

# The Strand Medical Centre & The Family Practice

## **OUR ROCHDALE SURGERY**

The Strand Medical Centre, Kirkholt Rochdale OL11 2JG

01706 861 616

[www.thestrandandfamilypractice.co.uk](http://www.thestrandandfamilypractice.co.uk)



## **OUR MIDDLETON SURGERY**

The Family Practice, 133 Bowness Road

Middleton, Manchester M24 4EN

0161 643 4453





## **PRACTICE BOUNDARIES**

The Strand Practice covers the local Kirkholt area footprint within Rochdale and Bowness Road Practice covers the local Langley area of Middleton.

Please feel free to contact the surgery to check if you are within the GP practice boundary when considering your registration.

## **INFORMATION NEEDED BY THE PRACTICE**

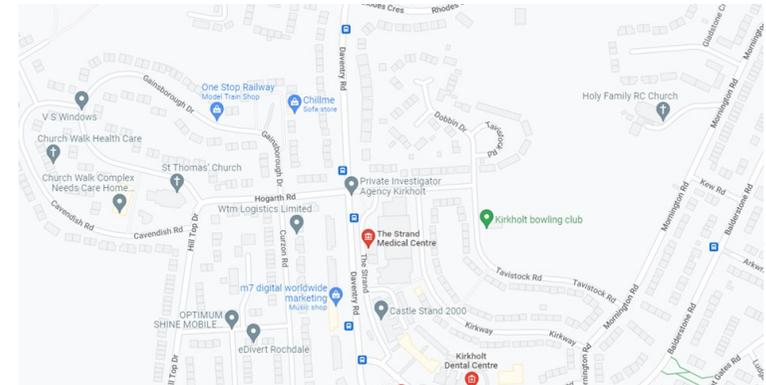
Please inform the practice of new addresses and phone numbers as we may need to contact you in an emergency.

Please let us have your mobile phone number and if you have one your email address.

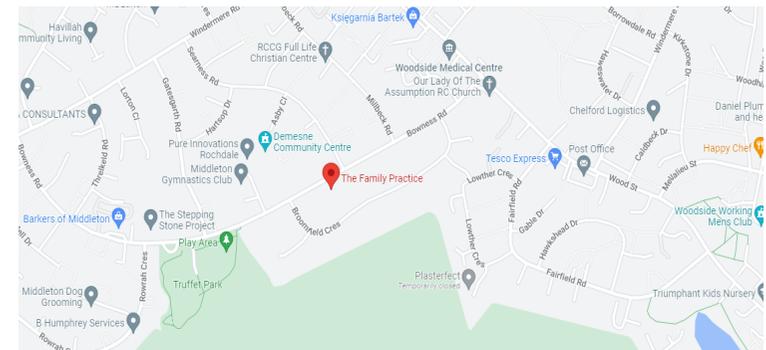
If you are an elderly patient please let us have contact details of your next of kin.

PLEASE INFORM US OF ANY COMMUNICATION NEEDS YOU MAY HAVE SUCH AS DEAFNESS, BLINDNESS OR VISUAL IMPAIRMENT

## **LOCATION MAP—Rochdale**



## **LOCATION MAP—Middleton**



## **HOW TO REGISTER AS A PATIENT**

New patients can complete a registration form at the Practice or by downloading one from our website and bringing their completed form along with two forms of identification (including photo ID & proof of address) to the practice.

All new patients are required to fill in a new patient questionnaire. New patients are also offered a New Patient Check with one of our Healthcare Assistants.

## **THE CLINICAL TEAM**

**Dr A Samaei — The Strand Medical Centre**

**Dr K Mat Lazin — The Family Practice, Bowness Road**

### **Practice Nurses**

#### **Emma Bentley**

The Practice Nurse works closely with the GP's. The Practice Nurses will see patients with chronic diseases such as asthma, COPD, diabetes, chronic kidney disease & heart disease. The Practice Nurses also carry out other duties which include smear tests, baby injections, family planning and general health promotion.

### **Healthcare Assistants**

#### **Lindsay Savage**

Lindsay works closely with the rest of the clinical team and undertakes blood tests and blood pressure monitoring daily as well as other patients health monitoring . They also carry out routine and new patient health promotion checks. Lindsay ensures regular checks are carried out within the surgery.

### **TEST RESULTS**

Please ring the surgery after 2pm for results of blood/urine/swab tests or x-rays requested by the surgery.

The receptionists will tell you if you need to be seen to discuss the results.

### **WHEN THE SURGERY IS CLOSED**

If you need urgent attention when the medical centre is closed please phone NHS Direct on 111.

### **RESPONSIBILITIES OF OUR PATIENTS**

We regularly monitor our appointment system and will write to patients who regularly do not attend their booked appointments. If you are unable to keep an appointment please cancel it as it could be offered to another patient. Patients who fail to attend 3 appointments in a 12 month period will receive a letter warning that they will be discussed at the next Practice meeting and possibly removed from the Practice list. Each case is treated individually and the GP's will take into account any relevant factors when deciding to remove a patient from the Practice list.

