



PARK VIEW GROUP PRACTICE

Dr Sasha Johari
MBChB MRCGP (Distinction) DCH DRCOG DFFP

Dr David Rhodes
MBChB MRCGP (Merit)

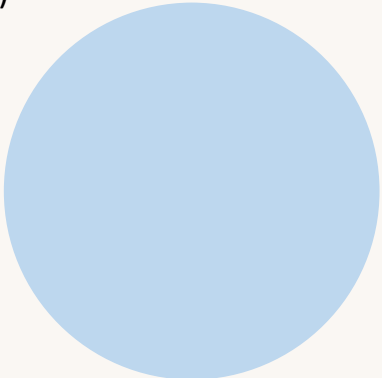
Dr Madeline Proctor
MBChB BSc MRCGP

Dr Mazin Dadah
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Dr Antonia Wyatt
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Dr Jonathan Williams
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**2 LONGFORD ROAD WEST,
REDDISH, STOCKPORT SK5 6ET**



**Email: docman.p88018@nhs.net
www.parkviewgrouppractice.co.uk**

WELCOME

General Practitioners

The doctors practice together as a non-limited partnership. The partners are Dr Sasha Johari, Dr David Rhodes, Dr Madeline Proctor, Dr Mazin Dadah, Dr Antonia Wyatt and Dr Jonathan Williams. We also have 2 salaried GPs – Dr K McEwan and Dr F Staley. We sometimes use locums to help with appointment availability during busy holiday periods or absence.

Opening Times

Monday	7.30am – 6.30pm
Tuesday	7.30am – 6.30pm
Wednesday	7.30am – 8.00pm
Thursday	7.30am – 6.30pm
Friday	7.30am – 6.30pm

Telephones are answered between 8.00am - 6.30pm Monday to Friday. Outside of these hours, calls are either transferred to our Out of Hours service (Mastercall) or you will hear a message asking you to dial NHS 111.

Nursing Staff

Trainee ACP / Practice Nurses	Robyn, Ese
Nurse Associates	Lacey, Alicia
Assistant Practitioner	Joanne
Healthcare Assistant	Diane

Other Clinical Staff

We have a team of other clinicians working within the practice such as MSK specialists, practice pharmacists, a mental health practitioner and care co-ordinators.

Administration and Reception Staff

We have a team of administrators, receptionists and care coordinators who support the clinicians and the day to day running of the practice. The Practice Manager is Michelle Davenport, and the Operations Manager is Kayleigh Halliwell.

HOW TO SEE YOUR DOCTOR

Routine Appointments

Routine appointments can be made by telephone or visiting the surgery, using the online service via the NHS App or by submitting an online form via our website. Appointments are normally 15 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 2 weeks in advance. Please make a separate appointment for each person wishing to be seen.

Urgent Appointments including Children

When you request an urgent/same day appointment a receptionist will allocate you an appointment. This appointment may be with a clinician that is most suitable for your problem. In some cases, it may be more appropriate to book you in with a physiotherapist, practice pharmacist, paramedic or be referred to an eye clinic or local pharmacy. The reception team will ask you for a reason for the appointment.

Home Visits

If you are housebound and require a home visit by the GP this may be requested by telephoning the surgery before 10.00am where possible to help the doctors plan their day.

Out of Hours and Emergencies

We do not deal with life-threatening emergencies.

In the case of a life-threatening emergency please call 999.

If you urgently need to see a clinician, the reason should be explained to the receptionist who will deal with your call promptly. Outside of normal hours your call will be automatically diverted to the Out of Hours service, or you may be advised to call NHS 111.

AT THE PRACTICE

Repeat Prescriptions

To order repeat prescriptions, please hand your repeat counterfoil into reception, or post to the surgery address. You can also order your medication via Patient Access or NHS app or click on the green button on our website.

Remember to include your full name, address, date of birth and the items you require. We now have an online repeat ordering system via the NHS App – please contact reception if you need access.

