

## Patient Confidentiality

- Your privacy matters. We take confidentiality seriously under the Data Protection Act. Your health information is kept secure and confidential.

## Complaints & Compliments

- We strive to offer a friendly and professional service.
- If you have any concerns or feedback, please reach out to our Assistant Practice manager. Ms Dee Radcliffe.

## Your local ICB

Greater Manchester ICB  
Trafford ICP  
Trafford Town Hall, Talbot Road  
Stretford, M32 0TH  
Email: [gmicb-tr.mail@nhs.net](mailto:gmicb-tr.mail@nhs.net)

## Get to know where to go

Find the treatment you need. Visit  
<https://gmintegratedcare.org.uk/gtkwtg>



## Clinics

- **Baby Immunisation Clinic**
  - Tuesday 1.45pm to 5.45 pm
- **Post-Natal Clinic 12 noon**
  - All new babies are invited for check-ups from 8 weeks old
- **Diabetes Clinic**
  - With the practice nurse or with the assistant practitioner
- **Asthma/COPD**
  - With the practice nurse or with the assistant practitioner
- **Travel Vaccines**
  - With the practice nurse
- **Health checks**
  - With the practice nurse or with the assistant practitioner
- **Contraception reviews**
  - With the practice nurse
  - An appointment is required every time you request contraceptive medication.
- The practice also runs health promotion clinics including weight management, dietary advice, smoking cessation.
- **Blood Tests-** are available at Trafford General Hospital (Mon-Fri).



**Flixton Road Medical Centre**  
**132 Flixton Rd, Urmston,**  
**Manchester M41 5BG**

## PRACTICE LEAFLET

### Information for Patients

### Partners

**Dr L S Gill (Male)**  
**Dr M A Khan (Male)**

### Opening Times

**Monday to Friday - 8am to 8pm**  
**Saturday & Sunday - 9am to 5pm**  
**Phone number: 0161 748 2021**  
**Out of Hours: 111**  
**Email: [flixtonroad.mc@nhs.net](mailto:flixtonroad.mc@nhs.net)**

**[www.flixtonroadmedicalcentre.nhs.uk](http://www.flixtonroadmedicalcentre.nhs.uk)**

## Appointment Information

- To book an appointment with us, you can use **askmyGP**, our user-friendly online system.
- Alternatively, you can call our receptionists at **0161 748 2021**.
- Whether you choose to contact us online or by phone, your GP will promptly address your concerns, either through a phone call, secure message, or by scheduling an in-person visit on the same or a convenient day.

## Extended Hours

- For additional appointments during evenings and weekends, our patients can see a GP, Nurse, or Phlebotomist.
- This service is available from 18:30 to 20:00, Monday to Friday, and from 09:00 to 17:00 on Saturdays and Sundays.

## Out of hours

- If you require medical assistance outside our regular hours, use **NHS 111 online** or **call 111**.
- For children under 5, **call 111**.
- In a medical or mental health emergency, **dial 999**.
- Trafford General Hospital Walk-in Centre is open every day from 8:00 am to 8:00 pm.

## Home Visits

- If you need a home visit, please call before 11:30 am.
- Home visits are reserved for housebound patients or those too unwell to visit the practice.

## New Patient Registration

- To register as a patient at Flixton Road Medical Centre, use our convenient online service [https://www.flixtonroadmedicalcentre.nhs.uk/practice-information/new-patients/or\[https://gp-registration.nhs.uk/P91029\]](https://www.flixtonroadmedicalcentre.nhs.uk/practice-information/new-patients/or[https://gp-registration.nhs.uk/P91029]).
- If you reside in our practice area with the M41 postcode, you can book an appointment with the Practice Nurse

## Repeat Prescriptions:

Prescription requests are not taken via AskMyGP. We have other options for ordering repeat and urgent medications, and we need 72 hours' notice. You can order through:

- Use your NHS account (via the NHS website or NHS App).
- Order through our GP online system at <https://www.patientaccess.com/>.
- Email [scripts.frmc@nhs.net](mailto:scripts.frmc@nhs.net).
- In-person or drop off at the practice.
- Ask your nominated pharmacy to request on your behalf. You can nominate a pharmacy at the surgery or your chosen pharmacy.

## Test Results

- Please call the surgery about test results after 2 pm.
- We can usually only give information about a test results directly to the patient.

## Join our PPG

- Interested in joining our patient group (PPG)? It's easy! Complete the PPG sign-up form, available at reception or online.
- Return the form to the Surgery, and we'll get in touch once we receive it.

## Homeless-Friendly Practice

- Flixton Road Medical Centre is a homeless-friendly practice.
- We're committed to providing support to those in need.

## Pride in Practice

- We proudly collaborate with the LGBT Foundation to ensure inclusive and supportive healthcare for all.

## Carers

- Are you caring for someone? You might be entitled to a Carers Assessment.
- Ask at reception for a Carers Identification and Referral Form to get the support you need.