

CORKLAND ROAD MEDICAL PRACTICE

7 – 9 Corkland Road
Chorlton-cum-Hardy
Manchester
M21 8UP

**PICK ONE
UP TODAY**



Tel: 0161 881 6223
Fax: 0161 881 0709

www.corklandroadmedicalpractice.co.uk



The Doctors

Dr S Jaiswal	(Male)	MBChB MRCP
Dr A Foulds	(Female)	MBChB MRCP
Dr F Mani	(Female)	MBChB MRCP
Dr A George	(Female)	MBChB MRCP

Practice Staff

Practice Manager

Marc Squires

Medical Secretary

Moeena Usman

Receptionists

Lynn Wrigley	Ann Foster	Jade Thomas
Safeena Rafiq	Andrea McPhie	Bushra Hussain

Practice Nurse

Deborah Marks

Health Care Assistant

Debbie Collins

District Nurses

Based at Chorlton Health Centre (Tel: 0161 861 8888)

For the latest information click to: www.corklandroadmedicalpractice.co.uk

Studio Bea
HAIR, BEAUTY & MAKE UP

Are you looking to transform your existing style into something fresh, vibrant, modern and chic?

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e-mail: info@studiobea.co.uk
www.studiobea.co.uk
529 Wilbraham Road, Chorlton, Manchester M21 0UE

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

Spoil yourself - You Deserve it.

We all deserve to be pampered – and in this busy, stressful world what better way to relax and unwind than a visit to a hair or beauty salon. If you thought the world of pampering was reserved for the rich and famous, well, think again.

Quite literally a trip to a hair and/or beauty salon can make you beautiful from the ends of your hair right down to the nails on your toes. As many hair salons offer the services of a manicurist, you can have your hair and nails done at the same time. All beauty salons offer a wide selection of affordable, top-to-toe body treatments; the list is endless. Go along and see just what treatments are on offer.

If you are stuck for a gift idea the majority of hair and beauty salons sell vouchers to be exchanged for treatments or products - young or old what better gift than being pampered?

Check out the treatments offered by your local hair and beauty salons - it's GREAT therapy. Looking good makes you feel good, and increases self confidence. So go on, spoil yourself – you deserve it.

ADVERTISING FEATURE

Generate more business with a Pay - Monthly website from OPG



We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £21 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call **0800 612 1408**

or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Attract more business by placing your advert here. Simply call 0800 0234 196.

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promote your
business
for you!



To place an eye catching
advertising feature in our vitally
important Practice Booklets and
our indispensable Appointment
Cards and Website
simply phone Jenny Mellenchip
now on **0800 612 1516.**

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Surgery Hours (by appointment)

Monday: 8.30am – 6.30pm
Tuesday: 8.30am – 6.30pm
Wednesday: 8.30am – 6.30pm
Thursday: 8.30am – 6.30pm
Friday: 8.30am – 6.30pm

Appointments

To make an appointment, please telephone **0161 881 6223** or call in at the surgery. An appointment is for one person only. If you are unable to attend your appointment, please inform the surgery as soon as possible to allow us to allocate the appointment to another patient. Emergencies can always be seen or spoken to on the same day.

If you find that our routine appointments have been filled, but you feel that you need to be seen because it is urgent, then the next step is to request an 'emergency appointment.'

We hold a small number of appointments back each morning (from 8.30am) and afternoon (from 1.00pm) to allow for these types of appointments. If you find these have been filled but you still feel that your problem requires urgent GP attention, you can opt to put your name down for telephone triage.

Telephone triage is an 'on the day' service that we have put in place to deal with any issues which are deemed to be necessary or urgent. It is not therefore to be utilised for routine consultations over the telephone. The GP may ask you to make another appointment if they do not feel it is urgent.

There is also now an option to book and cancel your appointments online, alongside ordering your repeat prescriptions. This is done via the website www.patient.co.uk. Please ask at reception and for more details and to gain access, as you will need to have your own personal pin number generated before you can access the site.

Telephone Consultations

If you wish to speak to a doctor or nurse by telephone, the most convenient time to call is between 11.30am - 12.30pm.

Home Visits

If you are too ill to attend the surgery, or housebound, please help us by telephoning to request home visits before 10.00am. The receptionist will ask you about your illness in order to help the doctor assess the urgency of the visit. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

Weekend and Night Cover

There is always a doctor on call outside surgery hours in case of emergency. If you need a doctor urgently when the surgery is closed, please call **0161 336 3252** and you will be connected to our out-of-hours provider, Go-to-Doc who will be able to assist you further.

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

For the latest information click to: www.corklandroadmedicalpractice.co.uk

NHS Direct

NHS Direct provides health information by telephone on **0845 46 47** and via the website www.nhsdirect.nhs.uk 24 hours a day, seven days a week.

Walk-in Centre

Treatment is also available at the walk-in centre at Hawthorn Medical Centre or Manchester Royal Infirmary A&E.

Repeat Prescriptions

It is sometimes possible to obtain a repeat of a medicine previously prescribed without seeing the doctor. If this is the case then you will have received a repeat prescription request form at the time your original prescription was issued. As far as possible you should tick the items required and submit this form to the practice. If this is not possible then you may submit your request in writing.

