

MEET THE PRACTICE STAFF

Dr Ifat Hussain (f) - GP Partner
Abid Hussain (m) - Non-Clinical Partner
Dr Nafeesa Choudhri (f) - GP
Dr Ali Anjum (m) - GP
Dr Sheba Riaz (f) - Sessional GP
Dr Ayede Ejere (f) - Sessional GP
Zeshan Saba (m) - Clinical Pharmacist via Network
Shaheen Bi (f) – Practice Nurse
Donna Cason (f) - Health Care Assistant
Dawn Wilson (f) – Practice Manager
Sarah Hulmes (f) - Office Manager
Linda Ainscough (f) - Medical Secretary
Julie Wallace (f) - Medical Secretary
Amy James (f) - Senior Care Navigator
Lisa Shelley (f) - Care Navigator
Beth Reid (f) - Care Navigator
Lorraine Tucker (f) - Care Navigator
Jade Louise Shipley (f) - Care Navigator
Gaynor Mapper-Walter (f) - Care Navigator
Community Midwives - We have a midwife on a Thursday morning.

PATIENTS RIGHTS & RESPONSIBILITIES

No member of the practice may discriminate against or treat unfairly another member of the practice, a patient or a member of the public attending the surgery, on the grounds of gender, race, nationality, ethnic origin, colour or creed, age marital status, disability, medical condition, social background, or sexual orientation. Respect and dignity are the right of everyone, staff, patients, and members of the public. In turn we expect patients to behave in a reasonable manner. Rude or aggressive behaviour whether verbal or physical will not be tolerated. Smoking is not permitted in the surgery.

OUT OF HOURS SERVICE

When the surgery is closed, NHS Bury is responsible for patient care and out of hours calls.

The telephone Number is **111**. Please remember this is for urgent medical problems which cannot wait until the surgery re-opens.

CALLS TO THIS SERVICE ARE RECORDED.

EXTENDED HOURS

The Surgery now operates at weekends (8am-6pm) and weekdays (6.30am-8.00pm). Under the extended hours based at Fairfax Prestwich, appointments are available to book in advance through the surgery or on the day by telephoning 111. This service also operates on bank holidays and is run by GP's.

Also available are the walk-in centres, based in Prestwich and Bury

The centres are run by a team of nurses trained to deal with minor illness.

From 30th June 2015 - due to changes of the new GP contract all patients should have a named accountable GP this does not affect your choice of the GP you wish to see.

In the event of a medical emergency please telephone **999** for an ambulance.



Whitefield Health Centre
Bury New Road
Whitefield
Manchester
M45 8GH
Telephone 0161 766 8221
Fax 0161 796 2417
www.theuplandsmpr.nhs.uk

Disabled Access and Parking Available

PRACTICE OPENING HOURS:

MON	8.00AM-6.30PM
TUE	8.00AM-6.30PM
WED	8.00AM-6.30PM
THURS	8.00AM-6.30PM
FRI	8.00AM-6.30PM

We offer a range of pre-bookable appointments, book on the day appointments and telephone consultations. Available via the internet or by telephone.

N.B Patients are not permitted to book appointments at the desk before 9am, to book an appointment please telephone us.

Telephone lines are open between 8.00am and 6.30pm.

REGISTERING WITH THE PRACTICE

The Practice area covers mainly the M45 area, although some areas of Prestwich and Radcliffe fall into our boundaries. To register at the practice, form GMS1 must be completed, and a new patient health check must be made with our nurse. Once you have been seen by the

nurse you will then be registered with the practice. **N.B. Failure to turn up for the New Patient Check will result in you not being registered with the Practice.**



Boundaries: - M45, Part of M25 & M26 and BL9

COMPLAINTS PROCEDURE

We have an in-house complaints procedure. Details can be obtained from our website.

In turn we expect reasonable behaviour from patients. Verbal or physical abuse will not be tolerated.

If you feel the complaint cannot be handled at a practice level, you can contact **NHS England, PO Box 16738, Redditch, B97 9PT – 0300 311 22 33 (Mon –Fri 8am-6pm) england.contactus@nhs.net**

DATA PROTECTION

Your Health Records are held in accordance with the data protection act. Information about you will not be given to outside agencies without your prior consent.

HOW TO MAKE AN APPOINTMENT

Urgent Appointments: We will try and see urgent appointments the same day where possible. Sometimes a doctor may have to call you back before bringing you into the surgery. Before requesting an urgent appointment, please decide whether your GP is the best

person to see or whether an ambulance, visit to A & E or the walk-in centre might be more appropriate.

Same Day Appointments: We have appointments to offer on the same day for patients whose problems cannot be dealt with over the telephone. These are available from 8am by phone only in the morning otherwise you can access our online service.

Pre-Bookable Appointments: These are available up to 3 weeks in advance, again you can book an appointment by telephoning the surgery or using the online service.

N.B. Nurses appointments are all pre-bookable but not available using the online appointment system.

Home Visits: If you are housebound and require a doctor to come out to you, please call the surgery before 9.30am. Leave your details with the receptionist and a doctor will call you back and assess the situation.

Doctor Triage: This service is available every morning. You will be able to speak with a doctor regarding your medical condition, instead of coming into the surgery. This service is only available in the morning and **is not available for test results.** Leave your details with the receptionist and the doctor will telephone you back.

Pre-bookable Telephone Consultations: can be booked in advance. As the doctor will have to fit these calls around their surgery you will only be told either the morning or afternoon and not given a precise time slot. Please ensure you give the right telephone number.

CANCELLATIONS

N.B if you fail to attend an appointment without just cause or notification you may be sent a letter and, if you repeat this behaviour, you could be removed from our register of patients.

PRESCRIPTIONS

The Practice requires **two full working days** (48hrs) in order to complete prescription requests.

You can order your prescription several ways; by handing in at the reception, faxing, posting, using our online service or whereby a chemist will order it for you.

N.B., we do not accept telephone requests.

Prescriptions can be sent electronically to the chemist of your choice using the EPS service. Register at your chemist for this service. If you enclose a S.A.E. we will post your prescription out for you, otherwise you will need to arrange collection. **N.B. As a patient it is your responsibility to ensure you have enough medication to last until your prescription is completed.**

The doctors retain the right to refuse a repeat prescription, in part or in full, or to request an appointment before issuing if in their medical opinion it is necessary to do so.

TEST RESULTS

Please telephone the surgery after 2.30pm for results of your blood test, X-Rays, smears etc.

N.B. the receptionist is not medically trained and can only confirm if the result is OK or if you need to see/speak to a doctor. We can only give results to the patient or parent/guardian in a case of a minor.

CLINICS & SERVICES

Asthma, Diabetic, Minor Ops, Cardio-Vascular, Child Vaccination and Immunisation, Blood, Family Planning, Well Person Check, Maternity Care, Child Health, Adult Vaccinations/Travel advice, Cervical Smears, non-NHS Examinations