# **MOORSIDE MEDICAL PRACTICE**

**681 RIPPONDEN ROAD**

**MOORSIDE**

**OLDHAM**

**OL1 4JU**

Tel: 0161 344 8150

Fax: 0161 344 8151



Dr Kiren Kaur

**Mission Statement**

The high quality of health care we provide will be backed by efficient and effective service, responsive to patient demand and accessible to all.

**Welcome to the Practice**

**Surgery Information**

The surgery operates from the ground and first floors of Moorside Medical Centre. The LIFT Buildings was the first to be built in Oldham, LIFT buildings designed for service delivery to the local community in the 21st century, offering a new style of delivering services to patients across the Oldham Borough. It is fully accessible for all patients.

New service delivery also means a new way of working for staff, and patients will notice that a receptionist for the practice will not always be available to check them in when they have an appointment to see the doctor or nurse. A patient self check-in has been installed for patients to use, reducing patients' waiting time when checking in for an appointment and freeing the receptionist to attend to other duties.

Patients can access the building by the front or rear. The car park is at the rear of the building.

**Reception**

The Building and practice reception is open from 8.00am – 6.30pm Monday to Friday. To contact the surgery please ring the direct line – **0161 344 8150**. If you need to contact a doctor outside these hours, ring the surgery number and your call will be diverted to the out-of-hours service.

**General Practitioner**

Lead GP -Dr Kiren Kaur (Female)

Salaried GP- Dr Susan Nelson (Female)

**Practice Staff**

Practice Manager - Debra Pryce

Advanced Nurse Practitioner- Elaine Riley

Practice Nurse - Karen Hall

Health Care Assistant - Karen Melia

District Nurse - Oldham East Team

Health Visitor - Moorside Health Visiting Team

Midwife - St James' Children's Centre

Senior Receptionist- Margaret Bell

Receptionists - Gwen Winnick, Jeanette Lees, Nicola Mugan

**Opening Hours**

**The practice is open daily between 8.00am and 6.30pm Monday to Friday**

**Surgery Times:**

|  |  |  |
| --- | --- | --- |
|  | AM | PM |
| Monday | 8:30-12:00 | 3.15-5.00 |
| Tuesday | 8:30-12:30 | 3.15-5.00 |
| Wednesday | 9:00-12:00 | 2.00-4.50 |
| Thursday | 9:00-12.00 | 4.20-6.00 |
| Friday | 9:00-12:00 | 3.00-5.20 |

**All Children under 5 years old are offered same day appointments either face to face or via telephone with a prescribing clinician for acute problems only.**

**Appointments**

The practice prides itself on the appointment system which has been designed to give maximum capacity to ensure patients will be seen quickly and efficiently. All practice appointments offered will be between 10-45 minutes duration depending on what the appointment is for. *The reception staff will always ask you for a non-clinical brief explanation of the reason for your appointment, this is to ensure that we offer you the best service by allocating you the correct times with the correct clinical staff member. Please try to accommodate this question as the best you can as we aim to see you as quickly as we can without causing you any inconvenience.*

The practice have an appointment system in place which includes pre bookable appointments, these are available to book up to 6 weeks in advance. We have book on the day appointments which open on the system at 8.00am daily for any urgent on the day appointments.

For **ROUTINE APPOINTMENTS** patients will be asked to wait for up to 48 hours for an appointment.

**URGENT APPOINTMENTS** we will try our best to see urgent on the same day where possible.

**TELEPHONE APPOINTMENTS** are available at the end of each surgery session. You can speak to the doctor over the phone if you feel your problem can be resolved without a face-to-face appointment

**Online Appointments and Online Access**

Patients can also book appointments without having to ring reception by using “Patient Access” this is an online appointment booking system which allows you to book an appointment via your mobile phone app, on your computer or tablet. It’s Quick, It’s Easy, It’s Simple. For more information please speak to a member of staff.

The practice operates a DNA (did not attend) policy. Three DNA appointments without notifying the practice may result in a patient having to find a new GP (full policy is held in reception).