Repeat prescriptions are issued at the doctor's discretion and are usually for patients on long-term treatment. Requests can be made by fax, by post (enclosing a stamped addressed envelope), or in person. They can also be made via email to corkland@nhs.net (please note that this email is strictly for 'repeat prescriptions' only. Please allow 48 hours' notice.

All repeat prescription requests should have your name, date of birth, address and the medications you require on them. The request can be posted, faxed, emailed or delivered in person to the practice. Requests will not be accepted by telephone.

There is also now an option to order your repeat prescriptions online, alongside booking and cancelling your appointments. This is done via the website www.patient.co.uk. Please ask at reception and for more details and to gain access as you will need to be have your own personal pin number generated before you can access the site.

We are unable to answer any questions included in a request. Please contact reception if you do need help or advice.

Help to cut down on waste in the NHS by only ordering those items that you need!

Hospital Tests and Results

Please ring between 1.00 - 3.00pm to enquire about your test results as our reception staff will have more time to deal with your request between these times. Although some results can be given over the telephone, you may be asked to make an appointment with a doctor.

The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

Below is a guide to common tests that are done and the expected time that results are normally back. We understand that waiting for results can often be a worrying time; however it is helpful if you do not call for results before this.

The majority of blood test results are back within a couple of days; however, some tests can take up to a week.

TEST

Cervical smear

Faecal examination

MRI scan report

Swab culture and sensitivity

Ultrasound report

Urine examination

X-ray report

WAIT

2-3 weeks

4-7 days

1-2 weeks

1 week

1-2 weeks

4-7 days

2-3 weeks

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Clinics

Patients should indicate the purpose of their appointment when making appointments to see the nurse, so that the receptionist can allocate the appropriate length of appointment.

The health care assistant is trained to carry out new patient health checks, phlebotomy, the giving of lifestyle advice, some vaccinations as directed by our GPs, ECGs and routine blood pressure monitoring. Patients will normally be allocated to the health care assistant for these services.

Practice nurses provide first line management of previously diagnosed chronic diseases such as diabetes, asthma and hypertension.

Nursing services include: -

- Blood Testing (these must have been recommended by a doctor first)
- Blood Pressure
- Well Person Health Checks
- Healthy Lifestyle
- Ear Syringing
- Smoking Cessation
- Baby Immunisations
- Travel Vaccinations/Advice
- Influenza Vaccinations

- Pneumococcal Vaccinations
- ECGs
- Diabetic Checks
- Asthma Checks
- Cervical Smear Tests
- Contraception Advice

Disabled Access

Full facilities are provided for patients with wheelchairs including Access W.C, a low reception desk section and wide doorways. All doctor and nurse examination couches will fully raise and lower to for the convenience of patients in examinations.

Complaints Procedure

We welcome feedback and comments from patients in order that we are always aware of where we are or are not providing satisfaction. In the waiting room is a secure RED postbox. If you wish to leave comments please deposit them in the box via the 'How are we Doing' leaflets which are available from reception. If you require a response to your comments please indicate this and we will aim to respond to you within five working days.

We will always do our best to achieve high standards. However, if you have cause for complaint we take complaints very seriously, no matter how big or small. So if you do have a comment, concern or complaint about any staff member or aspect of service, then please do let us know.

We hope that most problems can be resolved at the time between those parties concerned. Please ask to speak with the Practice Manager at the time of the incident. However, if this is not possible then you can phone or write to the Practice Manager as soon as possible. Prompt contact will enable us to investigate the matter more easily.

We guarantee an acknowledgement of your complaint within two to three days. Our acknowledgement will offer you the opportunity to discuss how we will handle your complaint and provide the date by which we will respond in full.

After investigating the circumstances of the complaint, a response will be provided in writing and may be an explanation, an apology or the view expressed that there is no reasonable complaint to be upheld. Please contact the Practice Manager or one of the GPs if you have complaints or suggestions.

We handle complaints in line with the NHS complaints procedures. A copy of this procedure can be obtained from the reception staff and this is also described on a poster in the Waiting Area. Complaints should be made directly to the Practice Manager Marc Squires who is the Complaints Manager.

We hope that you will use our internal complaints procedure and allow us to resolve your complaint. However, under NHS complaints procedures, in the event that you make a complaint and you do not feel that our response to you is satisfactory, you can raise your concerns with the commissioner of our service which is NHS England. You can contact them using the details below.

Patient Services
St James House
Pendleton way
Salford
M6 5FW
0161 212 6270

Email Address: patientservices.gmcso@nhs.net

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health service Ombudsman to review your case. This department is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 0345 015 4033, or write to them at:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP.
www.ombudsman.org.uk or Email: phso.enquiries@ombudsman.org.uk

Zero Tolerance

The practice operates a zero tolerance policy with regard to violent or aggressive patients. In these circumstances, the patient will be taken off the practice list immediately and informed of this in writing.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the "classes" of information the practice intends to make routinely available.

Practice Area

Our practice area includes Chorlton-cum-Hardy and Whalley Range. Please ask at reception for further details.

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