

Grove Medical Practice



**169 Grove Lane
Timperley
Altrincham
WA15 6PH**

Tel: 0161 903 9302

Fax: 0161 903 9939

www.grovemed.co.uk

email: admingrovemedical@nhs.net

Welcome To Grove Medical Practice

This booklet tells you about the practice and the services that we offer. We hope that you find it both helpful and informative and suggest that you keep it in a safe place for future reference. Our aim is to provide a family-based service, delivered by a team of dedicated professionals.

The practice is fully computerised and registered under Data Protection Act 1984.

The General Practitioners

Dr Dev Shah	MB ChB MRCGP	1991	(male)
Dr Emma Silverdale	MB ChB MRCGP	1997	(female)
Dr Richard Walker	MB BS MRCGP	2014	(male)
Dr Nada Yaqob	MB ChB MRCGP	1996	(female)
Dr Patricia Burney	MB ChB MRCGP	1995	(female)

Practice Staff

Business Manager

Ian Hutchinson BA (Hons) MCMi ACIPD

Receptionist Staff

Jo – Reception Manager

Teresa

Fiona

Natasha

Jacqui

Sharon

Katie

Lucy

Practice Nurse

Jo Elliott RGN RM (Dip) BSc (Community Health)

Healthcare assistant

Sue

Accessible Information Standard

Do you have any information or communication needs?

If so, please let us know how we can help you to meet these needs

District Nurses and Health Visitors

Community district nurses and health Visitors are available to help patients who require nursing assistance at home. Visits are arranged in liaison with hospitals and your doctor.

The health visitors may give advice on health care particularly for small children, expectant and nursing mothers, the handicapped and the elderly.

Please contact the district nurses or health visitors via the Single Point of Access (SPOA) 0300 323 0303. The district midwives provide antenatal and postnatal care and can be contacted on 746 2858.

Surgery times

Reception is open from 8.00am - 6.30pm Monday to Friday.

All consultations are by appointment only and appointment times are as follows:

- Doctors: weekdays 9.00am-11.30am and 2.30pm-5.30pm
- Nurses: weekdays 8.00am- 4.00pm

Patient Information

Registration

If you live in our practice area and wish to register with the practice, please bring in your medical card or complete a registration form that you can obtain from reception.

You will be offered a health check with the nurse or healthcare assistant. This allows us to ensure that we are fully aware of your present medical requirements and to offer advice regarding other services available at the practice.

Appointments

Appointments may be made by telephoning 0161 903 9302, by calling in at the surgery or through our website homepage at www.grovemed.co.uk. You will first need to register with the practice to use EMIS Access. Please ask at reception.

Appointments are often minutes' duration. If you feel your problem will require longer or you have a number of problems you wish to discuss, please book a longer appointment.

Routine appointments may be made up to two months in advance, which will enable us to offer you an appointment at a time more suitable to your requirements.

Requests for urgent appointments will be accommodated the same day wherever possible but it may not be possible to see the doctor of your choice. Please do not use the emergency appointments for conditions that can safely wait for a routine appointment.

If, for any reason, you are unable to or no longer need to attend, please inform us as soon as possible, to allow us to offer the appointment to some-one else.

Home Visits

Please do not ask the doctor to visit unless the patient is genuinely too ill to come to the surgery. If the patient has a temperature or rash, coming to the surgery will do no harm at all. In fact, coming out into the fresh air will reduce any fever and also will ensure the patient is seen as quickly as possible.

If the patient really does need a home visit, please try to give notice before 10.00am if possible.

When you request a visit the receptionist will ask for full details of the patient's name, address, age, telephone number and the reason for the visit. This information enables the doctors to prioritise their calls and allows urgent visits to be dealt with promptly.

In the case of dire emergencies, you may be advised to call an ambulance immediately, using 999.

The time spent visiting one patient at home is equivalent to four patients being seen in that time at the surgery. Please consider the demands on your doctor's time; you never know when you may need some of that time yourself.

Weekend and Night Cover

In the event of an emergency please dial 999.

If you have an urgent healthcare problem that you feel cannot safely wait until normal surgery hours, please contact the emergency doctor service (supported by Trafford CCG) on 476 2299. Other options include:

- NHS 111 operates a 24 hour 365 day help-line service staffed by trained nurses on 111.
- A Trafford wide minor ailments service operates using local community pharmacists
- Minor Injuries Unit (Altrincham Hospital) – Temporary Closed.
- Urgent Care Centre (Trafford) 0800hrs – 2000hrs; access via 111.

Repeat Prescriptions

For medicines that are needed on a regular basis, you may need to be given a repeat prescription slip.

Prescriptions may be obtained by:

- Request through Patient Access / NHS App; if not registered a link is available on our website.
- Email your request to admingrovemedical@nhs.net
- Handing in or posting your prescription slip, with a tick indicating which medicines you require.

