****

Welcome to Woodside Medical Centre

The Practice serves the whole of Middleton as well as its surrounding villages

**Our Clinical Team**

* Dr Stephen Brady Senior Partner
* Dr Gemma Fitzpatrick Partner
* Dr Sumayya Nowrin Partner
* Dr Reshikesh Kandy Salaried Partner
* Lisa Jackson Advanced Healthcare Practitioner
* Kamran Khalid Advanced Healthcare Practitioner
* Karen Brady Practice Nurse
* Claire Farrell Advanced Healthcare Practitioner
* Susan Bradshaw Assistant Practitioner
* Natalie Davies Trainee Healthcare Support worker

You may have heard in the media of the difficulties in recruiting GP in Primary Care as we have had this also. The dynamics of general practice has had to change, the workforce is not only built up with GPs as we see Advanced Practitioners and Paramedics Joining the workforce and proving to be a success.

Our Team Of AHP

* Lisa Jackson Advanced Clinical Practitioner
* Kamran Khalid Advanced Clinical Practitioner
* Claire Farrell Practice Advanced Clinical Practitioner

Advanced Clinical Practitioners (ACPs) are healthcare professionals, educated to Master’s level or equivalent, with the skills and knowledge to allow them to expand their scope of practice to better meet the needs of Patients. They can Refer, Prescribe, Examine, just like a GP can. The team are an asset to the patients and the practice

**Practice Manager**

Mrs Tina Bennion is our Practice Manager she will be able to help you with any administrative problems you may have? She will also discuss any suggestions you might have to help improve our service. Any complaints, comments and suggestions should be sent to Mrs Bennion. Sean Fitzpatrick is our Assistant Practice Manager; he works closely with Mrs. Bennion in aspects of Practice Management

**Reception staff**

Our receptionists are here and trained to help you. Sometimes they may require further details to assist you in your enquiry. Please be patient.

**Contacting us**

Woodside Medical Centre

247j Wood Street Langley Middleton Manchester M245QL

Telephone 0161 643 9244

Opening Hours 8am-6.30pm Monday- Friday

Evenings and Weekends call NHS 111

Patients with particular needs our surgeries is accessible to patients using a wheelchair.

We can arrange interpretation and translation services by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment***.***

**Our Aim**

We will always aim to treat our patients with respect and courteously

**We**

expect our patients to treat our staff in a similarly respectful way.

We operate a **zero-tolerance policy** and take seriously any threatening, abusive, or violent behavior against any of our staff or patients.

If a patient is violent or abusive or shows swearing and threatening or intimidating behavior they will be warned to stop their behavior. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our list

**Services**

**Appointment Access**

General practice is changing locally and nationally, patients do not always need an appointment with a GP in the practice as the other Advanced Healthcare Professionals listed above are more than qualified to meet the needs of patients just like the GP can. They have undertaken training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe, and make referrals for patients who present with undiagnosed/undifferentiated problems. This enhances access to appointment to meet the demands in general practice.

At Woodside Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff will identify themselves on the telephone.

**Total Triage**

Access is always high on our agenda, recently we have been piloting a new way of working at the practice on two days within the week. **All** request for appointments is non-clinically triaged by the receptionist- who will take a detailed account of your problem, details are passed onto the on-call GP for management of this. This seem to be something patients like and are happy with the outcome of their contact with the practice that day.

**Child Health and Immunisations**

All new babies are invited for regular check-ups from eight weeks old. All other immunisations are carried out by appointment with our Practice Nurse

**Minor surgery**

Please discuss this with your doctor who will then arrange for you to be given an appointment.

**Chronic Conditions**

Annual Checks are by Appointment with our Practice Nurse the clinics offers advice and general health check-ups

**Womens Health**

Contraception, Cervical Cytology, (smear test) Long term condition Monitoring

**Specialist and hospital care**

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere. They will then book your appointment electronically.

**Antenatal**

We will supply a pregnancy pack which holds information you may require whist waiting for the midwife. Clinics are run by the midwives. Which currently run from Sure Start. If you become pregnant, you must arrange a ‘booking appointment’ with which midwife who will ask you a few questions and carry out some general health checks, then a referral will be made to the hospital

**Sure Start**

Langley Tel: 0161 653 9526

Hollins Tel :0161 655 4429

Boarshaw Tel:0161 655 8850

**Complaints**

Woodside Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help.

**Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

**Supporting information**

As you will be aware public satisfaction with general practice remains high, but increasingly, patients are reporting more difficulty in accessing services. Practices would like to offer better access, but that they are experiencing increasing pressure and are having difficulties in offering their patients timely appointments.

Sometimes the best professional to deal with your needs is not the GP. Receptionist will ask you 3 questions that will assist them to make sure you see the most appropriate person in the shortest possible time. The questions will cover:

* **Nature of the problem**?
* **Duration of the problem**?
* **Severity of the problem**?

Please help the receptionist to help you by answering the questions

**Care Navigation and signposting**

As mentioned above, when you contact the practice you will be asked some questions by the receptionist/care navigator who will have had specialist training. This helps to ensure that you see the right professional for your needs, which is not always the GP. **Please be assured that if you need to speak the GP you will still speak to the GP**. We ask for your support and patience whilst this takes place. Hopefully you will then begin to see improvements to how you access primary care services for the future.

All requests for urgent appointments on the day will be reviewed by the Practice for appropriateness. This will result in fewer inappropriate GP appointments and better use of the surgery Nursing Team and other Healthcare professionals and services, such as pharmacists and opticians. A local survey of GP appointments found that 20 – 25% of appointments would have been better dealt with by another healthcare professional / NHS service.

The aim is to ensure that patients are seen quickly and efficiently by the most appropriate person, dependant on the individual problem.

**Did not Attend an appointment (DNA)**

 Appointments that could have been rebooked for another patient. Please support your GP Practice by contacting the surgery if you are unable to keep an appointment. This may be hard if phones are busy, **the text system used by the practice to remind patients of their appointments has an option to inform whether you can attend or not.**

**Telephone Traffic**

We are encouraging patients not to use the main telephone line to order repeat prescription

We have an answerphone facility which is open 24/7 to order repeat medication **Telephone Number** **0161 643 9431**

Designated email address- Email your request to **hmrccg.woodside@nhs.net**

Patients can register for online services to order repeat Medication

Introduced patients to Patchs our non-urgent e-consultation service for medication and non-urgent questions, sick notes renewals etc. see our website for more information

Patchs

PATCHS is an “**non urgent”** **online consultation service** that allows you to quickly and easily access GP services.

**Answer 4 simple questions** and PATCHS will get you the help you need.

**How it works**

Patients answer four simple free text questions, covering the details of their request

This enables the GP practice to quickly and safely understand how best to respond.

You can register for PATCHS via practice website.

www.woodsidemedicalcetre.co.uk

You’ll be asked to enter your email address and set a password.

Once you have registered, you can access PATCHS by clicking the link on your GP website or opening the PATCHS app on your smartphone. Login by entering your registered email address & password.

Choose the appropriate option and answer a few simple questions to help your GP understand your problem.

**Test Results**

Patients are reminded to contact the practice for all test/investigation results If you have had an investigation/ blood test etc- Please ensure that you call after 3pm Monday- Friday

**Minor Eye Problems?**

If you have a recent problem with your eyes – such as sore eyes, red eyes or visual disturbance – you can be assessed and treated by our local Minor Eye Conditions Service. This is a free NHS service available from a number of local opticians. On this page you can find information about what conditions are covered by the service and how to book an appointment. What is the Minor Eye Conditions Service (MECS)?

Conditions that can be seen under the service include:

* Red eye or eyelids
* Dry eye, or gritty and uncomfortable eyes
* Irritation and inflammation of the eye
* Significant recent sticky discharge from the eye or watery eye
* Recently occurring flashes or floaters
* Ingrowing eyelashes
* Recent and sudden loss of vision
* Foreign body in the eye

**Please note, this is not a sight test**

Also, if you have a major eye condition that is being regularly monitored by your optometrist or hospital eye service, this will not be covered by this service; for example, cataracts, diabetic retinopathy or glaucoma.

**Who is this service for?**

If you are registered with a local GP you can use this free service. It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

The service is offered by local opticians at locations across Heywood, Middleton and Rochdale. Appointments are available during normal working hours and some practices offer appointment at weekends. Not all practices have an optometrist available every day, but if they don’t, they will be able to find you an alternative appointment nearby.

|  |
| --- |
| **Boots Opticians** |
| 0161 655 3021**D Igoe Opticians** 0161 653 0771 |
| **Specsavers Opticians** |
| 0161 654 0440 |

Please note: this is not a walk-in service and patients require an appointment