

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



OUR MIDDLETON SURGERY

The Family Practice, 133 Bowness Road
Middleton, Manchester M24 4EN
0161 643 4453



PRACTICE PROFILE

The Family Practice are small practices that consists of two branches within Rochdale and Middleton.

Both surgeries are based in large communities with limited patient parking but both have wheelchair access for disabled patients.

We have 2 full-time GP's. We have 1 Practice Nurse and 1 Healthcare Assistant, who share a commitment to providing a high quality, personal primary health care for our patients at each Surgery.

The Nurses have special responsibilities for screening and prevention, including asthma, diabetes, heart disease, cervical smears and childhood immunisations.

Attached staff include Mental Health Workers, Pharmacists and Paramedics.

We have a highly skilled non-clinical element to the practice team ensuring that all aspects integral to our service such as patient records and the day to day function of the practice are managed efficiently and professionally.

LOCAL PHARMACIES - Strand Medical Centre

Strand Pharmacy	Cohens Chemist
18 The Strand	69 Milkstone Road
Kirkholt	Deeplish
Rochdale	Rochdale
OL11 2JG	OL11 1NT
01706 649 874	01706 646 380

Wellfield Pharmacy	Lloyds Pharmacy
291 Oldham Road	293 Oldham Road
Rochdale	Rochdale
OL16 5HX	OL16 5JG
01706 508 121	01706 644 849

LOCAL PHARMACIES - Bowness Road

Rowlands Pharmacy	Bowness Road Pharmacy
223 Wood Street	26 Bowness Road
Middleton	Middleton
Manchester	Manchester
M24 5RA	M244WT
0161 643 5454	0161 654 8534

Harry Forman Chemist Ltd	Rowlands Pharmacy
223 Wood Street	3a Lakeland Court
Middleton	Middleton
Manchester	Manchester
M24 5RA	M24 5QJ
0161 643 4812	0161 643 5454

USEFUL TELEPHONE NUMBERS & CONTACTS

Fairfield Hospital Tel: 0161 624 0420

NHS Direct Tel: 111

District Nurses Tel: 01706 517 702

NHS ENGLAND

Tel No:0300 311 22 33
england.contactus@nhs.net

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.

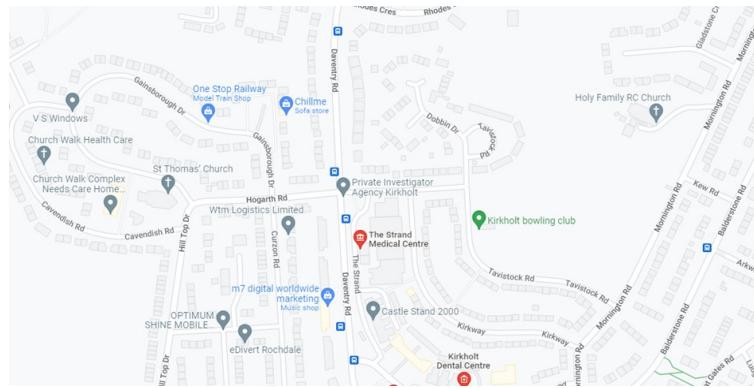
INFORMATION NEEDED BY THE PRACTICE

Please inform the practice at your earliest convenience of any change of addresses and/or phone numbers as we may need to contact you in an emergency. We ask that you provide us with next of kin information in case of an emergency and ensure all of your contact details are correct including email addresses.

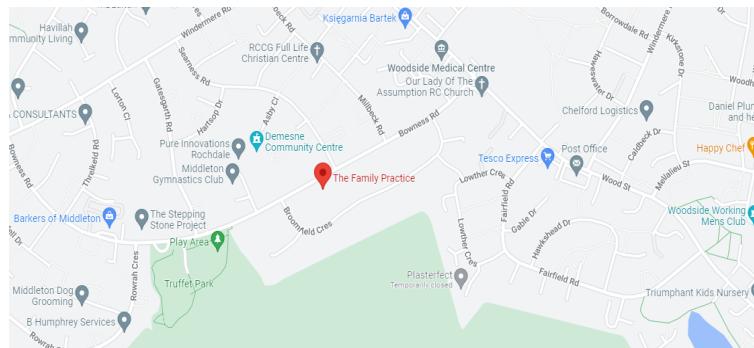
You can do this by using the contact form directly from our website or via online Patch's. Alternatively, you can call into the surgery directly.

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

If your test results show that you need more tests or treatment, we will contact you.

If you would like to speak to us about your test results please contact us online using Patchs or phone us **after 14:00**

You may be asked (or may wish to) make an appointment for a telephone consultation to allow a more detailed discussion of your results.

Information will only be disclosed to patient (not always) due to confidentiality and data protection.

WHEN THE SURGERY IS CLOSED

If you need urgent attention when the medical centre is closed please phone NHS Direct on 111 or you can attend your nearest Urgent Care Centre.

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
- Minor Surgery

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.

Team Leader

Julie Miller

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

Reception Supervisor

Susan Waite

Susan is a well established member of the admin team and within her role, supervises, 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, Macy S, Nagina, Daniela, Macy B, Amy, Paula and Sam M. Our receptionists and care navigators are highly trained and will offer you friendly and courteous advice to help you decide what type of service you need and direct you to the most appropriate person or service. 'Behind The Scenes' we have our referrals team made from our reception/admin team named above, who processes all referrals. Paula, our Clinical Summariser who ensures patient records are received, summarised and digitalised. Sam M is our surgery's Clinical 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 as well as promptly completing all registrations and all other administrative tasks. All safeguarding letters are sent to the GP and safeguarding admin lead, Julie who manages all safeguarding registers.

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.

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.

REPEAT PRESCRIPTIONS

All repeat prescriptions are regularly reviewed, so after a period of time the doctor may ask to see you for a review of your medication and/condition to ensure that the medication is still appropriate for 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 on the NHS App. Proof of identity is needed when registering for this service.

2. Patch's: You can contact us online via our online messaging platform Patch's where you can order your repeat prescriptions or send us a query regarding your medication/prescription.

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.

SUGGESTIONS / COMPLAINTS / COMPLIMENTS

We hope you are happy with the service that we provide, but if you have any suggestions, concerns or complaints or compliments. Do not hesitate to contact one of the team who will be happy to speak to you.

Alternatively, you can of course put it in writing to FAO the Practice Manager in the surgery or via post. You can also send us a message via Patch's, our online messaging service or directly through our website using the contact form. You can even provide that feedback on the friends and family tests when you're in the surgery or again via the website online.

You will receive a patient survey via text following your visit to the practice and have the opportunity to provide us feedback on there too.

We would love to hear from you as all of your feedback is welcomed and valued.