Although we work in prescription daily please plan ahead and allow up to 7 working days for processing your prescription. This is to allow time for the doctors to check your medicines, as they are legally responsible for them.

All of our prescriptions are processed on the NHS portal with medication collected directly from your nominated pharmacy; unless

you have private arrangement with your nominated pharmacy to be delivered to you.

*** We do not accept telephone requests for repeat prescriptions as this can lead to serious mistakes.**

Occasionally the prescription will include a message asking you to see the doctor before the next prescription is given. This is to check your health and ensure no changes are needed to your medicines.

You will be invited to see the doctor or nurse at least annually for a medication review.

Telephone Advice

If you need to communicate with a doctor or nurse on an urgent matter, please telephone 903 9302 leaving your name, contact telephone number and brief details of the reason for the call.

All information given to any member of staff is treated in the strictest of confidence.

It is NOT normally possible for the doctors or nurses to take your calls during surgery but your message will be reviewed and they will respond as soon as they are available.

SERVICES AVAILABLE

Clinics

A number of specialist clinics are run by our practice nurse including diabetic, cardiac, hypertension and asthma care clinics.

We also have a First Contact **Physiotherapist** and **Clinical Pharmacist** on our team.

Minor Surgery Clinic

Dr Shah carries out some minor surgical procedures including cryotherapy, cauterisation and joint injections by appointment.

Holiday Vaccinations

Please make an appointment at least four to six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations which are not covered by the NHS. A list of these charges is held at reception.

Immunisation Clinic

Baby and pre-school immunisation clinics are held at the surgery and a health visitor is available to discuss any concerns.

Flu Vaccination

Flu clinics are run in the autumn and are particularly recommended for patients with chest, heart or other chronic illnesses and the elderly. We also offer pneumonia vaccinations to these groups of patients throughout the year.

Family Planning Clinic

A comprehensive service including emergency contraception is available. This service is provided by all our doctors in conjunction with our practice nurse.

Pregnancy

Antenatal care is provided by all our doctors. A midwife runs routine antenatal clinics at the health centre and care is shared with a local hospital, although most of your visits will be to the midwife.

Well Woman Clinics

Clinics are run by the doctor in conjunction with the practice nurse for smears, postnatal checks and discussion of women's health issues.

Smoking Cessation Clinics

Patients wishing to stop smoking can make an appointment to discuss options with our practice nurse.

GENERAL INFORMATION

Assistance for The Disabled

There are reserved car parking spaces next to the main entrance which provides easy level access to the health centre.

Disabled toilet facilities are provided near the main entrance and the practice has a specially modified reception desk for ease of use. Should any further assistance be required, a member of our reception team will be happy to help wherever possible.

Sickness Certificates

The first week of an illness or hospital admission is covered by a Self-certificate which is obtainable from your employer. Any absence of more than seven days, including weekends and bank holidays, requires an NHS certificate and is available from your doctor during a routine (non-urgent) appointment.

Patient Charter

The practice has a patient charter. If you would like a copy please ask at reception. We are continually reviewing our procedures and aiming to improve the standard of care given to our patients. Patients can assist in this by:

- advising us in good time if you are unable to keep an appointment.
- giving your doctor all relevant information.
- letting us know if you move address or change contact telephone numbers.
- not requesting a home visit for routine treatment or advice.
- telephoning after 10.30am to request test results or advice.

You can also help by letting us know when our standards have not met your expectations. Please advise one of our reception team who will log the details and forward to the business manager.

Access To Information

All patients have the right to have access to their medical records under the Data Protection Act 2018 (DPA 18); please ask for details on submitting a Subject Access Request (SAR).

Freedom Of Information

The Freedom of Information Act 2000 obliges organisations to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the surgery intends to make routinely available. Details of this scheme are available from the Practice Manager.

Confidentiality

The Practice's Confidentiality Policy adheres to current legislation including the DPA 18, Gender Recognition Act 2004 (GRA 2004) and Human Rights Act (HRA). Our staff undergo annual training and any reported breaches of confidentiality are investigated. More details are available in our Confidentiality Policy; please ask for a copy.

Behaviour Policy - Zero Tolerance

The Practice's Violent Behaviour Policy promotes a Zero Tolerance environment. Any Confidentiality Policy adheres to current legislation including the DPA 18, Gender Recognition Act 2004 (GRA 2004) and Human Rights Act (HRA). Staff or patients who behave in contradiction to the policy will have their relationship with the Practice reviewed which may result in dismissal or removal from the Practice patient list.

