

WELLFIELD HEALTH CENTRE

116 Oldham Road, Rochdale OL11 1AD



Tel: **01706 397600**

Prescription Line: **01706 397601**

Fax: **01706 397606**

www.wellfieldhealthcentre.co.uk

WELCOME TO WELLFIELD HEALTH CENTRE

THIS BOOKLET IS AVAILABLE IN LARGER PRINT

The Partners at Wellfield Health Centre, who are listed below, hold a contract with NHS England to provide general medical services in accordance with the GMS contract.

GENERAL PRACTITIONERS

Barry Martin Caldwell

MB ChB

Registered July 1978, Manchester

Stephen Anthony Crook

MB ChB

Registered July 1987, Manchester

Maria O'Reilly

MB ChB, DRCOG, MRCGP

Registered July 1990, Manchester

Anthony Royston Stone

MB ChB

Registered July 1993, Manchester

Robert David Adamson

MB ChB, MRCGP

Registered July 2009, Sheffield

Natalie Dawson

MB BS, MRCGP

Registered July 2009, Newcastle

Maeve O'Brien

MB ChB, MRCGP

Registered July 2009, Leeds

Sarah Cross

MB ChB, MRCGP

Registered August 2010, Leicester

PRIMARY HEALTH CARE TEAM

In order to provide a comprehensive level of service and ensure the efficient running of the practice, it is important to have a co-ordinated team.

Practice Manager: Mrs Alison Flannery

The practice manager is responsible for the staff and administration of the practice and will be happy to answer any queries regarding this aspect of the practice. She and her team will also deal with any complaints patients may have.

Senior Receptionists: Mrs Marie Crawford, Ms Jane Morris

Secretaries: Miss Sheree Wilson, Mrs Amanda Corr

Prescription Administration: Mrs Grainne Charlton, Miss Ashleigh Stewart, Mrs Beverly Howard, Mrs Emma Leigh

All our staff have been fully trained and have a difficult job to do. They have a lot of information at their fingertips and could probably answer many of your queries. If you are unsure whether to consult a doctor, nurse or health visitor etc, the receptionist will be able to advise you. If you are in doubt about anything, ask the receptionist. If she does not know the answer she will ask someone who does. The secretaries and office staff will take messages for the doctors, deal with your letters, test results and referrals to hospital.

Please rest assured that the rules of confidentiality apply equally to all practice staff. A brief explanation of your problem may enable them to suggest the right person for advice or offer the most suitable appointment.

Practice Nurses

The practice nurses at the surgery are:

Str Angela Marshall RGN

Str Dawn Ainscow RGN

Str Liz Clegg RGN

Staff Nurse Pauline Henderson RGN RM BSc (Hons)

Staff Nurse Rubina Yasmin RGN

They can assist with the following:

- Diabetic care
- Advice on lifestyle and diet
- Coronary heart disease monitoring
- NHS health checks
- Childhood and travel vaccinations
- Asthma and COPD reviews
- Performing cervical smears
- Contraceptive reviews
- Taking blood samples
- Blood pressure monitoring

Health Care Assistants (HCAs)

Mrs Danielle Woodford Miss Bekki Finn

Healthcare assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient health checks. They may act as a chaperone when a patient or doctor requests one.

Phlebotomists

Mrs Helen McBriar Mrs Katie Simpson

Phlebotomists take blood at the request of the GP and operate a drop-in clinic from 8.30am-12 noon every morning. This is by doctor referral only.

Postgraduate Training

The surgery is a training practice and doctors who have worked in hospitals for a number of years come to work at the practice for a year or six months before they become general practitioners.

PRACTICE OPENING HOURS

The practice is open from 8.00am - 6.30pm Monday to Friday. Evening and weekend appointments are now available at the Hub sites located across the borough. Please call 0161 763 8292 to book an appointment at these times.

Please note the practice closes at 1.00pm on the second Thursday of every month for staff training. Bardoc are available on 0161 763 4242 if you require assistance during this time or you can call 111 for advice.

HOW TO REGISTER AS A PATIENT

If you wish to register as a patient at the surgery please come in to the reception and one of the receptionists will advise you how to do this. You are also able to download the registration forms from our website www.wellfieldhealthcentre.co.uk. These must be completed in full and returned to reception with two forms of ID. If you are accepted you will have a choice of GP that you are able to register with. Whilst the practice will endeavour to comply, it may not always be possible to see your doctor of choice but if this is the case an explanation will be offered.

