



# HEATON MERSEY MEDICAL PRACTICE

Partner - Dr Graeme Dent (male)  
MBChB, MRCGP

Partner - Dr Zahra Youssef (female)  
MBChB, MRCOphth, DM, DRCOG, MRCGP, DFSRH



Partner - Dr Victoria Stott (female)  
MBBS, MRCGP

Dr Kirsten Davies (female)  
MBBCh, DRCOG, MRCGP

Dr Caroline Colaco (female)  
MBChB, MRCGP, DFSRH

Dr Ben Moseley (male)

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[www.heatonmerseymedicalpractice.co.uk](http://www.heatonmerseymedicalpractice.co.uk)

# WELCOME

## General Practitioners

The doctors practice together as a non-limited partnership. The partners are Dr Z Youssef, Dr V Stott, Dr G Dent and they trade as Heaton Mersey Medical Practice. We have 2 salaried GPs Dr Davies and Dr Colaco and sometimes use locums to support during holiday and busier periods.

## Opening Times

Monday	8.00am – 8.00pm
Tuesday	7.30am – 8.00pm
Wednesday	8.00am – 6.30pm
Thursday	7.30am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	2x per month



Telephones are answered between 8.00am - 6.30pm Monday to Friday. Outside of these hours, calls are either transferred to our Out of Hours service (Mastercall) or you will hear a message asking you to dial NHS 111.

## Nursing Staff

Practice Nurse  
Practice Nurse

Sister Helen Walch  
Sister Nicola Farnworth

## Other Clinical Staff

We have a team of other clinicians working within the practice such as physiotherapists, paramedics, practice pharmacists, a mental health practitioner and phlebotomists.

## Administration and Reception Staff

We have a practice manager, a team of administrators, receptionists and care coordinators who support the clinicians and the day to day running of the practice.

# HOW TO SEE YOUR DOCTOR

## Routine Appointments

Routine appointments can be made by telephone or visiting the surgery or using the online service via the NHS App. Appointments are normally 10 minutes but if you have a problem that is likely to take longer or several problems to discuss then please request a double appointment. Routine appointments can be booked up to 2 weeks in advance. Please make a separate appointment for each person wishing to be seen.

## Urgent Appointments including Children

When you request an urgent/same day appointment a receptionist will allocate you an appointment. This appointment may be with a clinician that is most suitable for your problem. In some cases, it may be more appropriate to book you in with a physiotherapist, practice pharmacist, paramedic or be referred to an eye clinic or local pharmacy. If your child has been seen by a GP, we may offer you the option of a follow up appointment later in the day to reassess your child's condition if appropriate.

## Home Visits

If you are too ill to come to the surgery, a home visit may be requested by telephoning the surgery before 10.30am where possible to help the doctors plan their day. In case of emergency please tell the receptionist, who will inform the doctor.

## Out of Hours and Emergencies

We do not deal with life-threatening emergencies.

**In the case of a life-threatening emergency please call 999.**

If you urgently need to see a clinician, the reason should be explained to the receptionist who will deal with your call promptly. Outside of normal hours your call will be automatically diverted to the Out of Hours service, or you may be advised to call NHS 111.

# AT THE PRACTICE

## Repeat Prescriptions

To order repeat prescriptions, please hand your repeat counterfoil into reception, or post to the surgery address. Remember to include your full name, address, date of birth and the items you require. We now have an online repeat ordering system via the NHS App – please contact reception if you need access.

We do not accept repeat prescription requests over the phone unless you are housebound. If you are requesting Warfarin, we will need your latest INR result to update our system. Please allow 48 hours before collecting your prescription and remember to tick only the items you require.

## Test Results

Please telephone for test results after 3.00pm. This will allow time for the GP to review results received each day. Please note, results can only be given to the patient themselves, or a parent for a child under 16.

## Hospital Referrals

If you need to be referred to hospital, your GP will discuss your options with you. Please remember to advise your GP if you are going on holiday at the time of referral so they can ensure it is timed appropriately. If you have a query about a referral or hospital appointment, please contact the surgery and select the secretary line (open between 11.00am – 12.00pm, and 2.30pm – 3.30pm.)