Equality and Diversity

The Practice is committed to equality of opportunity and fairness in the delivery of our services and in our capacity as an employer. We believe that this commitment must extend beyond legislative compliance and address both the business case for diversity as well as the moral case for ensuring equality of opportunity and fairness for all. This extends beyond the legal protected characteristics which include: Age; Disability; Race, Ethnic or National Origins; Religion or Belief; Sexual Orientation; Gender; Reassignment; Trans; Marital Status including Civil Partnership and Pregnancy. More details are available in our Equality and Diversity Policy; please ask for a copy.

Complaints Procedure

We strive to provide high quality services for our patients. The practice operates a practice-based complaints procedure, details of which can be obtained from reception. Please contact the business manager if you wish to make a complaint.

We will always try to resolve any complaint you may have about a doctor, practice staff or the Service provided. However, if you remain

dissatisfied with our response then you have the right to contact the Health Service Ombudsman Tel 0345 0154033 or ombudsman.org.uk

Private Fees For Non-NHS Work

Certain patient requests involve work that is outside of our NHS terms of service. Although we have no duty to provide this extra work to our patients, we do so for their benefit. This extra private work, however, involves the time of reception, administration and secretarial staff as well as the time of the doctors.

The NHS does not fund this time and expertise and therefore a fee is chargeable. The increased volume of this work has resulted in a practice policy of charging for private work in all cases.

The list of fees is available at reception and is based on the fee structure set out by the British Medical Association.

The fees are very favourable when compared with other professional groups.

- Examples of private work include:
- Private health insurance forms
- Private medicals
- Travel cancellation forms
- Driving licence verification
- Private certificates relating to fitness to travel, inability to attend work or school etc
- Hepatitis B immunisation for employees considered to be 'at risk'.

Patient Advice And Liaison Service (PALS)

PALS at Manchester Foundation Trust (MFT) are responsible for all NHS hospitals and community services within Trafford; they provide a confidential listening service. They can help to resolve concerns, provide information about health services and how to access them; and listen to concerns, suggestions, queries and process complaints. They can be contacted on **0161 873 9577** or visit <https://mft.nhs.uk/mri/patients-visitors/patient-experience/pals/>

Useful Contacts

Always dial 999 if you have a severe injury or have had a serious accident.

Hospitals

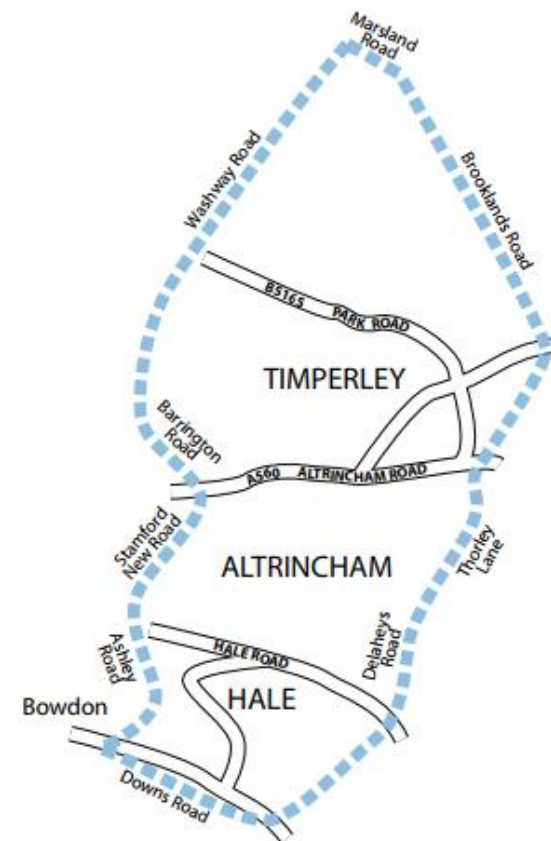
Altrincham General Hospital	0161 413 7700
Manchester University Foundation Trust (MFT)	0161 276 1234
Salford Royal	0161 789 7373
Withington Community Hospital	0161 434 5555
Wythenshawe Hospital	0161 998 7070

Advice

NHS 111	111
Trafford Advocacy Service (TAS)	0161 850 0645
PALS	0161 873 9577

Community Contacts

Age Concern	0161 746 3940
Alcohol Advisory Service	0161 972 9820
Citizens Advice Service	0844 499 4103
Cruise (Bereavement)	0808 808 1677
Emergency Dental Treatment – In Hours	0161 476 9649
Emergency dental Treatment – Out of Hours	0161 337 2243
Evening District Nurses	0300 323 0303
Counselling and Family Centre (FCL)	0161 941 7782
Care Quality Commission (CQC)	03000 616 161
LGBT Foundation	0345 330 3030
Relate (Marriage Guidance)	0300 003 0396
Samaritans	116 123 (24/7)
Social Services (Emergency Out of Hours)	0161 912 2020
Trafford MBC Direct	0161 912 2000
Trafford Carers Line	0161 848 2400
Trafford Psychology Therapies (previously IAPT)	0161 3571350



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