

## Emergencies

The nearest hospital is the Manchester Royal Infirmary. Please consider using the emergency services if you feel there is an immediate danger to life. Emergency services are reachable on 999.

If you are unsure how urgent the problem is, you can contact the practice or contact NHS 111. NHS 111 a national advice phone service for medical and dental queries and is open 24 hours a day, 7 days a week.

## Out of hours

Whilst the practice is closed, any urgent medical query which cannot wait until the next working day should be discussed through **NHS 111**. This is also the best method to get access to the out of hours GP and nursing service.

## Extended Hours

All practices in central Manchester have signed up to a local extended hours service, whereby a single "hub" practice provides routine and on the day appointments for patients in the nearby practices on Saturday. You may be offered such an appointment if you request it or if there is no other availability for that day.

**Walk-in Centers** offer urgent care for minor injuries and illnesses. The nearest centers are:

**Manchester Royal Infirmary Urgent Care Centre – Tel: 0161 276 1234**

Monday to Friday: 8:30am to 10pm  
Saturday and Sunday: 10am to 10pm

**City Health Walk in Centre – Tel: 0161 839 6227**

Monday to Sunday: 8:00am to 8pm



## Registering

If you would like to register with either of our practices please attend the practice and speak to the receptionist on duty or you can find our registration form on our website.

## Confidentiality

All staff and doctors are bound by strict rules of confidentiality, which also apply to people under 16. Information will only be released with your consent and in accordance with the Data Protection Act. Only our medical and clerical team will have access to your medical information.

## Freedom of Information & Access to Medical Information

We adhere to the Freedom of Information laws as well as to the GDPR and Data Protection laws. Specific information about these are available through our reception team or on our website.

## Violence and Aggression

The practice operates the NHS ZERO TOLERANCE policy towards any form of verbal, racial abuse or physical violence. We believe all staff have a right to attend work without being abused. This includes intimidating or threatening behavior or language. Such actions will lead to an immediate removal from the practice list and reported to the police.

## Complaints and Suggestions

Our aim is that you will have a positive experience with our services. However, we also know that sometimes patients do not always experience the high standards that we set out to achieve. We always welcome constructive feedback or criticisms, whether positive or negative, as this ensures we can learn and improve our services. You can leave comments through our website, contact our reception team or write directly to our practice manager. Our practice follows the NHS complaints procedure. Details of this can be found on our website.

More information is available on our website

[www.brunswickmedicalpractice.vallancebrunswickgroup.com](http://www.brunswickmedicalpractice.vallancebrunswickgroup.com)

[www.vallancemedical.nhs.uk](http://www.vallancemedical.nhs.uk)



## Vallance Brunswick Group



## Brunswick Medical Practice Vallance Medical



Dr Ngan and Partners

CQC overall rating

Good

26 March 2019



Drs Chiu, Koh and Gan

CQC overall rating

Good

1 November 2016

The Vallance Centre  
Brunswick Street  
Manchester  
M13 9UJ

[www.brunswickmedicalpractice.vallancebrunswickgroup.com](http://www.brunswickmedicalpractice.vallancebrunswickgroup.com)

[www.vallancemedical.nhs.uk](http://www.vallancemedical.nhs.uk)

## Surgery Opening Hours:

Monday to Friday  
8.30am – 6.30pm



THE MANCHESTER PRIMARY  
CARE PARTNERSHIP



**Manchester Local  
Care Organisation**

Leading local care, improving  
lives in Manchester, with you

## About us

The Vallance Brunswick Group are two medical practices located in the Vallance Centre in Ardwick, Manchester. Our practices have historically worked closely together and currently share a common vision for the future, leadership as well as staff. Our two practices maintain a separate patient list but still work in close cooperation.

