

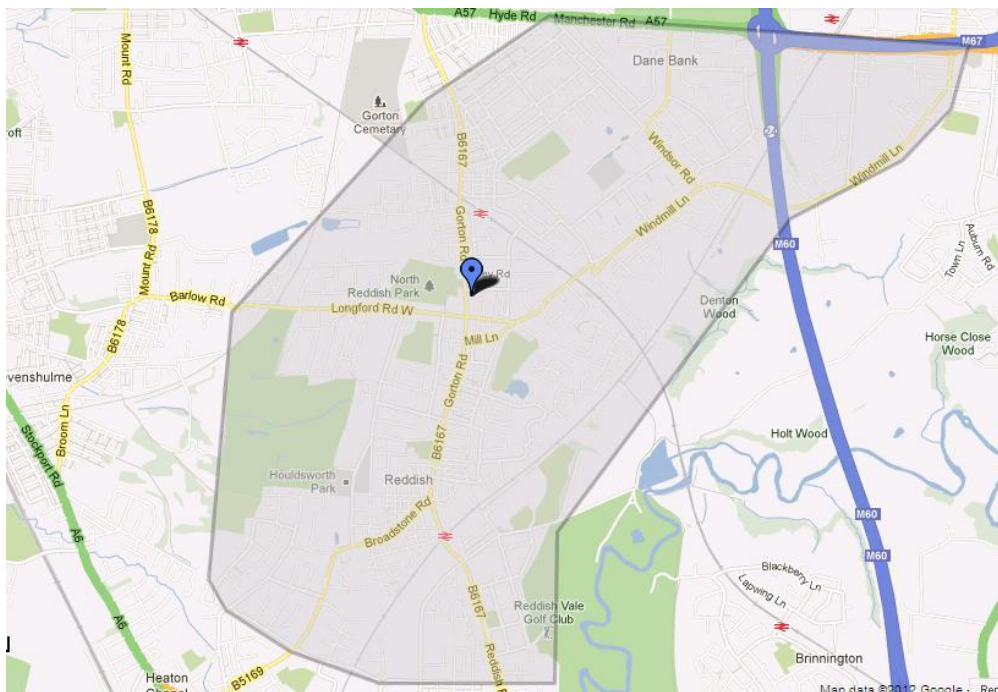
New patients...

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. You can also use our online medical questionnaire via our website at <https://www.thereddishfamilypractice.nhs.uk/new-patients>

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

GP Partners:

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

Dr Richard Nurcombe (Male)
MBChB, MRCP, DRCOG

Dr Catherine Roberts (Female)
MBChB, MRCP, BSc, DRCOG

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

Dr Steph Marechal (Female)
MBChB, BSc

Dr Heather Pattison (Female)
MBChB

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

Main Telephone Number 0161 983 9797

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 and Pattison, and they trade as the Reddish Family Practices. We also have salaried GPs. We sometimes use locums to help with appointment availability during busy holiday periods.

Opening times

	<u>North Site</u>	<u>South Site</u>
Monday	8.00am to 6.30pm	8.00am to 6.00pm

Please note that the practice will close between 1 – 2pm every Monday for staff training

Tuesday	8.00am to 6.30pm	8.00am to 6.00pm
---------	------------------	------------------

Wednesday	8.00am to 6.30pm	8.00am to 6.00pm
-----------	------------------	------------------

Thursday	8.00am to 6.30pm	8.00am to 6.00pm
----------	------------------	------------------

Friday	8.00am to 6.30pm	8.00am to 6.00pm
--------	------------------	------------------

Telephones are answered between 8.00am and 6.00pm Monday to Friday. Outside of these hours you will be put through to the local Out of Hours service, or please call NHS 111 for any emergency that cannot wait until the surgery re-opens. (Please read emergency and out of hours)

Nursing staff

Practice Nurse	Kay Patterson
Health Care Assistant	Claire Drinkwater
Trainee Healthcare Assistant	Samantha Overend
Phlebotomist	Michelle Lamb
Phlebotomist	Dawn Swinfield
Clinical Lead Pharmacist	Caroline Austin

Administration and reception staff

We have a team of receptionists and administration staff who support the day to day running of the practice.

Practice Manager - Jenny Webster

Assistant Operations Manager – Rob McDermott

Reception Supervisor – Tracey Latham

Senior Administrator – Michelle Henderson

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 419 5678
Independent Complaints Advocacy Service	0300 456 8350

Emergency Dentist

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

Other

STOCCS (Stoma & Continence service)	0161 204 4773
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

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.