**More About Our Staff**

**Advanced Nurse Practitioner Elaine Riley**

Elaine will see all patients with minor ailments, coughs, colds, rashes, sore throats and high temperatures. Elain can prescribe and works closely with the doctors for the care of our patients.

**Karen Melia**

Is available for all blood tests, BP checks and new patient checks on Monday 8.00am to 3.00pm, Wednesdays 8.00am to 11.00am and Thursdays 11.00 to 5.30pm.

**Practice Nurse-Karen Hall**

The practice nurse is available on Tuesdays and Fridays 8.00am to 5.30 pm. various clinics are held within these times for all your chronic disease management and also cervical smear testing.

**District Nurse Clinic**

The district nurse clinics are run daily from various health centres and the clinics are appointment only. To make an appointment please contact the District Nursing Team on 0300 323 0464. The treatment room is open daily for services which include ear syringing, removal of stitches, dressings. Patients need to be referred by the hospital or the GP except for ear syringing.

**Services and Clinics Provided By The Practice**

**Minor Surgery Clinics.**

The GP will remove lumps and bumps including skin tags, she will also give joint injections where necessary. Please make a routine appointment to see the doctor who will then discuss the options with you and book you in for the procedure.

**Health and Wellbeing Clinics.**

These services are offered by the practice and are accessed by making an appointment with the practice nurse/HCA. Health Promotion includes new Patient Checks, Holiday Vaccinations, Travel Advice, Cervical Cytology, Family Planning, Well Woman and Well Man Checks, Lifestyle, Diet and Exercise Advice and Flu/Pneumococcal Vaccination.

**Chronic Disease Management Clinics**

Chronic Disease Management is also a nurse-led service which includes asthma/COPD, diabetes, coronary heart disease, mental health, and hypertension management. The practice will invite patients who have been diagnosed with any of these diseases every six months to one year to monitoring and review. All patients under the age of 19 years who have asthma will be invited in for a review with the practice nurse every 6 months with our lead asthma nurse Karen Hall. The recall system is now based on patients birthdays meaning all patient will be contacted within their birth month or asked at the previous review to ring and book.

**Health Checks**

New patients will be have a new patient health check on registration. This will involve a brief family history, height and weight check and BP reading and an introduction to the practice.

All patients over the age of 65 are entitled to an annual check by a healthcare professional and will be contacted to book an appointment.

**Child Health Surveillance**

A Baby Clinic is held on Tuesdays by the doctor. You will be sent an appointment by child health to bring your baby for immunisation and child development examination. These will be done by Dr Kaur and the practice nurse Karen Hall.

**MIND**

The practice have a MIND staff member here every Wednesday. If you are feeling stressed, anxious, fed up with life or in need of someone to talk to please ask at reception for an appointment within this clinic. You do not need to see a doctor for a referral to this service. Alternatively please ring MIND on 0161 330 9233.

**Antenatal Clinic**

This is a midwife-led service and will be held at St James' Children’s Centre attached to St Thomas' School, Stevenson Drive, Sholver, Oldham. Please ring for an appointment on 0161 770 5300.

Pregnancy testing will also be available.

**Counselling**

A counselling service provided by the Oldham CCG is available to the practice. To access this service, referral must be made via the GP. The counsellor will contact the patient directly by letter.

**District Nurse Clinic**

The district nurse clinics are run daily from various health centres and the clinics are appointment only. To make an appointment please contact the District Nursing Team on 0300 323 0464. The treatment room is open daily for services which include ear syringing, removal of stitches, dressings.

**Medication Reviews**

All repeat prescribed medication will be reviewed by the doctor every six months. You may be asked to make an appointment with the practice nurse/HCA or the doctor.

**Repeat Prescriptions**

Telephone requests for repeat prescriptions are no longer accepted by the surgery. Repeat prescriptions can be ordered by 1-post 2-fax 3-email 4-face to face or 5-via patient online access.  Please allow **TWO WORKING DAYS** for your prescription to be prepared. If you order by post, please allow extra time for posting. To order online through www.patientaccess.co.uk you will require a unique passcode; please see a member of staff who will complete the registration process for you then simply order your medication online, this will automatically come direct to the practice to be issued and will be ready for collection after 48 hours.

