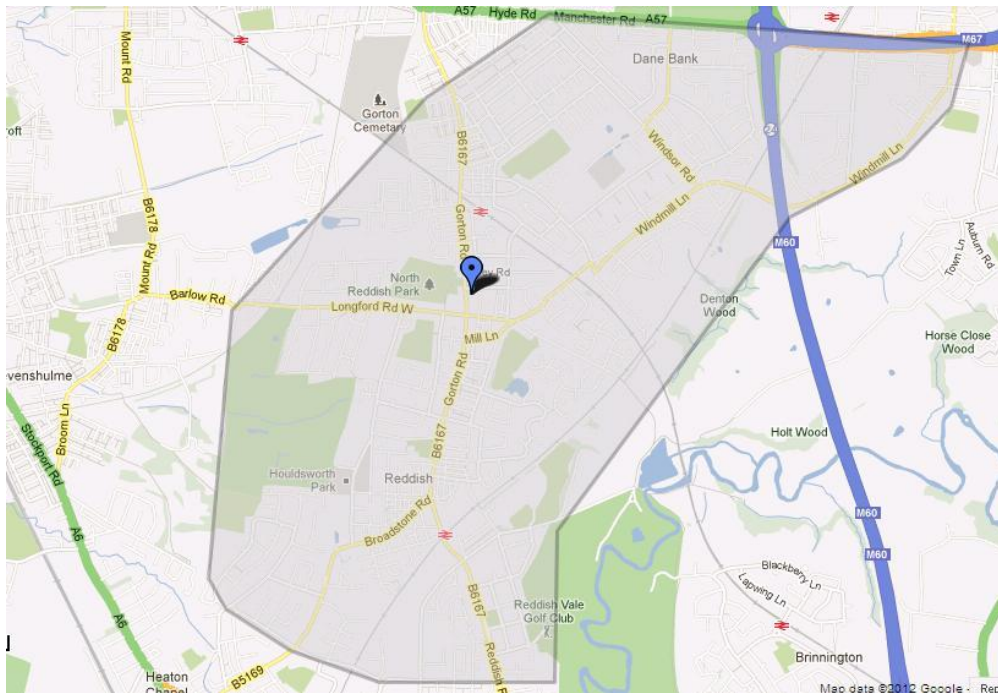


# *New patients...*

## **How to register as a patient**

If you wish to register with the practice, please pick up an application pack from reception. The completed form should be returned to reception. Newly registered patients will be offered a new patient health check with a member of our nursing team who will assess your general health and give you advice on a healthy lifestyle.

# *Practice area*



# The Reddish Family Practices

**Dr Monica Saksena Joye (Female)**  
BMedSci, MBBS, DCH, DFFP, DRCOG

**Dr Richard Nurcombe (Male)**  
MBChB, MRCGP, DRCOG

**Dr Catherine Roberts (Female)**  
MBChB, MRCGP, BSc, DRCOG

**Dr Al Kamil (Male)**  
MB.Ch.B, PLAB, FRCS, DRCOG, DFFP, MRCGP

**Dr Steph Marechal (Female)**  
MBChB, BSc

**Dr Heather Pattison (Female)**  
BSc, MBChB, MRCGP, DRCOG

**Dr Michelle Cooper (Female)**  
MBChB & MRCGP

**Dr Hamid Ali (Male)**  
MRCGP, MD, M.B.B.S, B.Sc.

**Dr Jon Williams (Male)**  
MRCGP

North – 306 Gorton Road, Reddish SK5 6RN  
South – Reddish Road, South Reddish SK5 7QU

Main Telephone Number 0161 983 9797

[www.thereddishfamilypractice.nhs.uk](http://www.thereddishfamilypractice.nhs.uk)

Email: [STOCCG.p88005-admin@nhs.net](mailto:STOCCG.p88005-admin@nhs.net)

# Welcome...

## General Practitioners

The doctors practice together as a non-limited partnership. The partners are Drs Saksena Joye, Nurcombe, Roberts, Al Kamil, Marechal & Pattison and they trade as the Reddish Family Practices. We also have 3 salaried GP's. We sometimes use locums to help with appointment availability during busy holiday periods.

