

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.

THE DOCTORS

Barry Martin Caldwell
MB ChB
Registered July 1978, Manchester

James Ernest Horrocks
BSc, MB ChB, DRCOG, MRCP
Registered July 1979, Manchester

Stephen Anthony Crook
MB ChB
Registered July 1987, Manchester

Maria O'Reilly
MB ChB, DRCOG, MRCP
Registered July 1990, Manchester

Anthony Royston Stone
MB ChB
Registered July 1993, Manchester

Robert David Adamson
MB ChB, MRCP
Registered July 2009, Sheffield

Natalie Dawson
MB BS, MRCP
Registered July 2009, Newcastle

Maeve O'Brien
MB ChB, MRCP
Registered July 2009, Leeds

THE STAFF

Practice Manager
Mrs Alison Flannery

Senior Receptionists
Mrs Marie Crawford Ms Jane Morris Mrs Grainne Charlton

Secretaries
Mrs Tracey Needham Miss Sheree Wilson Miss Hollie Barker

Prescriptions
Mrs Grainne Charlton Miss Ashleigh Stewart Mrs Beverly Howard

THE PRACTICE TEAM

In order to achieve a comprehensive level of service together with efficient running of the practice, it is important to have a co-ordinated team, which includes the following:

The Practice Manager

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.

Receptionists, Secretaries and Office Staff

All our staff, both full and part time, 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.

OTHER HEALTHCARE PROFESSIONALS

Practice Nurses

Surgery times 8.50 - 11.20am and 2.00 - 5.30pm Monday to Friday

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)

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- Ear syringing
- 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

Mrs Danielle Woodford

Miss Bekki Finn

Phlebotomists

Mrs Helen McBriar

Miss Katie Finn

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.

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
- Maintenance of IUCDs
- Influenza vaccinations/Shingles vaccinations
- Ring pessary service
- Phlebotomy drop-in clinic from 8.30am-12 noon every morning. This is by doctor referral only.

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www.wellfieldhealthcentre.co.uk

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.

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, especially 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.

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

PRACTICE OPENING HOURS

The practice premises are open from 8.00am - 6.00pm 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 a doctor or nurse appointment at these times.

MAKING AN APPOINTMENT

The practice operates an appointment system. These appointments are generally 10 minutes long. The practice allows the booking of doctors' appointments in advance up to four weeks ahead.

ONLINE SERVICES

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

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 from the practice as you may risk removal from our practice list.

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

Patients who require medical treatment when the surgery is closed have a choice:

- If you have an emergency and wish to see a doctor please ring BARDOC on **0161 762 4242** between 8.00am to 8.30am and 6.00 to 6.30pm. At all other times dial (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.

A recorded telephone message also provides this information when the surgery is closed.

For patients who require **routine** treatment but struggle to attend appointments during working hours due to their own work commitments, there is a new out-of-hours 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.

OTHER SOURCES OF MEDICAL HELP AND ADVICE

NHS Direct online at <http://www.nhsdirect.nhs.uk>

NHS Direct Urgent Care Centre at Whitehall Street, A & E Department, Rochdale Infirmary

Tel: 01706 377 777.

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.**

Repeat prescriptions are now computerised. Prescriptions are sent electronically to the pharmacist of your choice. Please speak to a receptionist for further information. Requests can be made in writing, by ticking the items required on the repeat order form attached to the previous prescription. If you enclose a **stamped addressed envelope**, we will post them back to you, but please allow extra time for the postal service. Otherwise they can be collected during office hours. They can also be ordered online via Patient Access. To register online please collect a registration form from the practice for this service.

Repeat prescriptions can also be telephoned through our automated line on 01706 397601. Please note, this line is available 24 hours per day and is for prescription orders only. Please allow 48 hours.

When you have reached your allowed number of repeats you will be asked to see a doctor to update the repeat prescription. This should normally be in the next month or so and is not an urgent issue.

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

COMPLAINTS

Wellfield Health Centre follows the NHS complaints procedure when dealing with complaints.

A copy of our complaints procedure is available from reception.

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.

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, please contact the practice manager.

CONTACT DETAILS FOR NHS ENGLAND

Address: NHS England
PO Box 16738
Redditch B97 9PT

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

www.wellfieldhealthcentre.co.uk

USEFUL TELEPHONE NUMBERS

Wellfield Health Centre - Appointments, visits, emergencies.....	01706 397600
Hospitals - Rochdale.....	01706 377777
Oldham.....	0161 624 0420
Bury.....	0161 624 0420
North Manchester.....	0161 795 4567
Social Services.....	01706 647474
Citizens Advice Bureau.....	01706 653618
Police.....	0161 872 5050
Samaritans.....	01706 659998
Ambulance (EMERGENCY).....	999
District Nurses (Nye Bevan House).....	01706 676363
Health Visitors (Sandbrook Park).....	01706 676444
Midwives (Sandbrook Park).....	01706 653677
Family Planning Clinic (Croft Shifa Health Centre).....	01706 261955
Rochdale Drug Advice and Information.....	01706 861515

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

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PRACTICE BOUNDARY