**Test Results**

Please ring for test results after 3.00pm. Patients are requested to ring one week after having their test. These results will not be given to anyone other than the person who had the test. This is to comply with data protection ruling on patient confidentiality.

The onus for obtaining results of any tests remains the responsibility of the patient. If any action arising from results of tests ie treatment or further tests, if necessary, the patient will be contacted by the surgery. If you have had a test done which was ordered by the hospital, please contact the hospital, not the practice.

**Minor Ailments Scheme**

Did you know that your local pharmacy can offer you help and advice. If you suffer from the following just pop into your local pharmacy instead of seeing the doctor:

Head lice, coughs, colds, sore throats, aches and pains, thrush, impetigo, cystitis if aged under 60, conjunctivitis (children over 12 months) and threadworms.

**Home Visit Requests**

For visit requests please contact the surgery before 10.00am, where possible, to enable the surgery to allocate enough time for the doctor to complete his rounds. The receptionist will ask you about your illness to assist the doctor. Home visits should not be requested for social reasons or due to lack of transport to attend the surgery.

**Training Dates**

The surgery will be closed for staff training on the first Wednesday of every month from 1.00pm to 3.00pm however the surgery does remain open to deal with any queries. Additional training dates are also planned throughout the year and are available on request. Please speak to a member of staff if you require any further information.

**Patient Participation Group**

If you are interested in joining the Patient Participation Group, please leave your name and contact details with a member of staff. The PPG meet every ¼ and will discuss the new services within the practice and also in the community, will give feedback to patient survey results and help with action plans to improve on services and also participate in general with the practice. The group is friendly and all are patients just like you so please ask for further details from Debra the practice manager.

**Out-of-Hours Surgery**

* The practice now have an extended service for patients who cannot attend appointments due to work commitments or when the practice has no appointments to offer. These appointments are bookable only and will be at various locations within Oldham between 6.30pm – 8pm and Weekends 10am – 2pm. You will be given a timed appointment and your medical records can be accessed with your permission. Ring **0161 934 2827**
* If you need to see a doctor after the surgery is closed (between 6.30pm and 8.00am) ring the surgery number and you will be directed to the service provider. You can also use one of the following services:
* NHS 111
* A nurse-led service for general health advice -NHS 111 can be called at any time on 111.
* Walk-in Health Care Centre. The nearest Walk-in Health Care Centre is: Ground Floor, Integrated Care Centre, New Radcliffe Street, Oldham OL1 1NL Tel No 0161 621 3737. Open from 8.00am - 8.00pm, you do not need to ring for an appointment.

**How To Register As A Patient Here**

Please call at the Medical Centre to collect and complete a practice questionnaire and the registration form. The practice can only refuse your application if it has fair and reasonable grounds to do so or you live outside the practice area. Telephone requests for registrations are not accepted.

**Your Nominated GP**

As part of a national programme from April 2015 all practices are required to provide their patients with a nominated GP who will have overall responsibility for the care and support that the surgery provides to them. As a single handed GP practice the responsibility and nominated GP will be Dr K Kaur, this does not prevent or restrict you from seeing any other GP or Clinician at the Practice. If you have any questions relating to this matter please speak to member of staff.

**Our Practice Area**

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| The practice covers some parts of OL1/OL3 and OL4 postcode areas. Please check with reception that your address is within the practice area before you register. |
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**Suggestions, Compliments And Complaints**

If you have any suggestions on how we can improve our service to you, please write them down and hand them in to reception.

Compliments will be gratefully received either verbally or in writing and posted or handed in to reception.

All complaints will be dealt with as soon as possible by our complaints/practice manager Debra Pryce.

Comments are not complaints and will not be treated as such. If you make a comment to the receptionist you will be asked if you require it to be documented.

If you feel the need to complain about any service you have received from the practice, please call at the reception desk and ask if the complaints/practice manager is available for you to speak to. She will be willing to discuss your problem in the hope of resolving the matter instantly. If you wish to put your complaint in writing please address your letter for the attention of the complaints/practice manager Debra Pryce and it will be acknowledged by informing you the matter is receiving attention and will be fully investigated. When investigations have been completed you will then receive an invitation to come to the surgery at your convenience to try to resolve all matters causing the problem.