## Opening times

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm <b>Please note that the practice will close between 12.30pm – 1.30pm every Tuesday for staff training</b>
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm
Saturday (monthly)	8.30am to 11.30am

Telephones are answered between 8.00am and 6.00pm Monday to Friday. Outside of these hours please call 0161 983-9797 for any emergency that cannot wait until the surgery re-opens. (Please read emergency and out of hours)

## Nursing staff

Practice Nurse	Kay
Practice Nurse	Kirsty
Health Care Assistant	Lauren & Claire

## Administration and reception staff

We have a team of receptionists and administration staff who support the day to day running of the practice. Our Practice Manager is Mrs Joanne Stevens.

Members of staff:

Practice Operations Manager- Gill  
Senior Data Input Clerk –Michelle  
IT Development Manager – Jenny

Administration – Gill & Michelle

Practice Secretary – Sheila

Receptionist – Angela, Nina, Jo, Nicola, Trisha, Christine, Kaylea, Tracey & Dawn  
(Please note not all staff have their name included)

Practice Pharmacist – Caroline Austin

## *Useful contact numbers ...*

### Hospitals

Stepping Hill Hospital	0161 483 1010
Wythenshawe 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, Gorton Road	0161 432 4093
Well, Longford Road	0161 432 3612
Well, Houldsworth Square	0161 432 1353
O'Dells, Gorton Road	0161 223 0720
Well, Pharmacy South	0161 477 3992

### Administration

NHS Stockport	0161 426 5000
NHS Manchester	0161 237 2000
Patient Advice and Liaison Service (PALS)	0161 426 5888
Independent Complaints Advocacy Service	0300 456 8350

### Emergency Dentist

NHS Stockport Dental Helpline	0161 230 6029
NHS Manchester Dental Helpline	0161 230 6011

### Other

Adult & Social Care Helpline	0161 217 6029
Age UK	0161 477 1213
Contraception & Sexual Health Clinic	0161 426 5599
Stockport Signpost for Carers	0161 442 0442
Treatment Room Booking Line	0161 426 9636

## *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 telephone number please give full details to the reception staff as soon as possible. Or alternatively, please log on to our website and update your details there.

### **Confidentiality and your health records**

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

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.

### **GDPR – General Data Protection Regulation**

The practice is committed to ensuring the security and protection of any personal information that we hold on your behalf – your data is secure with us. For information on how we use your data and meet the requirements of the General Data Protection Regulations (GDPR), please see the Privacy/ Fair processing Notice & What GDPR will mean for patients on our Practice Notice Board or our website

### **Accessing your health records**

You have a right to see your health records. Please ask at reception for details of how to apply. Your request must be made in writing. If you think anything in your records is incorrect please let us know. You may have to pay a fee if the practice deems the request to be excessive. Please look on our Practice Notice Board or our website.

Our Data Protection Officer is Umar Sabat and can be contacted on:

[stoccg.dpo-stockport@nhs.net](mailto:stoccg.dpo-stockport@nhs.net)

### **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.

### **Routine appointments**

Routine appointments can be made by telephoning the surgery or calling at the surgery or on-line. Appointments are normally ten 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 3 weeks in advance. Please make a separate appointment for each person wishing to be seen.

Telephone & Video consultations are also available every day

Translators are available – please inform the receptionist if this is required.

We also offer online appointments via Patient access or My GP App – please go to our website for further information

[www.thereddishfamilypractice.nhs.uk](http://www.thereddishfamilypractice.nhs.uk)

### **Urgent appointments**

If you feel that you need to see a doctor URGENTLY please make it clear to the receptionist and you will be given an emergency appointment. If the Doctor feels that it isn't an emergency then you will be asked to re-book.

### **Unwell Children**

The Practice reserves some appointments each day for children. These appointments are used for acutely ill children and are released on the day (please note that these appointments are not available to book in advance). If there are no appointments available you will be able to speak to the doctor on-call.