CORE SERVICES

- General management of medical conditions
- Health promotion advice
- Emergency care where appropriate
- Referral to secondary care and other appropriate services
- Required care for temporary residents

ENHANCED SERVICES

- Minor surgery procedures (incisions/excisions)
- Near patient testing
- Free confidential Chlamydia Screening for people aged 15-24. Please contact a practice nurse.
- Influenza vaccinations/Shingles vaccinations
- Ring pessary service
- Phlebotomy drop-in clinic from 8.30am-12 noon every morning. This is by doctor referral only.

ADDITIONAL SERVICES

Cervical Screening

Contraceptive Services

All the doctors provide advice on all forms of contraception. This, like all services, is completely confidential.

Childhood Vaccinations And Immunisations

Every Wednesday 2.00 - 4.00pm. These are carried out by the practice nurse.

Please note, if your baby is ill please check before attending.

For your child's safety it is **ESSENTIAL** that you have your child properly immunised.

Child Health Surveillance

We hold child health surveillance clinics. Please contact the surgery for more information.

NHS Health Checks

Patients aged 40 - 74 years who are not currently on a disease register can attend for an NHS health check every five years.

Learning Disability Health Checks

We offer free learning disability health checks to patients aged 16 and over. These are by invitation only.

Travel Immunisation

If you intend to go abroad on holiday or business, you may need the protection of travel vaccinations. The practice nurse can advise you about which travel vaccinations you will need. We can provide any of the following by appointment only:

Inoculations against polio, tetanus, typhoid, hepatitis A, hepatitis B, cholera and malaria prevention.

There is a charge for some of these inoculations. Please see the practice nurse by appointment, preferably two months before departure.

Adult Immunisation

You will need to have a tetanus booster every 10 years and a polio booster if you are visiting a part of the world where the risk is high. We also offer a flu vaccine from September every year, for the over 65s and those patients considered to be in an at risk group. Pneumonia vaccination is available to the same risk groups. Please see the nurse.

Ear Syringing

Our nurses and health care assistants perform ear syringing on recommendation by a GP, upon referral from the hospital or from an assessment performed during your appointment.

Hypertension/Cardiovascular Clinic

High blood pressure is a condition which if untreated can lead to damage of the eyes and kidneys and increase the incidence of heart disease. If you suffer from raised blood pressure, the doctor may ask you to attend the practice nurse for advice and monitoring of the problem. You can also monitor your own blood pressure using our health monitor located in the reception area, which is available for use by all registered patients.

Diabetic Clinic

These are held weekly on a Thursday by the practice nurse and a doctor is available if appropriate. Most of our diabetic patients are now looked after at these clinics, although some with particular problems will still go to hospital.

Asthma and COPD Reviews

Asthma affects at least two people in 50. By understanding the condition and how to treat it, you can help yourself keep your asthma under control.

Asthma and COPD reviews are by appointment only and include:

- Educating patients about asthma and COPD
- Monitoring and where possible improving control and therefore lifestyle
- Lung function tests

MAKING AN APPOINTMENT

The practice operates an appointment system. These appointments are generally 10 minutes long and can be booked up to four weeks in advance. Appointments can be made by telephone, online or by personally calling at the surgery during opening times.

PATIENTS' RESPONSIBILITIES

- Arrive on time - if you are late you may not be able to see the doctor.
- Please let us know as soon as possible if you cannot keep your appointment. Patients who regularly fail to attend appointments may be removed from the practice list.

- Please try not to save up multiple problems for a single appointment.
- Please only request an urgent appointment when it is necessary.
- Please see your dentist for dental problems.
- It is important that you do not ignore correspondence such as follow up appointments.

HOME VISITS AND EMERGENCIES

There is always a doctor available for emergencies. If you need a doctor urgently, please telephone 01706 397600. Do explain to the receptionist the nature of the problem, so that emergencies may be given priority.

Home visits are strictly for patients who are too ill or infirm to attend at the surgery.

Home visits take up more of the doctor's time, therefore please do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery. Lack of transport, inconvenience or minor ailments are not reasons for a home visit. If possible, home visits should be requested **BEFORE** 11.00am, so that the doctor's day may be planned effectively.

In an **EMERGENCY**, telephone Rochdale 01706 397600, any time, day or night. A recorded message will give you the number of the out-of-hours service.

OUT-OF-HOURS SERVICES WHEN THE SURGERY IS CLOSED

Patients who require medical treatment when the surgery is closed should contact the NHS 111 service:

- You can call **111** when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

For patients who require **routine** treatment but struggle to attend appointments during working hours due to their own work commitments, there is a new extended service. Patients who are registered with a GP in Heywood, Middleton or Rochdale can book evening and weekend GP appointments at one of the 'Extended Hours Hubs'.