Your health records...

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.

We hold computer and paper records for all our patients and we comply with the GDPR and Data Protection Act 2018. The Primary Health Care Team use your information to provide healthcare and to administer the practice. Please see our Patient Privacy Notices for more information.

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 logon to our website and update your details there.

Accessing your health records

You have a right to see your health records. Please ask at reception for details of how to apply. Please note there may be a charge for this service. If you think anything in your records is incorrect please let us know.

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

Post Covid working (Summer 2022)

As we continue to “live with Covid” we continue to encourage staff and patients to wear facemasks in the clinical areas of the practice. If at any time you would feel more comfortable if other members of staff wore a face covering outside of these areas please do not hesitate to ask. Thank you

Appointment booking

We offer a choice of telephone and face to face appointments. You can also email in non-urgent queries via our online service. As you will see by the variety of services available you may not always need to see a Dr in order to receive the care or treatment you need. Our receptionists are trained Care Navigators who signpost as directed by our Doctors. Please work with them to help you be directed to the most appropriate service or clinician.

Collaborative working

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

Routine appointments

Routine appointments can be made by telephoning or calling at the surgery. 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. Please make a separate appointment for each person wishing to be seen.

Urgent appointments

If you feel that you need to see a doctor URGENTLY please make it clear to the receptionist and they will follow signposting guidelines set out by the Doctors. If the Doctor feels that it isn't an emergency then you will be asked to re-book. You may be asked to go directly to A&E or an alternative service if this is the most appropriate care required.

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).

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 please call NHS 111 or 999 if you require emergency service assistance. If you contact the practice during out of hours your call will be diverted to 111 (Please note 111 is a free number but you will need 1p credit if using a mobile – The 1p will not be taken.....)

Collaborative Working - Primary Care Network Team – Tame Valley.

Along with our usual services our PCN Practice team also includes additional services. Please ask our receptionists for further information about these services which include:

**Pharmacy team, First Contact Physiotherapist,
Cancer Care Coordinator,
Learning Disability and Severe Mental Illness Coordinator
Community Mental Health Practitioner,
Health and Wellbeing Coordinator (who can review fit notes),
Safeguarding Coordinator
Social Prescriber.**

Preference of practitioner

Patients are allocated a named GP on registration. However please note that all our GPs will have access to your notes, and will work together to deliver your care. 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, receptionists and all 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 will contact you about the issue. We may choose to inform the police and make arrangements for you to be removed from our list.

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. Or you can email your request to STOCCG.P88005-admin@nhs.net.

Remember to include your full name, address, date of birth and the items you require that are listed on your repeat slip along with your nominated pharmacy for collection. Most scripts are now sent directly to the pharmacy so you do not need to come into the surgery to collect them.

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>, or by using the Patient Access App.

Please see our website or ask reception for further information.

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

The Stockport Stoma & Continence Service (STOCCS) can now prescribe and offer advice and support for related products. Please contact them Mon-Fri 8.30am-4.30pm on 0161 2044773

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. This is additional to the doctors usual work and so **Professional fees will apply** . This may take 6-8 weeks to complete.

Cancellation of appointments

If you are unable to make your appointment please leave us a voice message by choosing Option 1 on the phone and let us know as soon as possible so that we can offer it to another patient who might really need to see a doctor. The practice has a DNA (Did not attend policy) and you may be removed if you do not cancel pre –booked appointments. Thank you

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”.

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, Jenny Webster who will deal with it in line with our practice complaints policy.

Our services ...

Influenza & Covid-19 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 text invite or letter of invitation to attend. Please see local guidance at the time in relation to the COVID vaccination service. Further guidance can be found by calling 119 or visiting the gov.uk website.

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 480 6179 – Reddish Vale Children’s Centre, Reddish Vale Road (Use main entrance off Abingdon Road Just at the side of the Texaco Garage)

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

Dr Sarmid Al-Kamil is now undertaking the following: Steroid Injections, and from Autumn 2022 will also be restarting Incisions/ Excisions. If you wish to discuss this please make an appointment with a GP. For further enquiries re appointments and waiting times please contact Tracey Latham at the practice.

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 assistant is 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.

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.

Long term condition Management

Monitoring of coronary heart disease, diabetes, asthma and COPD are carried out by appointment with the practice nurses. Child health surveillance (baby clinics) and post natal checkups for new mothers 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.

Immunisations and vaccinations

Please make an appointment with the practice nurse.

Additional information...

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 and teaching practice

Reddish Family Practice is a training practice. We will be providing medical training for student doctors and 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