### **Extended Hours**

The practice is contracted to provide a limited number of appointments outside its normal opening hours each week. Typically these are early morning appointments (from 7.30am) and one Saturday morning per month.

### **Home Visits**

If you are too ill to come to the surgery a home visit may be requested by telephoning the surgery **before 10.00am where possible** to help the doctors plan their day. In case of emergency, please tell the receptionist who will inform the doctor.

### **Emergencies and Out of Hours**

During normal surgery hours the emergency should be explained to the receptionist who will deal with your call promptly. Outside of normal hours you will need to contact the practice on **0161 983 9797** and your call will be diverted to 111 **Or call 111** (Please note 111 is a free number but you will need 1p credit if using a mobile – The 1p will not be taken.....

# *At the practice...*

## **Repeat prescriptions**

To order a repeat prescription, please either hand in your written request or repeat counterfoil at reception, or post to the surgery address. We will also accept written instructions by fax or you can email us. You can also email your prescription request to us at [STOCCG.P88005-admin@nhs.net](mailto:STOCCG.P88005-admin@nhs.net) or request on line at <http://www.thereddishfamilypractice.nhs.uk/>

Remember to include your full name, address, date of birth and the items you require that are listed on your repeat slip. If you are unable to collect your prescription, please enclose a stamped addressed envelope and we will post it to you. We do not accept repeat prescription requests over the phone unless you are housebound.

**Please allow 48 hours before collecting your prescription and remember to tick only the items you require.**

Patients can also request prescriptions by using the link below:

<https://florey accurx.com/p/P88005>

Patients can also use Patient Access or My GP App – Please go to our website for further information

[www.thereddishfamilypractice.nhs.uk](http://www.thereddishfamilypractice.nhs.uk)

## **Non-urgent online query**

<https://florey accurx.com/p/P88005>

You can use this link to request medication, request an extension of an existing sick note or raise a clinical or non-clinical query. We intend to respond to all queries within 48 hours. If your query is urgent please call the practice in the usual way. Patients can also upload pictures or documents using the above link

## **Test results**

Please telephone for test results **after 2pm**. This will normally allow time for the doctor to review results received each day. Results will only be given to the patient, or, if under 16 years of age, to the parent/guardian.

## **Hospital referrals**

If you need to be referred to hospital then there may be a choice of hospitals available and your GP will discuss this with you. Please remember to advise your GP if you are going on holiday at the time of a referral so

he/she can ensure your referral is timed appropriately. Patients who do not attend hospital appointments may have to be re-referred by their GP, resulting in extra work for the GP and longer waiting times for the patient. If you have a query about a referral or hospital appointment, please telephone the surgery and ask to speak to one of our secretaries.

## **Non NHS examinations**

Medical examinations for special purposes eg insurance, pre-employment, elderly drivers, fitness to travel etc can be undertaken at the surgery by appointment. **Professional fees will apply.**

## **Patient Participation Group**

The practice has a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the service we deliver, including areas such as availability of appointments, clinical care, online facilities etc. We contact members of the group by email or letter two or three times a year to ask for their views and opinions. If you would like to be involved, please either, ask our receptionists or log on to our website and click on the link “Sign up for our patient group”.

## **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 practitioner**

Patients are registered with the practice and not a specific GP so you may express a preference to see a doctor of your 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 GP’s availability.

## **Zero Tolerance Policy**

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS.

The doctors, nurses 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 make arrangements for you to be removed from our list.

## *Our services cont'd...*

### Influenza vaccinations

Each year around October we are able to offer our patients aged 65 and over and our 'at risk' patients a flu vaccination. Eligible patients will receive a letter of invitation to attend.