We do not accept repeat prescription requests over the phone or via email. Please allow 48 hours before collecting your prescription and remember to tick only the items you require.

Test Results

Please telephone for test results using option 3 after 2.00pm. This will allow time for the GP to review results received each day. Please note, results can only be given to the patient themselves, or a parent for a child under 16.

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 using option 4.

Non-NHS Examinations and Reports

Medical examinations and reports for special purposes e.g., insurance, pre-employment, elderly drivers, fitness to travel etc. can be undertaken at the surgery. Professional fees will apply.

OUR SERVICES

Cervical Screening

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Cervical Screening

Regular cervical smears are recommended for women aged 25 – 64 years of age who have not had a hysterectomy. This test is quick and painless and will be performed by a practice nurse or female GP. Patients will be invited 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 range of contraceptive care and advice with clinicians at the service.

First Contact Practitioner (Physiotherapist)

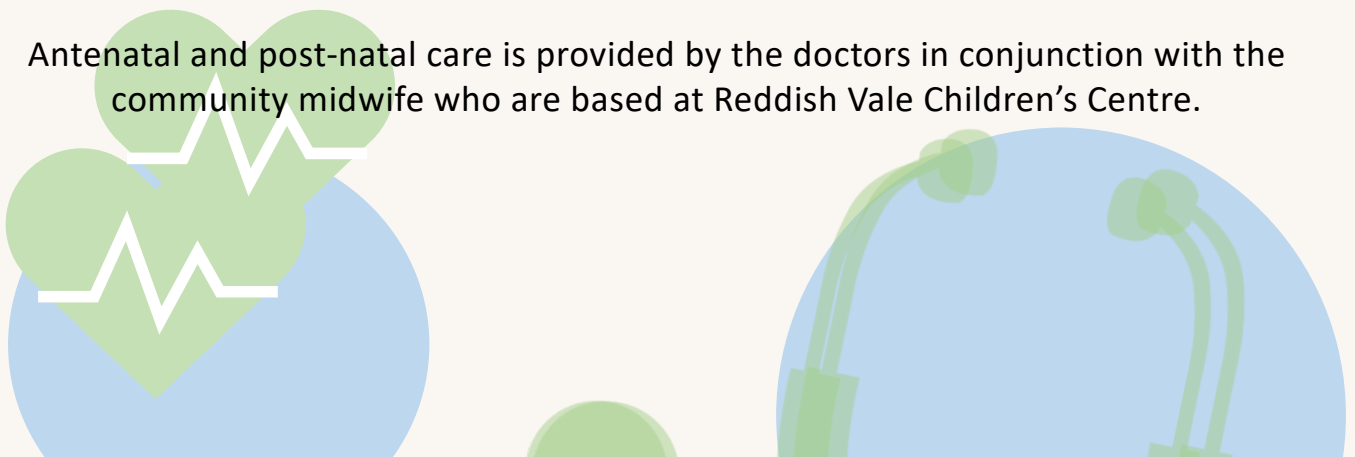
We can refer patients with Musculo-skeletal problems to an in-house physiotherapist.

Wellbeing Co-Ordinator

We can help with non-medical problems such as lifestyle, money issues, social isolation or loneliness, relationships, housing, employment and many other things. Please contact reception for a referral to this service.

Maternity Services

Antenatal and post-natal care is provided by the doctors in conjunction with the community midwife who are based at Reddish Vale Children's Centre.



OUR SERVICES cont.

Minor Surgery

Some minor surgery procedures are carried out at the surgery. Patients are referred for these procedures by the doctors at the practice.

Influenza Vaccines

Each year around September we can offer our 'at risk' patients a flu vaccination. Eligible patients will receive an invitation to attend.

Pneumococcal Vaccinations

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

Travel Vaccinations

Vaccinations for foreign travel are available at the surgery. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse at least 4 – 6 weeks in advance of travel and 6 – 8 weeks in advance of travel during the busy summer months to ensure a convenient appointment can be offered.

