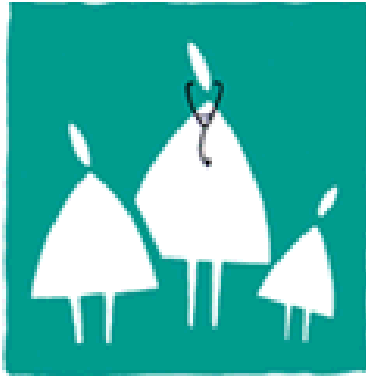


PRACTICE LEAFLET

PEEL HALL MEDICAL PRACTICE



**FORUM HEALTH
SIMONSWAY
MANCHESTER
M22 5RX**

Telephone: 0161 375 1000

Email: mhcc.peelhall@nhs.net

Website: www.peelhallmedicalpractice.co.uk

PRACTICE MISSION STATEMENT

“Working in partnership with patients by listening and responding to needs whilst promoting health and well being.

We will do this by utilising the skills and expertise of our team, providing a quality patient experience that is timely and appropriate.”

The Doctors

Dr A A Bakhat (m) – MBChB MRCGP – Qualified at Manchester University in 1992. GP at Peel Hall since 1996. Special interest in Diabetes and Minor Surgery. Supervisor for FY2 doctors.

Dr S J Moore (m) – MBBS MRCGP – Qualified in London in 1989. Worked in the Accident and Emergency Department at Wythenshawe Hospital for 15 years before joining the Practice in August 2009. GP Trainer.

Dr L Molyneux (f) – MBBS DRCOG – Qualified Newcastle in 1995. GP at Peel Hall since 2010. Special interest in Women’s health.

Dr Neil Brown (m) Bsc (Med Sci), MBChB, MRCGP, Dip Derm

Dr Ambreen Fazal (f) MBBS, DRCOG

Dr Hiba Yaseen (f) MBBS, MRCGP

Dr Shaireen Iram (f) MBBS

Practice Nurses - Sister Lesley Vernon, Sister Mandy Hine, Sr Maria

Worral– all are highly experienced Nurses with expertise in many areas of Chronic Disease Management. In addition to chronic disease management both nurses administer vaccinations and cervical screening.

Author: Jang Bakhat (review date 27.07.2023)

Assistant Practitioner – Mrs Dawn French – special interest in diabetes, weight management and expertise in many areas of chronic disease management.

Practice Manager – Eileen Mulligan - Oversees the staff and the smooth running of the practice. She is available by appointment to discuss any suggestions that may improve our service.

Reception / Administrative team – The team is responsible for making appointments and dealing with requests for medication. Their aim is to help in the smooth running of the practice. They have a busy and difficult job and act on the instructions of the doctors so please be a 'patient patient'. All information given to them is treated in confidence and they are bound by the same rules of confidentiality as the Doctors and Nurses. The more information you are able to give them the better they will be able to assist you.

Surgery opening times

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm Late Surgery Appts Only 6.30-8.00
Friday	8.00am – 6.30pm

Emergencies – we provide 24 hour emergency cover at all times, by the Practice or Deputies. Outside surgery hours, please telephone the surgery and you will be transferred to the out of hours service. **Please use this service for Medical Emergencies only.** If you require health information or advice you can contact NHS Direct, which is a Nurse led service on **111** or www.nhsdirect.nhs.uk

Consultations : Due to COVID we are providing telephone triage, online (via www.peelhallmedicalpractice.co.uk) and video consultations only. If a GP requires seeing a patient they are asked to attend a face to face consultation the same day within COVID guidelines.

Disabled Access – As a purpose-built health centre we are equipped with facilities for the disabled. Access ramps, double doors and disabled facilities are available.

Chaperones – Chaperones are available on request. Please ask at reception ideally at the time of making the appointment, or during consultation.

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Home visit policy – Home visits are available where possible. A GP will make the decision after a telephone consultation has been made.

A home visit by a GP is appropriate where a patient is either terminally ill or house bound – when travel by car could cause deterioration in the medical condition or unacceptable discomfort.

Situations where sometimes visiting may be useful, although an ambulance is more appropriate:

Myocardial infarction

Severe shortness of breath

Severe haemorrhage – bleeding, stroke

Situations where home visits are not deemed necessary:

* Symptoms of fever, cold, cough, sore throat, flu, back pain, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are well enough to be brought to the surgery by car.

* Children with a temperature are not at further risk from going outdoors. They may not be well enough to walk or travel by bus but car transport would be acceptable.

* Common problems in the elderly such as poor mobility, joint pain and generally feeling ill would also be treated at the surgery where we have more resources. The exception to this is if the patient is bed bound.

* The doctor should not be expected to spend time on a visit due to transport difficulties. Please ask for the help of friends or neighbours or consider the use of a taxi service.

Registering new patients – This can be completed online via our new website but due to COVID we advise patient not to come to the surgery to collect new patient forms. Once your details are on the computer system you are eligible for treatment. Please ensure that you have one month supply of medication from your previous GP. You will be given a 10min appointment for a health check. **This is an essential requirement before your registration is complete.**

Practice Area – We cover M22 and M23 postcodes.

Test results – If you need to ring the surgery to check results, please ring after 11.30am when the telephone is less busy and the receptionist has time to find if the results are available. In order to comply with patient confidentiality, results of tests may only be given over the phone to the individual for whom the test has been requested. If you wish to have a relative or representative obtain results on your behalf, you must provide written consent to the practice, preferably at the time the test is taken.