The hubs are based in Middleton, Rochdale, Littleborough and Heywood, opening times below:

6.30 - 9.00pm Monday to Friday. 8.00am - 6.00pm Saturdays and bank holidays.
10.00am - 1.00pm Sundays.

There are also nurse appointments available on Saturdays.

Patients can make an appointment by calling 0161 763 8292.

ONLINE SERVICES

Patient Access is now available which allows you to order prescriptions, book appointments and view elements of your medical record online. Please ask at reception for details on how to register.

TEXT REMINDERS

The surgery offers a text reminder service for patient appointments and we use this facility to send out reminders for clinical requests such as cervical smears and medication reviews. If you do not wish to receive these texts then please let one of the receptionists know so that we can unsubscribe you as patients are automatically opted in. Text reminders can only be sent to mobile numbers so please ensure that you inform us of any changes to your contact details.

OTHER SOURCES OF MEDICAL HELP AND ADVICE

NHS 111 Service

NHS Direct Urgent Care Centre at Whitehall Street, A & E Department, Rochdale Infirmary
Tel: 01706 377 777.

Local Pharmacy

NHS Choices - www.nhs.uk

REPEAT PRESCRIPTIONS

Patients requiring repeat prescriptions are asked to give at least **48 hours' notice** (excluding bank holidays and weekends) before their medication is required. **Prescriptions left after 10.00am on Friday may not be ready for collection until after 4.00pm on Tuesday.**

We encourage the use of online services to request repeat prescriptions. If you are not already registered for this service please download a registration form from our website or enquire at reception. Repeat prescriptions can also be telephoned through our dedicated telephone line on 01706 397601. Please note, this line is available 24 hours per day and is for prescription orders only.

Requests can also be made in writing, by ticking the items required on the repeat order form attached to the previous prescription and posted in the box at reception. If you enclose a **stamped addressed envelope**, we will post your prescription back to you, but please allow extra time for the postal service. Otherwise they can be collected during opening hours.

Repeat prescriptions can now be sent electronically to the pharmacy of your choice. Please speak to your pharmacy or a receptionist for further information. Please note that if you choose this option then all prescriptions will automatically be sent to your pharmacy. If you require a paper prescription, please make this known when ordering.

Please do not wait until you are almost out of medicine before requesting more, but do not request prescriptions until a week before they are due.

www.wellfieldhealthcentre.co.uk

MEDICATION REVIEWS

Patients on repeat medication will need to see a doctor or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure that you book a routine appointment when you receive the request to avoid unnecessary delays to further prescriptions.

TEST RESULTS

You may telephone or call at the surgery for results of any tests carried out. To avoid busy times, please enquire after 11.00am. In the interest of confidentiality, the results will only be given to the patient or, if under 16 years of age, the parent/guardian.

PATIENTS THAT DINA (DO NOT ATTEND)

The surgery has a system whereby they monitor patients who fail to attend their appointments. If patients book appointments and continually fail to attend them without informing the surgery, letters will be sent to those patients and in some cases this may result in the practice asking them to register elsewhere. If you cannot keep an appointment, please cancel as soon as possible and then this appointment can be offered to another patient who is in need of it.

CARERS

If you look after someone, a relative or child, partner or friend who needs your help because they are ill, frail or have a disability, then you are a carer. We are able to offer support and help, just pop into the surgery and speak to our Carers Advocate (Bekki Finn).

MILITARY VETERANS

When servicemen and women leave the armed forces, their healthcare is the responsibility of the NHS. All veterans are entitled to priority access to NHS hospital care for any condition, as long as it's related to their service, whether or not they receive a war pension. Veterans are encouraged to tell their GP about their veteran status in order to benefit from priority treatment. A minority of people leaving the armed forces need access to mental health services; others might require it later in civilian life. Please make the GP or receptionist aware so that we can provide appropriate treatment.

COMPLAINTS AND SUGGESTIONS

We all try hard to provide the best possible service for our patients. However, if you are dissatisfied with any of our services, please ask to speak to the senior receptionist in the first instance or in writing to the practice. The practice has a complaints procedure, a copy of which is available from reception or on our website. Alternatively, if you prefer and would like advice, or have any issues or concerns in relation to any aspect of your NHS care, please contact: Patient Advice and Liaison Service (PALS) by telephoning freephone: 0800 121 4430. Patients can contact the CQC (Care Quality Commission) on 03000 616161 or by email to enquiries@cqc.org.uk. We welcome constructive comments and suggestions about our services and have a suggestion box in the reception area.

www.wellfieldhealthcentre.co.uk

PATIENT RIGHTS

You have a right to expect a high standard of medical care from our practice and we try at all times to provide the very best care possible within the resources available.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with another practice. The practice also has the right to remove the patient from the list. This would normally only follow when a warning has failed to remedy the situation and we would give the patient the reason for removal and information on how to register with another practice.

