

0161 983 9166



Manor Medical Practice

10 OFFERTON LANE,
STOCKPORT
SK2 5AR

56-58 HIGHER HILLGATE,
STOCKPORT
SK1 3PZ

Patient Information Leaflet

Dr Martin D Leahy (GP)
(Senior Partner)

Dr John Bendelow (GP)
(GP Partner)

Dr Helena Bower (GP)
(GP Partner)

Dr Jamal Abushena (GP)

Dr Fran Kwek (GP)

Dr Catherine Lee (GP)

Sharron Fleury (ANP)

Linda Simmonds (ANP)

Nicola Battle (Senior PN)

Alexia Anderson (PN)

Annette Mason (HCA)

Katy Thornley (HCA)

Maxine Hamilton - Diabetic Clinical Pharmacist

Theresa Ho - Clinical Pharmacist

Demi Odewumi - Clinical Pharmacist

Siobhan Pinnock - Clinical Pharmacist

Caroline Leigh - Physiotherapist

Callum Carroll - Paramedic

Paula Walkinshaw - Frailty Coach

Billy Regan - Social Prescriber

www.manormedical.co.uk

WELCOME TO THE SURGERY

Both purpose-built medical center's provide a full range of general family health services for the surrounding area. We offer a wide variety of up-to-date diagnostic and therapeutic services in a modern, light and friendly environment and are very ably supported by our enthusiastic nursing and administrative staff. We do hope that you will find the information in this leaflet useful.

Please keep it in a safe place for use in the future.

As explained, when you are registered with the Practice, we have two sites and the Doctors have surgeries at both sites, however, in the case of an urgent appointment please be aware that the duty Doctor may not be at your preferred site.

OPENING TIMES

	Offerton Health Centre	Hillgate Surgery
Mon	7.30 AM-7.00 PM	7.30 AM-7.00 PM
Tue	7.30 AM-7.00 PM	7.30 AM-7.00 PM
Wed	7.30 AM-7.00 PM	7.30 AM-7.00 PM
Thu	7.30 AM-7.00 PM	7.30 AM-7.30 PM
Fri	7.30 AM-7.00 PM	7.30 AM-7.00PM

Phone lines are open from 8am-6.30 pm Monday to Friday

EXTENDED HOURS

The Practice has GP appointments from 7:30am on Monday's - Friday's for GP appointments.

We offer routine GP appointments after 6:30pm on Tuesday, Wednesday and Thursday evenings, and Nurse appointments after 6.30pm on Thursday's.

The practice offers Saturday afternoon appointments twice a month.

REPEAT PRESCRIPTIONS

PLEASE ALLOW 48 HOURS FOR THIS SERVICE.

If a repeat prescription has been authorised by your doctor you may order it by using the NHS APP or dropping a written request at surgery.

If you require a prescription urgently, please let the receptionist know and we will do our best to arrange this for you.

Periodically, you may receive a request to have a review with the doctor/pharmacy team. This is because medicines require regular reviews to ensure their greatest benefit and safety.

To avoid error no requests will be taken over the phone.

MEDICAL RESULTS

Any patient requesting medical results should please ring 0161 983 9166

FACILITIES FOR THE DISABLED

There is easy access for all disabled patients and disabled toilet facilities at both sites. There is now a walking frame available for patients to use when visiting Offerton Health Centre. Please ask at reception.

CHANGE OF ADDRESS

If you move house please let us know **IN WRITING**.

If you have moved outside our practice area (please ask reception to confirm the practice area) you will be asked to find another doctor.

NON-NHS SERVICES

Some services provided by your doctor are not covered by the NHS and you will be asked to pay a fee in line with BMA recommendations, e.g.

Pre-employment medicals	Insurance claims / copy sick notes
Fitness to drive medicals	Private medicals / Certificates

If you have any queries about fees or any other private medical service please discuss them with the receptionist.

SOCIAL PRESCRIBING

Our social prescriber, Billy, is here to help improve your health, wellbeing and social welfare by connecting you with community services that interest you. She will also help you with completion of any forms you have to fill in regarding housing or benefits. You can arrange an appointment with Billy through the receptionist.

HEALTH VISITORS

Your health visitor can offer you confidential advice in your own home or at the surgery on all aspects of health for all age groups - in particular expectant mothers and small children.
Telephone 0161 835 6789

MIDWIFE DETAILS

Following a positive pregnancy test, please ask reception for the community midwife telephone number to book your app.

IN HOUSE PHARMACY TEAM

This team assists the GP's with medication queries & reviews.

PATIENT CONFIDENTIALITY AND DATA PROTECTION PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded electronically and we comply with the General Data Protection Regulation (GDPR 2018). The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. We follow strict rules when sharing and disclosing patient identifiable information, and, following local data sharing arrangements, will only share appropriate clinical information with other health professionals if they are directly involved in managing a patients' care.

