

## Surgery Opening Times

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm

The reception and phone lines open at 8:00am each morning Monday to Friday. Outside of these times Mastercall Healthcare provides access to emergency medical advice and treatment. You can reach them on main surgery telephone number when we are closed.

On the day appointments are for patients with urgent medical conditions and will be booked with the next available doctor. Pre-booked appointments can be booked up to six weeks in advance with a doctor of your choice.

We provide early appointments on Thursday mornings for people who have difficulty accessing the surgery because of work. In addition to this we are able to book appointments for our patients to be seen at a local HUB by a GP or Nurse in the evenings and weekends 7 days per week.

### Comments, Problems & Complaints

Whilst we hope that you will not need to complain, we are human and occasionally things can go wrong. Please address all complaints to the Practice Manager in writing or over the phone, you may also wish to make an appointment. A copy of our complaints procedure can be obtained from reception.



We would also be happy to accept other comments and suggestions and we will discuss these in a practice meeting.

### Doctors

Dr D Herron MBChB MRCP DFFP MRCGP (Male)  
Dr J Wareing MRCGP DFFP (Female)  
Dr K Rogers MRCGP (Female)  
Dr Saira Khan MRCGP (Female)

### Practice Nurses

Wendy Spence  
Liz Tomlinson

### Advanced Nurse Practitioner

Clare Malpas

### Assistant Practitioner

Sharon Murphy

### HCA's

Ciera Murphy & Chloe Reid

### GP Assistant

Niamh Mcauley

### Practice Manager

Ms N Ikram

### Services we Offered Include:

Asthma Clinic, Diabetic Clinic, Baby Clinic, Smoking Cessation, Minor Surgery, Family Planning, Cervical Screening, Travel.

### Access to the building

There is an automatic door leading from Old Crofts Bank.

### Other Services in the area include:

## Primrose Surgery

**59 Old Crofts Bank  
Urmston  
Manchester  
M41 7AB**  
**Tel: 0161 747 2424**  
**Fax: 0161 749 2549**  
**primrosesurgery.co.uk**



Primrose Surgery is a partnership of three doctors. There is one salaried GP, two Practice Nurses, one Advanced nurse Practitioner, one Assistant Practitioner, two HCA's and one GP Assistant.

This leaflet is intended for the use of new and existing patients.

Other formats are available

# Primrose Surgery



We are a friendly practice aiming to achieve the highest possible standards of healthcare. The practice serves the populations of Urmston, Flixton, Davyhulme and part of Stretford. Most M41 postcodes are covered

## Training Practice

We are a training Practice so you may sometimes be asked if a student can sit in your consultation, you are free to refuse if you wish.

## Patient Participation Group

The surgery has a Patient Participation Group aimed at improving services by consulting with patients. If you would like more information or are interested in joining please leave your contact details (including your email address if you have one) at reception.



## Your details

Please ensure that the surgery has your up to date contact details and mobile phone number so we can provide the best level of care to you. If you need to update your contact details please ask for a form at reception.

## Carers

If you are a carer please make sure you complete a carers identification form, available upon request from reception. This ensures that the surgery can offer you extra support as and when required.

## Confidentiality/Data Protection

Doctors and staff use a computer to hold patient information to enable them to provide good continuity of care. Your data is kept securely. Some of it may be used by other authorised agencies, such as district nurses and hospital consultants. The surgery is registered under the Data Protection Act.

## Results

Please could all our patients phone reception after 12 noon and allow at least 3 to 5 working days after their blood test for the results.

## Prescription Requests

Prescription requests should be made in writing or online, to make online requests please ask at reception for your individual login details. They take two working days to process and should be collected after 12pm. For example, if you request a prescription on a Friday it will not be ready until after 12pm on Tuesday. Please ensure you leave sufficient time when ordering your next prescription and allow extra time when there is a bank holiday.

## Appointments & Home Visits

We use a system called askmygp which is an easy and fast way to ask for any kind of help from the practice.

- Available 24/7 and we respond during working hours Monday to Friday. You can register for askmyGP now, without any paperwork
- We will usually get back to you within a few hours (after 5pm it might be the next day)
- You can request a particular doctor or nurse (so long as they're working)
- Home visits available are available upon request if you are housebound. Please submit your request before 11:30am
- You can choose to be contacted by the surgery by telephone, secure message or video call. If we need to see you we will usually give you a face-to-face or video appointment the same day. Video consultations are provided by our own doctors through a secure link to your mobile, tablet or laptop for no extra charge

**If you prefer to phone, one of our receptionists will take a few details about your problem or request and then pass these to the GP.** However you choose to get in touch, your GP will get contact you quickly and either sort out your problem on the phone, by secure message, or arrange to see you the same day, or another day if that's more convenient. **AskmyGP** is available to all our patients, and you can use it to ask about your children or other people you care for (if they are registered with us).

## Zero Tolerance policy

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor or other member of staff. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives, will be reported to the police.