### Maternity Services

Antenatal and post natal care is provided by the doctors in conjunction with the community midwife. Please contact the Children's centre **0161 835 6035** – Reddish Vale Children's Centre, Reddish Vale Road (Use main entrance off Abingdon Road Just at the side of the Texaco Garage)

There is also a COVID-19 helpline for pregnant patients which is available on 0161 419 5514 between 8.30am-4.30pm

### Pneumococcal vaccinations

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

### Travel vaccinations

Vaccinations for foreign travel are available at the surgery. Patients should contact us stating which countries they intend to visit, the date of departure and the duration of the visit. You will need to complete a travel vaccination form. **Some vaccinations may incur a charge** and patients will be informed of this prior to booking the appointment. Appointments are 10 minutes per person. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse **at least 3- 4 weeks prior to travel and 4-6 weeks prior to travel during the busy summer months** to ensure a convenient appointment can be offered. Some travel vaccinations incur a charge and this is because not all travel vaccinations are included in the services provided by the NHS.

### Minor Surgery

We are pleased to announce that Dr Sarmid Al-Kamil is now undertaking the following: Steroid Injections, Incisions/ Excisions. If you wish to discuss this please make an appointment with a GP (preferably Dr Al-Kamil).

## *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, weight management advice etc.

### Health Care Assistant

Our Health care assistants are trained to undertake a number of services, such as phlebotomy, blood pressure checks, glucose tolerance testing, ECGs, CVD risk screening, smoking cessation advice, health promotion, and new patient medicals.

### 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 426 9636**. An answering machine will take a message when the District Nurse is not available.

### Health Visitors

The health visitors offer a range of services for advice on healthcare to expectant mothers, young children and the elderly. They can be contacted on **0161 480 6179**. An answering machine 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 do 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 you are unable to attend as far in advance as possible. The practice has a DNA (Did not attend policy) and you may be removed if you do not cancel pre –booked appointments.

### Complaints Procedure

We welcome ideas to help us improve our services and endeavour to provide and maintain a high standard of service at all times. If you are concerned or unhappy about your experiences at the surgery we hope that you will allow us to look into the matter and if necessary, put right any problems or mistakes that have been made. Please write or telephone and



give full details of your complaint to our Practice Manager, Mrs Joanne Stevens who will deal with it in line with our practice complaints policy.

### **Facilities for patients with disabilities**

The surgery has disabled access and facilities available for our patients.

### **Interpreters**

Should patients require an interpreter this can be organised by prior arrangement. Please advise reception when booking an appointment.

### **Chaperone Policy**

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please advise reception when booking an appointment.

If you would like to see a copy of our chaperone policy or have any questions or comments please contact the practice manager.

### **Training**

As from August 2013 the practice is pleased to announce that we will be a training practice. We will be providing medical training for registrars who are fully qualified Doctors intending to enter General Practice.

### **Disabled Facilities**

**Disabled Access** – We are committed to providing services that are equally accessible to all patients. Attempts have been made to enable access for everyone, including those who may have some disability. If, however, you have a personal problem regarding access, please do not hesitate to inform a member of staff and we will put measures in place to resolve this for you.

**Disabled Toilet** – Both practices have disabled toilet facilities.

**Hearing Loop** - We have a portable hearing loop that can be used either at the reception or in your consultation. Please let the Doctor/ receptionist know if this would be useful

**Assistance Dogs** – Assistance Dogs are welcome to have access to all areas of the Practice.

**Practice Information** – If you would like a copy of any of the Practice Information in large font please let the receptionist know and this will be arranged for you

## *Our services...*

### **Cervical Screening**

Cervical smears are recommended at least every three years for women aged between 25- 65 years of age who have not had a hysterectomy. The 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 full range of contraceptive care and advice with all doctors at the surgery.

### **Counselling Service**

A counselling service is provided at the practice by referral from your GP.

### **Immunisations and vaccinations**

Please make an appointment with the practice nurse.

### **Notification of your named GP**

From April 2015 practices are required to allocate all patients a named GP who will have overall responsibility for the care and support that the practice provides to them. Please rest assured that does not prevent you from seeing your GP of choice. If you would like to know who your named accountable GP is then please ask a member of the reception team.

### **Collaborative working**

Our practice is working collaboratively and participating (where relevant) in shared delivery of care across our neighbourhood (Tame Valley)