VIOLENT PATIENTS - ZERO TOLERANCE

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons such as nurses or doctors.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of removal and the circumstances leading to it. In extreme cases we may call the police to remove offenders from the practice premises; the practice also has the right to remove such offenders from the practice list with immediate effect.

DISABLED ACCESS

This is available at the main entrance and there is also a lift within the building. Should there be any issues regarding any visit to the surgery, the practice manager will be happy to advise.

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care.

Your data may be used by those clinical teams providing your care for the purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and, if possible, anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without the patient's explicit consent unless:

1. It is a matter of life and death or serious harm to you or to another individual.
2. It is overwhelmingly in the public interest to do so.
3. There is a legal obligation to do so.

In all these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are at all concerned with any of the ways in which your confidential data is handled by the practice, you can read the complete Fair Processing Notice on our website. If this does not answer your question, please contact the practice manager.

CHANGE OF DETAILS

Our practice is fully computerised and to enable us to maintain accurate records we ask that you tell us of any change in your details (name, address, telephone number, etc). It is important that the practice has accurate up-to-date information as any correspondence eg hospital referral etc, may be sent to the wrong address which could delay treatment.

NON-NHS SERVICES

Insurance company and private medicals (HGV, PSV, Taxi etc) can be arranged but a special appointment must be made and a fee as recommended by The British Medical Association may be payable. Please telephone the surgery for further details and to book your appointment. It is important when booking for a medical you inform the receptionist of the type of medical you require as this requires a longer appointment and failure to do so may result in you having to book another appointment.

A fee may also be charged for private medical certificates, letters and for the completion of insurance claim forms.

If you do require any forms completed/signed it is not always necessary for you to make an appointment with the doctor. Instead leave the form at reception and the staff will give the form to the appropriate doctor. If necessary, the doctor can always contact you to clarify any details.

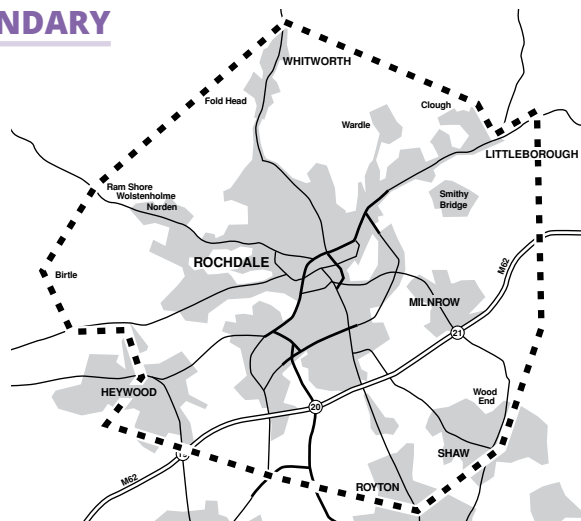
CONTACT DETAILS FOR NHS ENGLAND

Address: NHS England
PO Box 16738
Redditch B97 9PT

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

PRACTICE BOUNDARY



USEFUL TELEPHONE NUMBERS

Surgery - Appointments and Enquiries	01706 397600
Surgery Fax	01706 397606
Surgery Prescription Line (24 hours).....	01706 397601
Rochdale Infirmary/Fairfield Hospital/North Manchester Hospital	01706 377777
Social Services (Adult Care).....	0300 303 8886
Rochdale Carers Hub.....	0345 013 8208
Greater Manchester Police	0161 872 5050
Samaritans.....	01706 659998
Ambulance (EMERGENCY)	999
District Nurses.....	01706 676067
Health Visitors	01706 676444
Midwives	01706 517223
National Drug Helpline.....	0800 776600
Contraception/Sexual Health Service	0300 303 8565
Paediatric Nurses.....	01706 676777
NHS 111 Service (24 hours, 7 days a week)	111
One Rochdale Community Connectors.....	0300 303 0360
Emergency Out of Hours Dental Service.....	0161 763 8941

Would talking help?

Why wait for an appointment on the NHS?
There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!



Integrative Counselling

FREE 15 minute consultation

Understand yourself & move towards a brighter future.

If you are struggling, please contact me.

07940 737421

www.myndcounselling.com

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

Practice Booklets are published by Neighbourhood Direct Ltd. 01253 608014.