If you need to enquire regarding waiting list times or an existing referral, please contact the hospital directly.

## Non-NHS Examinations and Reports

Medical examinations and reports for special purposes e.g., insurance, pre-employment, elderly drivers, fitness to travel etc. can be undertaken at the surgery. Professional fees will apply.



# OUR SERVICES

## Cervical Screening

Regular cervical smears are recommended for women aged 25 – 64 years of age who have not had a hysterectomy. This test is quick and painless and will be performed by a practice nurse or female GP. Patients will be sent an invitation to attend when their smear is due.

## Clinics

Monitoring of coronary heart disease, diabetes, asthma and COPD are carried out by appointment with the practice nurses. Child health surveillance (baby clinics) are also offered at the surgery. Patients are sent a letter inviting them to attend the clinics as appropriate.

## Contraceptive Services

We offer a range of contraceptive care and advice with clinicians at the service.

## First Contact Practitioner (Physiotherapist)

We can refer patients with Musculo-skeletal problems to an in-house physiotherapist.

## Wellbeing Co-Ordinator

We can help with non-medical problems such as lifestyle, money issues, social isolation or loneliness, relationships, housing, employment and many other things. Please contact reception for a referral to this service.

## Maternity Services

Antenatal and post-natal care is provided by the doctors in conjunction with the community midwife who are based at Reddish Vale Children's Centre.





## **Our Services cont.**

### **Minor Surgery**

Some minor surgery procedures are carried out at the surgery. Patients are referred for these procedures by the doctors at the practice.

### **Influenza Vaccines**

Each year around September we can offer our 'at risk' patients a flu vaccination. Eligible patients will receive a letter of invitation to attend.

### **Pneumococcal Vaccinations**

All patients aged 65 and over and patients with chronic diseases are advised to have a pneumococcal vaccination. This is a once only vaccination which can be administered at any time of the year.

### **Travel Vaccinations**

Vaccinations for foreign travel are available at the surgery. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse at least 4 – 6 weeks in advance of travel and 6 – 8 weeks in advance of travel during the busy summer months to ensure a convenient appointment can be offered.

Patients will need to fill in a form to identify which countries they intend to visit, the date of departure and the duration of the visit. Advice will be offered as to which vaccinations are recommended. Some vaccinations may incur a charge and patients will be informed of this prior to booking the appointment. Appointments are 20 minutes per person.

# NURSING SERVICES

## Practice Nurses

Our practice nurses are trained to undertake a wide range of services – health promotion, contraceptive advice, vaccinations, cervical smears, smoking cessation advice, chronic disease management, travel vaccinations, childhood immunisations etc.

## Health Care Assistant and Phlebotomy

Our health care assistant is trained to undertake several services, such as blood pressure checks, 24-hour blood pressure monitoring, glucose tolerance testing, CVD risk screening, smoking cessation advice, health promotion and new patient medicals. Along with our phlebotomists' complete blood tests which are sent to the labs.

## District Nurses

The District Nurses provide support and care to housebound and terminally ill patients, wound care, hospital after-care, and continence management. They can be contacted by telephoning 0161 204 4777 between 8.00am – 6.00pm and outside of these hours by telephoning 0161 204 4752. An answering service will take a message when the District Nurse is not available.

## Health Visitors

The health visitors offer a range of services to expectant mothers, young children and the elderly. They can be contacted on 0161 835 6490. An answering service will take a message when the health visitor is not available.

# ADDITIONAL INFORMATION

## Cancellation of Appointments

If you are unable to make your appointment, please let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know if you were unable to attend as far in advance as possible.

## Complaints Procedure

We welcome ideas to help us improve our services and endeavour to always provide and maintain a high standard of service. If you are concerned or unhappy about your experiences at the surgery, we hope that you will allow us to investigate the matter and if necessary, put right any problems or mistakes that may have been made. Please write or telephone and give full details of your complaint to our Practice Manager Mrs. Michelle Davenport who will deal with it in line with our Practice complaints policy.

## Facilities for Patients with Disabilities

The surgery has wheelchair access and facilities available for patients including a hearing aid loop.