### Our Team

#### Brunswick Medical Practice

**Dr CW Koh** (F) MBChB, MRCP (Edinburgh 2003) MRCPGP

**Dr R Chiu** (M) MB ChB (Manchester 2006) MRCPGP

**Dr S Chiu** (M) BSc (Hons) physiology, MBBChBAO (Hons), MRCPGP (2022)

**Dr L Chong** (F) MBBS, MRCPGP (London 2017)

#### Vallance Medical

**Dr Vivian Wilkinson** (F) MBChB (Hons) (Manchester 2006) MRCS, DRCOG, DFFP, PGDipDerm. Sexual health and Gynaecology lead, specialist interest in dermatology.

**Dr Tony Gu** (M) BMedSci (St Andrews), MBChB (Manchester 2009), MRCPGP, Medical education lead, GP trainer.

**Dr Yasar Ahmad** (M) MBBS, MRCPGP

**Dr Gary McCormack** (M) MBChB (Manchester 2009), MRCPGP

**Dr Aisha Nasir** (F) MBChB (Manchester 2013), MRCPGP

**Both Practices share a team of Practice Nurses, Health Care Assistants, Physiotherapist and Focused care practitioners.**

**Practice Manager-** Ankita Shah

#### Additional Teams

We are fortunate to have a wide range of other community health members working within our building whom we work closely together with, especially for complex or frail patients

- District Nurses
- Community Case Managers
- Crisis Team
- Podiatrists
- Midwives

## Our Services

**Appointments** for our doctors, pharmacist or nurses can be booked via our reception team or via our Online Access.

Our waiting times for routine appointments are well below the national average and typically we have excellent availability, even at peak seasonal times.

We operate on a system of telephone consultations/triage initially and then provide a good mix of on the day appointments and pre-booked appointments. If there are no spare appointments for the day you will be offered a telephone consultation for the next day.

Telephone consultations can be an excellent option for patients, for example requesting advice or discussing blood results.

### Home Visits

We provide home visits for patients who are genuinely housebound and cannot get to the surgery due to health or mobility reasons.

If you wish to ask for a visit please contact our team, we strongly recommend that you call us before 12pm so that our GPs can schedule the visit between the morning and afternoon surgeries. All visits will be triaged by a GP and a visit is not guaranteed.

### Our other clinics

- Baby Clinic
- Diabetic, Asthma, COPD Clinics
- Smoking Cessation
- Minor Surgery, Joint Injections, Cryotherapy
- NHS Health Checks
- Contraception clinic (coils, implants and other long acting contraception)
- Sexual health screening

**Repeat Prescriptions** can be ordered at reception and online. All prescriptions are sent electronically – please inform reception of your nominated pharmacy.

In the interests of safety, we will not accept telephone prescription requests. This is because there are many similar sounding drug names and serious errors can occur. We do accept them by email or online via patient access.

### Test Results

You will be advised about when best to receive your test results by the clinician during your test.

Results of tests can only be given to the patient unless otherwise agreed with a GP.

## Training practice and Medical Students

We are a training practice for GPs and for medical students and are proud to be training the doctors and GPs of the future. A GP trainee (also known as a registrar) is a fully qualified doctor who is nearly finishing his or her training to become a GP. These tend to be experienced doctors who are capable of seeing patients independently with supervision. It takes a minimum of 10 years to train a GP. GP trainees are usually on their 9<sup>th</sup> or 10<sup>th</sup> year of training before qualifying.

We may have medical students who sit with the doctor or nurse during consultations. You will be notified in advance if a student is going to be present and have the choice of requesting that the student leaves before the consultation begins.

### Chaperone Policy

All patients have opportunity of being examined in the presence of a chaperone when an intimate examination is carried out. Please inform reception at the time of making your appointment or the doctor when you attend your appointment.

### Interpreters

We can arrange interpreters for many languages but we need 48 hours' notice so make sure to arrange an appointment in advance and inform the receptionist if an interpreter is needed.

### Online access

Patients can now book appointments, request repeat prescriptions and view their medical record online using patient access. Please ask the receptionist for more information.

### Patient Participation Group

The surgery has an active Patient Participation Group who meets on a regular basis to discuss news, issues and suggestions for the surgery. This is very important for us to improve our services. If you want to know more let our team know if you want to get involved!