PRACTICE STAFF

Practice Manager: Tricia Brookes 0161 983 9166

SECRETARIAL STAFF

The secretarial staff deal with most of the correspondence between the practice and outside agencies such as hospital outpatient departments, private consultants, solicitors and insurance companies. If you have any enquiries regarding letters that your doctor may have written about you - please ring the secretary on 0161 983 9166 and choose option 6.

RECEPTION/ADMINISTRATIVE STAFF

All our staff are there **TO HELP YOU** and are pleased to do so. The receptionists are your link with the rest of the Practice. They may need to ask you medical details in order to work effectively and at all times are working under the instructions of the doctors. All information given to them is treated in confidence and they are bound by the same code of conduct as the doctors and nurses.

COMPLAINTS

The Practice has a complaints procedure displayed in the waiting room. If the Receptionist is unable to deal with your complaint please give your name and a contact number to them and she will pass it on to the Practice Manager who will contact you to discuss your grievance and hopefully achieve an amicable solution.

SUGGESTIONS

We are continually striving to improve our services. Any helpful suggestions that will assist us may be handed/posted to the receptionist. We also have a Patient Participation Group, please let reception know if you would like to join.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

BEGINNER'S GUIDE TO THE WAY WE WORK

Remember - You must be able to visit both sites.

HOW TO REGISTER

To join the practice list please ask at reception, download a new patient registration form from our website or register online via the website.

CONTACT TELEPHONE NUMBER

If you provide a mobile telephone number, the Practice will assume we have consent to contact you via SMS (text messages) regarding appointments and your health. If you would like to refuse consent, please complete the 'Consent to receive communication' form in your registration pack or ask at reception.

APPOINTMENTS

To make a face to face, videocall or telephone consultation contact the Practice.

IF URGENT

When you telephone the surgery, a member of the reception team will ask you a small number of questions relating to your presenting medical problem. The Doctors have asked the team to do this to ensure the best outcome and treatment.

We also offer first contact physiotherapy appointments with Caroline Leigh. You can book directly without seeing the GP, if you are suffering from a new joint bone or muscle problem.

Our psychological and wellbeing coordinator Billy Regan is also available for a holistic approach to your health. The Practice also offers support for medication queries via the Practice Pharmacy Team.

HOME VISITS

If you are housebound or unable to get to the surgery for a medical reason please request a visit before 10.00am if possible. With modern transport it is possible for most people to come to the surgery, even children with temperatures who we can arrange to see on arrival. A far greater number of patients can be given quick attention in this way.

ONLINE SERVICES

We offer online appointment booking, repeat prescription ordering and medical records viewing via the NHS APP. If you are unsure how to use the app, we have staff to assist you - please ask reception.

You can submit medical queries, appointment requests and admin queries via the website.

PRACTICE CHARTER

What You Should Reasonably Expect From Our Practice

You will be treated as an individual and be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

Our practice team works together to provide the highest quality health care to our patients. Our practice booklet explains the wide range of services we offer.

This includes details about:

- Our doctors and other practice staff.
- Our arrangements for seeing the doctor or nurses.
- Our surgery times.
- Repeat prescription arrangements.

If problems arise and you feel the need to raise the matter formally, please ask our practice manager or doctors about our practice complaints procedure.

We are committed to giving you the best possible service. However, this does rely on your co-operation with the systems we set up.

If you have any comments or concerns relating to the practice, its staff or the services offered, contact the doctors or practice manager who will provide a timely response to them.

What Your Doctor And the Practice Staff Should Reasonably Expect From You

We ask that you treat the doctors and the practice staff with due courtesy and respect at all times.

When you need to see a doctor please try and attend in person whenever possible. Home visits take up much more of the doctors' time. We would therefore ask that you request a visit only when you are too ill to leave home and not because you have problems with transport.

Please remember an appointment is for one person only. Please tell us if more than one person needs to be seen.

Please try to keep your appointment and give as much notice as possible if you are unable or no longer need to attend. If we can give the appointment to someone else it helps to keep waiting times down.

Inform us of any change of address, personal circumstances or telephone number so we can offer you all our health services.

We are committed to good communications and providing a high standard of care to our patients. Helpful suggestions are always welcome.

USEFUL TELEPHONE NUMBERS

Manor Medical Practice	0161 983 9166
Health Visitor	0161 835 6789
Stepping Hill Hospital	0161 483 1010
Wythenshawe Hospital	0161 998 7070
Manchester Royal Infirmary	0161 276 1234
Withington Hospital	0161 434 5555
Police — GM Headquarters	0161 872 5050
Social Services	0161 475 6700
CCG	0161 426 9900
Central Youth (aged 11-25)	
Choices Centre	0161 549 6111

OUT OF HOURS

If you require assistance out of hours, please phone the practice - **0161 983 9166** - and you will be diverted to NHS 111.

The Practice is closed on the 4th Wednesday of every month in the afternoon for Clinical Meetings.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme.

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public.

All requests for information should be made in writing to the Practice Manager.

For more information about healthy living, conditions, support and local services, please visit the NHS Choices website: www.nhs.uk