## Interpreters and Chaperones

We offer a telephone interpreter service. Should you require an interpreter please advise reception when booking your appointment. All patients are welcome to be accompanied at their consultations by a friend or relative, and we will also arrange for chaperones at consultations at both clinician and patient instigation if required.

## Medical Students

We are a training practice, and we sometimes have medical students, or work experience students in the surgery. If a student is to be present during your consultation, we will ask your permission. If you would prefer the student to leave, please do not hesitate to let the clinician know.





## Patient Participation Group

The Practice has a Patient Participation Group. We aim to work with our patients to improve the service we deliver. We contact members of the group by email or letter to ask for their views and opinions. If you would like to be involved, please ask our receptionists for a joining form.

## Patients Under 16 years of Age

All patients under the age of 16 should be accompanied by a responsible adult if possible. If this is not possible, the GP will decide if it is in the best interests of the patient to be seen and treated.

## Preference of Clinician

Patients may express a preference to see a doctor of their choosing when making appointments. If your preferred GP is unavailable, we may offer you an appointment with another GP. If you would prefer to wait to see a specific GP, please bear in mind this may result in you having to wait longer for an appointment depending on the GPs availability.

## Named GP

From April 2015, practices are required to provide their patients with a named GP who will have overall responsibility for their care and support. This does not prevent you from seeing any GP at the practice of your choosing. Please enquire at reception if you wish to know who your named GP is.

## Zero Tolerance Policy

The GPs, nurse and staff in this practice have the right to work in an environment free from violent, threatening and abusive behaviour and at no time will such behaviour be tolerated in this practice. If you do not respect the rights of our staff, we may choose to inform the police and remove you from our list.

# YOUR HEALTH RECORDS

## Change of Personal Details

It is important we hold accurate contact details for you in case we need to contact you in an emergency. If you change your name, address or contact number (including mobile) please give full details to the reception staff as soon as possible.

## Confidentiality and Your Health Records

The confidentiality of patient information is always maintained in accordance with the NHS guidelines and all staff are regularly reminded of their responsibilities in this regard.

We hold computer and paper records for all our patients, and we comply with the General Data Protection Regulations. The Primary Health Care Team use your information to provide healthcare and to administer the practice. We may also share personal information with other people involved in your care, such as hospital doctors. We may also use your information to assist in teaching medical students at the practice. The medical students are also aware of their responsibilities with regards to confidentiality. We also provide information to the NHS for financial and monitoring purposes.

## Accessing Your Health Records

You have the right to see your health records. You can now access your records online via the NHS App. Alternatively please contact reception for details.

## Freedom of Information Act 2000

This act aims to promote a culture of accountability amongst public authorities by providing people with rights of access to some information held by them. Further information is available from The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

# USEFUL CONTACT NUMBERS

## Hospitals

Stepping Hill Hospital	0161 483 1010
Wythenshaw Hospital	0161 998 7070
St Mary's Hospital	0161 276 1234
Withington Community Hospital	0161 434 5555
Manchester Royal Infirmary	0161 276 1234

## Local Pharmacies

Cohens, Didsbury Road	0161 432 1892
Cohens Heaton Moor Road	0161 432 1514
Lancewise, Queensway	0161 432 3467
Boots, Heaton Moor	0161 432 2029

## Administration

NHS Stockport	0161 419 5678
NHS Manchester	0300 330 9444
NHS England	0300 311 2233
Independent Complaints Advocacy Service	0300 303 1660

## Emergency Dentist

NHS Stockport Dental Helpline	0161 476 9649
NHS Manchester Dental Helpline	0333 332 3800

## Other

Adult & Social Care Helpline	0161 217 6029
Age UK	0161 477 1213
Locala Sexual Health Clinic	0161 507 9492
Stockport Signpost for Carers	0161 442 0442
DN Treatment Room Booking Line	0161 426 9636

# NEW PATIENTS

## How to register:

If you wish to register as a patient, please pick up an application pack from reception. The completed form should be returned to reception along with any identification documents required. Our receptionists will check your ID and return the original to you immediately. Patients will receive confirmation of acceptance onto our list by letter shortly thereafter of an explanation in writing as to why we are not able to register them.

