderton OL9 8RG.

To book your appointment call 0161 271 3180.

Home Visits

On average, visiting you takes four times longer than seeing you in the surgery and we cannot offer the same range of medical services at home. Our visits are only available for patients who are housebound because of illness or disability.

If you need medical help and think you may not be well enough to attend the surgery, please contact reception before 11am for advice.

A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

Repeat Prescriptions

Repeat prescriptions can be ordered in one of the following ways:

- **Via the NHS App** - download the NHS App and you can register to enable you to order your repeat medication via the app
- **Online** - log on to www.emisaccess.co.uk and you can register for the EMIS Access service which allows you to order your repeat medication via the internet.
- **By email** - email your order to us at ch.medical@nhs.net
- **By phone** - you can call us on 0161 484 3839 to order your repeat prescription over the phone.
- **In person** - by handing in your repeat order slip. If you do not have your order slip, the receptionist can print one for you.
- **By post** - enclosing the order slip with items ticked and a stamped, addressed envelope for return. *Due to possible delays with the postal service we do not recommend this method of ordering.*

Your name, date of birth and full name of medication required must be included on all orders

Repeat prescriptions will be ready for collection after 48 hours (2 working days) from the time of receipt.

When you order a prescription online, you can have your prescription sent electronically to a pharmacy of your choice. This is called a nomination.

Once you nominate a pharmacy:

- you will no longer need to collect paper prescriptions from your GP surgery
- your nominated pharmacy will receive your prescriptions until you change or remove your nomination
- any outstanding prescriptions you have ordered may still arrive at your current nominated pharmacy

You can nominate a high street pharmacy by using the NHS App or logging into the NHS website using a web browser. A high street pharmacy is where you collect your medicines in person. They may also deliver to your home.

Online-only pharmacies send your medicines in the post. To nominate an online-only pharmacy, you must register with the pharmacy through their website or contact them. It's not possible to nominate an online-only pharmacy in your NHS App.

Comments, Complaints and Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

We always try to give you the best possible service, but there may be occasions when you feel this has not happened. This leaflet explains what should do if you have a complaint about the service we provide for you.

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

Accident and Emergency

Your local casualty department is at the Royal Oldham Hospital.

This deals with life threatening emergencies and serious injuries. Any adult suffering unexplained severe chest pain for more than 10-15 minutes, often with nausea and sweating could be having a heart attack.

Your Medical Records - How we use your information

Everyone working for the NHS has a legal duty to keep information about you **confidential and secure**.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

We will not disclose your information to third parties without your permission unless there are special circumstances, such as when the health and safety of others is at risk.

Please see leaflet in reception for more information 'How we use your information'.

NHS England

Details of primary care medical services in Oldham can be obtained from:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

Services we offer

The surgery premises have full access for disabled patients, including disabled toilet, automatic front doors and a **hearing loop** facility for the deaf.

We offer the following services at the practice:

- Family planning, including emergency contraception
- Cervical screening
- Vaccinations and immunisations
- Well person checks
- Chronic disease checks, eg, asthma, COPD, diabetes, etc
- NHS Health Checks (for 40-74 year olds)
- Minor surgery
- Joint injections
- Diet/Lifestyle advice
- Blood pressure checks
- Child development checks
- Child immunisations
- New patient checks
- Smoking Cessation Advice
- Travel vaccinations and advice
- Blood tests
- Elderly health checks (home visit if required)

Zero Tolerance

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse, whether verbal or physical, on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

Please be informed we now operate CCTV cameras and recording equipment within the public areas of this surgery.