Patients will need to complete an online form to identify which countries they intend to visit, the date of departure and the duration of the visit. Advice will be offered as to which vaccinations are recommended. Some vaccinations may incur a charge and patients will be informed of this prior to booking the appointment.

Appointments are 10 minutes per person.



NURSING SERVICES

Practice Nurses and Nurse Associates

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 etc.

Assistant Practitioner and Health Care Assistant

Our nursing team are trained to undertake several services, such as blood pressure checks, 24-hour blood pressure monitoring, glucose tolerance testing, 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.

Health Visitors

The health visitors offer a range of services to expectant mothers, young children and the elderly. They can be contacted on 0161 835 6490. An answering service 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 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 if you were unable to attend as far in advance as possible.

Complaints Procedure

We welcome ideas to help us improve our services and endeavour to always provide and maintain a high standard of service. If you are concerned or unhappy about your experiences at the surgery, we hope that you will allow us to investigate the matter and if necessary, put right any problems or mistakes that may have been made. Please write or telephone and give full details of your complaint to our Practice Manager Michelle Davenport who will deal with it in line with our Practice complaints policy.

Facilities for Patients with Disabilities

The surgery has wheelchair access and facilities available for patients including a hearing aid loop.

Interpreters and Chaperones

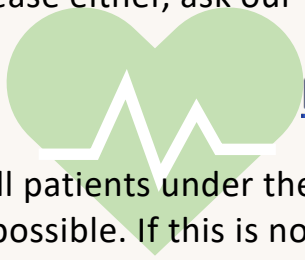
We offer a telephone interpreter service. Should you require an interpreter please advise reception when booking your appointment. All patients are welcome to be accompanied at their consultations by a friend or relative, and we will also arrange for chaperones at consultations at both clinician and patient instigation if required.

Medical Students

We are a training practice, and we sometimes have medical students, or work experience students in the surgery. If a student is to be present during your consultation, we will ask your permission. If you would prefer the student to leave, please do not hesitate to let the clinician know.

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.



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 Clinician

Patients may express a preference to see a doctor of their 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 GPs availability.

Named GP

From April 2015, practices are required to provide their patients with a named GP who will have overall responsibility for their care and support. This does not prevent you from seeing any GP at the practice of your choosing. Please enquire at reception if you wish to know who your named GP is.

Zero Tolerance Policy

The GPs, nurse 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 remove you from our list.

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 contact number (including mobile) please give full details to the reception staff as soon as possible.

Confidentiality and Your Health Records

The confidentiality of patient information is always maintained 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 General Data Protection Regulations. 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. We may also use your information to assist in teaching medical students at the practice. The medical students are also aware of their responsibilities with regards to confidentiality. We also provide information to the NHS for financial and monitoring purposes.

Accessing Your Health Records

You have the right to see your health records. You can now access your records online via the NHS App. Alternatively please contact reception for details.

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.



USEFUL CONTACT NUMBERS

Hospitals

Stepping Hill Hospital	0161 716 5756
Wythenshaw 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 443 1416
O'Dells, Gorton Road	0161 223 0720

Administration

Patient Advice and Liaison Service	0161 419 5678
Independent Complaints Advocacy Service	0300 015 4033

Emergency Dentist

NHS Stockport Dental Helpline	0161 476 9649
NHS Manchester Dental Helpline	0333 332 3800

Other

Adult & Social Care Helpline	0333 332 3800
Age UK	0161 477 1213
Locala Sexual Health Clinic	0161 507 9492
Stockport Signpost for Carers	0161 442 0442
DN Treatment Room Booking Line	0161 204 4777

NEW PATIENTS

How to register:

If you wish to register as a patient, please pick up an application pack from reception or complete the form online via our website. The completed form should be returned to reception along with any identification documents required. Our receptionists will check your ID and return the original to you immediately. Patients will receive confirmation of acceptance onto our list by letter shortly thereafter of an explanation in writing as to why we are not able to register them.