The practice will not tolerate violence or abuse towards any of its practice team. We work closely with other NHS bodies who also have a ZERO tolerance towards violence and abuse. The practice may take action to have a patients removed from the list if they do not take their responsibilities seriously.

## SERVICES AVAILABLE AT THE PRACTICE

- Chronic disease monitoring clinics
- Childhood Vaccinations
- Family Planning Advice
- General Counselling
- Cervical Smears
- Blood Pressure Checks
- Blood Tests
- ECG's
- Regular injections
- Spirometry Testing
- Weight Reduction Advice
- Smoking Cessation Advice
- New patient NHS checks
- Joint / Special Injections
- Asthma Checks
- Travel Vaccinations

## URGENT CARE

If you need urgent care, you can attend Fairfield Hospital or Royal Oldham Hospital (Rochdale patients) or North Manchester A&E (for Middleton patients) where you will be triaged by the pre-ED team. This team will decide on the best pathway for you.

## DATA PROTECTION

The practice is registered under the Data Protection Act. We ask for information about you so that you receive the best possible care and treatment. We keep this information, together with details of your care so that doctors and nurses have up to date information. There are times when we have to share your information with others such as hospitals, Social services and Integrated Care Boards. This is always done confidentially, by removing your identifying details, if they are not necessary. Everyone working within the NHS has a legal duty to treat your information with the highest confidentiality. **For more information ask at reception. If you do not wish your information to be shared, please tell the reception staff.**

## THE ADMINISTRATION TEAM

### Practice Manager

#### **Caroline Horrocks**

The Practice Manager makes sure the practice runs smoothly and oversees the general day to day running of the practice. Patients who may have concerns or complaints about our services can ring and speak to Caroline over the phone.

### Administration Supervisor

#### **Julie Miller**

As the Administration supervisor, Julie co-ordinates the admin staff and manages the team rotas as well as supporting the Practice Manager as their assistant.

### Reception Supervisor

#### **Susan Waite**

Susan is a well established member of the admin team and within her role, supervises and trains and supports staff in-house.

### Support Team

On arrival at either of our surgeries you will be greeted by one of our receptionists, namely:

Sue, Sam J, Jill, Daniela and Sam M. Our receptionists are highly trained and will offer friendly courteous advice to help you decide what type of service you need from us and direct you to the most appropriate person or service.

'Behind The Scenes' we have Julie Moulton, our secretary who processes all referrals and Paula who ensures patient records are received, as she summaries and maintains all new patient records. Sam M is our surgery's coder who is responsible for coding all of those important dates/events within a patients clinical letter onto their summary care record.

All of our admin team ensure all hospital letters are scanned onto the clinical system and sent through to the relevant clinician and Julie Miller who manages our safeguarding Registers. Our reception also ensure that all new baby registrations and individual registrations are completed promptly as well as various other administrative duties within the booking

## **APPOINTMENTS**

Our appointments are available Monday to Friday from 8am until 6pm.

All Surgeries are booked by appointment and appointments can be made during opening hours by ringing the surgery. Some appointments are available up to 6 weeks in advance. Patients will be offered the next available appointment.

We offer appointments out of hours in the Bridge (Rochdale) & Middleton PCN Enhanced Working Hours service. This service is based at both Whitehall Street and Middleton Primary Care Centres and runs from 6.30pm - 8pm Monday to Friday and 9am-5pm on Saturday.

## **Reception Opening Times**

Our reception is open at both branches Monday-Friday between 8am and 6.30pm with the exception of the second Thursday of each month when we close from 1pm for training and re-open the following day. Please see our website for the dates we close early for training.

## **REPEAT PRESCRIPTIONS**

All repeat prescriptions are regularly reviewed so after a period of time the doctor may ask to see you.

**We do not accept orders for repeat prescriptions over the telephone unless in exceptional circumstances.**

**All repeat prescriptions can take up to 48 hours to process and can be requested:**

- 1. Online.** View and request your repeat medication at your convenience. First of all you must register to use the online patient service facility. Proof of identity is needed when registering for this service.
- 2. Via your Pharmacist.** You can arrange with your Pharmacist for them to order your medication on your behalf.
- 3. Hand delivery or post.** Bring your repeat prescription slip into the surgery and hand it in at the reception counter or post into the prescription request box at reception or send it to us using the postal service.

## **HOME VISITS**

Please request home visits only if your medical condition prevents you from coming to surgery.

To request a home visit please ring the surgery and explain the nature of the problem.

The receptionist will pass the call on to the doctor who will assess its priority. If you feel you need to be seen urgently it is often quicker for the doctor to see you in surgery rather than at home.

ALL visit requests will be telephone triaged prior to a visit being made.

## **SUGGESTIONS / COMPLAINTS**

We hope you are happy with the service that we provide. But if you have any Suggestions, concerns or complaints. Do not hesitate to contact the Practice Manager who will be happy to speak to you.