

## Opening Times

Monday	8am—6.30pm
Tuesday	8am—6.30pm
Wednesday	8am—6.30pm
Thursday	8am—8.30pm
Friday	8am—6.30pm
Saturday	Closed
Sunday	Closed

## DISABLED ACCESS

The surgery is now fitted with a low access counter and automatic doors to gain entry.

## OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring:

**111**

your call will be answered by the NHS 111 Service. Please note that when contacting them, your telephone conversation will be recorded.

There is also the facility of the walk-in centre available 8am-8pm 365 days a year, Ashton Primary Care Centre, Old Street, Ashton-U-Lyne. 0161 342 7000

**Dial 999 for Emergencies**

## GPPOHub

This is a new service for patients where patients can book to see a GP in Manchester in the evenings and weekends. Ask reception for details.

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

## OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include Comments and Complaints leaflets.

## THE FREEDOM OF INFORMATION ACT

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Sharon Davis—Practice Manager. There may be a charge for this information.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. Reception will provide you with a new patient registration pack, one pack needs to be completed for each person wanting to register. Please hand your completed form to reception along with your ID, reception will pass it to the GP, Please allow 48 hours for this to be processed, New Patient Registration Checks are available for all patients aged over 5 years

## PATIENT PARTICIPATION GROUP

The surgery runs an on online PPG and in house meetings, ask at reception to join.

Last Updated April 2017

New Islington Medical Practice

## Patient Leaflet

## DOCTORS

Dr Wameedh Ali

Dr Michael Gilbert

Dr Sarah Ayton (locum)

Ancoats Primary Care Centre

Old Mill Street

Manchester

M46EE



**0161 272 5660**

## Whose Who? Meet the staff:

### Management Team

Kim McDermott—Practice Manager

### Nursing Team

Lincy Godwin—Nurse

Veronica Godwin—Nurse

Kellie Beaver—HCA

### Reception Team

Bethany Lynch

Katie Gorman

Sharon Hallsworth

Janet Sunderland

### Reception /Admin

Conchita Greenwood

### Secretary

Diane Stansfield

## APPOINTMENTS AVAILABLE

GP Appointments, Routine and Urgent.

Nurses Clinics

Chronic Disease Management

Anti Coagulant

Well Woman Appointments

Well Baby clinic Appointments

Minor surgery

Travel Appointments

Phlebotomy

Stop smoking

Lifestyle Appointments

## APPOINTMENTS

All surgeries are by appointment only, you can book an appointment as far in advance as is available on the system.

**Normal routine appointments are 10 minutes long, if you think your appointment may take longer than 10 minutes please book a double appointment.**

### URGENT APPOINTMENTS

**Urgent appointment for one illness only.**

Urgent appointments are with the on call GP that day. We endeavour to see all patients whom deem they need to see a doctor urgently. For urgent appointments you may have to explain a little of your problem to the reception team to allow them to assess the extent of the emergency. Requests for urgent appointments will be triaged by the on call doctor.

*(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

### TELEPHONE APPOINTMENTS

Sometime a doctor will request you make a telephone consultation appointment regarding test results. Please contact the surgery the morning you wish to speak to the doctor and leave your details with the reception team.

### TELEPHONE ADVICE

All Doctors are available to give telephone advice after their morning surgery. Patients are advised to telephone before 11am to arrange this.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.30am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits will be triaged by the on call doctor.

## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

## PRESCRIPTIONS

**ROUTINE**— requests for repeats prescriptions will be dealt with within 2 working days and Will be ready on the day of collection after 3pm. You can order your prescription by ticking the boxes on your repeat slip and popping it in the box or writing your details on a slip of paper with the items you need. If we are closed you can put your request in the box on the wall outside

**URGENT**-requests for urgent prescriptions will be ready to be collected by 5pm the same day, but please try to request these in person or by phone before 11 am.

## ONLINE ACCESS

Please complete the form available at reception to register for Online Access where you can order repeat prescriptions, book routine GP appointments and access your medical records

## HELPFUL NUMBERS

New Islington Medical Practice

0161 338 3181

NHS 111 Service

111

Age Concern

0161 308 5000

Child Line

0800 1111

Police

0161 872 5050