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Repeat prescriptions – There are 3 ways to request repeat prescriptions:

1. Due to COVID we accepting telephone requests for prescriptions.
2. By using the app 'Patient Access'/email please ask admin staff for details.
3. Post the computerised request slip, together with a stamped addressed envelope and we will return it to you.

Please remember to allow 2 working days for your prescription to be processed. Please note that weekends and bank holidays are not working days.

Prescription wastage – Every year the NHS counts the cost of unused or wasted medicines.

There are a number of steps that can be taken by patients to help reduce the amount of money we are wasting on medicines including:

- * only ordering repeat prescriptions for the medicines you **need**
- * check which medicines you have before ordering your next two months prescription. You may not need to order all the items on your repeat list
- * tell your doctor or pharmacist if you have stopped using a medicine you still being prescribed or if you want to stop using it
- * don't hoard medicines for a rainy day or for the future
- * return any unwanted medicines to the chemist for safe disposal

Services – We provide all services normally associated with general practice. Further details can be found on our website at www.peelhallmedicalpractice.co.uk

We work closely with community services such as Midwives, District Nurses, Health Visitors, Community Psychiatric Services and Drugs and Alcohol teams.

Non NHS Services – Certain services provided by your doctor are not covered by the NHS and you may be asked to pay a fee. These include:

- * Pre-employment medicals
- * Private medicals
- * Insurance claim forms
- * Private certificates/letters
- * Fitness to drive medicals
- * Travel cancellation forms
- * Fitness to travel

Service changes and Development – The practice will continue to change its services in response to needs of the practice population and development, organisation and resources of the NHS.

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Complaints/Suggestions – The practice strives to ensure that everyone receives quality care and welcomes any suggestions or comments from you as to how to improve the service. We realise that occasionally things do not go as smoothly as we would like. If you think that this has happened to you, please contact the Practice Manager so that we can help you sort the problem out.

A practice based complaints procedure is in operation, details of which can be obtained from Reception.

If you feel that you have received a high quality of care from the practice we are always pleased to be told about this and comment on the team members involved.

Medical Students/Trainees – We are a teaching practice and regularly have medical students and trainees attached to us. It's important to them to talk to patients about their illnesses as part of their ongoing training. We would be grateful if you could help us, however, this is entirely at your discretion. Please inform us if you would rather not have a student present during your consultation.

Patient Responsibilities

1. Please let us know your name, address, telephone number, ethnicity and email address.
2. Please do everything you can to keep appointments and arrive on time. Tell us as soon as possible if you need to cancel an appointment so it can be given to somebody else.
3. Should you wish to leave a message for your doctor via the website. Please re-order medication in good time before your supply has ran out.
4. Hundreds of tests are performed every week. Please accept responsibility to contact us for the results. Once you have your results and only if the doctor advises should you make an appointment. When your tests are performed at the hospital, the results are obtained by contacting the consultant's secretary. This will avoid unnecessary calls and appointments in surgery.
5. If you still feel you need to see a doctor to discuss details of hospital tests etc, please check we have received the reports from the hospital.
6. Please extend the same courtesy and politeness to us as you would expect to receive.

Our responsibilities to you

1. All patients treated as individuals in a caring and confidential manner.
2. To see the healthcare professional of your choice wherever possible.
3. To be seen the same day if your problem is deemed to be urgent.
4. If you have undergone tests, the doctor or nurse will tell you how and when to contact surgery to check the result.

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5. To be kept informed on waiting times, delays and cancellations.
6. We endeavour to have your repeat prescription ready for collection 48 hours after receipt, however this time may be longer during busy periods.
7. We will provide you with the information about how to complain or make suggestions about the care we offer. We strive to improve services so welcome any comments.

Zero-tolerance policy – Abusive or violent behaviour will not be tolerated. We operate a zero-tolerance policy on this matter and will contact the police where appropriate.

Freedom of Information – The Freedom of Information Act requires the Practice to make certain information available to the general public if requested. Most of this information is contained in this booklet. However you may access the freedom of information website at www.foi.gov.uk

Change of personal details – If you change your name, address or telephone number, please inform the admin team. If you move outside the practice area, it will be necessary for you to find a doctor in your new area.

Useful telephone numbers

NHS 111	111
NHS Smoking Helpline	0800 169 0 169
Quitline [smoking advice]	0800 511 111
Patient Services Team [Formally PALS]	0161 212 6270
Family Planning Clinic	0161 435 3509
Samaritans	0161 236 8000 or 08457 909090
MIND	0161 958 4006
Manchester Drug Service	0161 273 4040
Drugs North West	0161 772 3537
FRANK	0800 77 66 00
Manchester Community Alcohol Team	
Duty line open Mon-Fri 9am-4pm	0161 223 9641
Homeless Manchester City Council	0161 234 4692 (out of hours 0161 234 5001)
MRSN Refugee Centre (Head Office)	0161 868 0777
Manchester City Council	0161 234 5001
GREATER TOGETHER MANCHESTER	0161 828 1409
Revive	0161 223 5668
Manchester Community Central	0161 227 8555
REFUGEE ACTION	0161 831 5420
GREATER MANCHESTER IMMIGRATION AID UNIT	0161 740 7722
WOMEN ASYLUM SEEKERS TOGETHER	0161 464 7374

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