**Practice Charter - Condensed**

(See full charter on surgery notice board.)

* Patient confidentiality is to be respected at all times.
* All patients are to be treated equally and with courtesy at all times; difficulties are to be dealt with swiftly and efficiently.
* Patients are to be encouraged to take advantage of the services provided and to recognise the pressures and demands made on the practice.
* Requests for repeat prescriptions will be attended to and ready for collection after two working days.
* To encourage all of our staff to make comments, suggestions and to partake in decision making within the practice.
* The practice will be open to suggestions from the patients on how to improve our services.

**Patients Confidential Information**

Health care professionals must not pass on information about you without your written permission except to other people involved in your treatment.

**Useful Telephone Numbers**

Emergency Calls when the surgery is closed – Moorside Medical Practice 0161 344 8150 or

111 for NHS 111

**Hospitals**

Royal Oldham Hospital 0161 624 0420

Rochdale Infirmary & Birch Hill 01706 377777 Manchester Royal Infirmary 0161 276 1234

North Manchester General (Crumpsall) 01617954567

**General Information**

Oldham CCG 0161 622 6500 PALS - Patient Advice & Liaison Service 24 Hours 0800 389 8679

Confidential Drugs info & advice FRANK 0800 77 66 00

Stop Smoking - Advice & Support 0800 3288534

Refuge - Domestic Violence 24 Hours 0808 808 9999

Sexual Assault Centre - St Mary’s Hospital 0161 276 6515

Well Spring Pregnancy Crisis Centre – Ro 0161 624 3563

Citizens Advice Bureau 0161 624 4870

Oldham Bereavement Support 0161 627 2902

St James' Children's Centr 0161 770 5300

**Hospices**

Dr Kershaw’s – Royton 0161 624 2727

Springhill – Rochdale 01706 649920

**Clinical Commissioning Group (CCG)**

The surgery is included in the Oldham CCG. The details are:-

Oldham CCG

Ellen House

Waddington Street

Westwood

Oldham

OL9 6EE

Tel: 0161 622 6500

**Zero Tolerance**

The practice will not tolerate verbal or physical abuse from patients towards any member of staff. Anyone behaving in such a manner will be removed from the list and will have to find another doctor.

**Our Responsibilities to You**

Our aim is to provide you with the best possible service. The people involved in your care will give their names and ensure that you know how to contact them.

We run an appointment system here at the practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting area without receiving an explanation of the delay.

We will try to provide access to a doctor within half a day in cases of urgency. We will arrange a home visit as required for those patients who are too ill or infirm to be brought to the surgery.

We try to answer the telephone as quickly and efficiently as possible.

You should be able to speak to the doctor on the telephone after the morning clinic has finished.

If you have had tests or x-rays done which have been ordered by the practice, it is your responsibility to contact the surgery for your results. Please telephone us after 3.00pm. If you do not need a further appointment, we will advise you how and when to obtain your results.

We assure you that we constantly monitor the services provided to promote your good health and well being.

All patients are treated as individuals and partners in their healthcare, regardless of ethnic origin, cultural or religious beliefs.

We aim to give you full information about the services we offer. Every effort is made to ensure that you receive the information you require that directly affects your health and the care which is offered.

You have a right to see your health records, subject to limitations in the law. These are kept confidential at all times.

**Your Responsibilities to Us**

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep your appointment, and tell us as soon as possible if you cannot do so. Otherwise other patients will have to wait longer.

Please only request a home visit when the person is too ill to leave their home.

Please keep your telephone call brief and try to avoid calling during peak morning time for non-urgent matters.

We ask that you treat all the practice staff with respect and courtesy.

All registered patients have a right to an appointment with a Health Care Professional even if they have not been seen in the last three years. However for patients aged 75 the timescale is 12 months.

***Polite Notice:***

*Please remember the practice will be closed on all public bank holidays. If you have repeat medication please make sure you order enough to cover these periods. Thank you.*