



## PRACTICE LEAFLET



LOWER BROUGHTON HEALTH CENTRE  
GREAT CLOWES STREET  
SALFORD, M7 1RD.  
Tel No: 0161 212 6520  
Fax No: 0161 212 6521  
[www.drjeetchaudhry.co.uk](http://www.drjeetchaudhry.co.uk)

<https://facebook.com/lowerbroughtonhealthcentre/>

## Welcome To Our Practice!

The practice is based in an excellent central location of Salford, about half a mile away from Manchester City Centre. It is easily accessible, conveniently close to tram, train and bus stations and most major motorways.

The practice is fully computerised, aims to achieve all targets within the given resources and is committed to delivering the highest possible standard of care to our patients.

Our greatest strength lies in our teamwork, with good communication and understanding, amongst all members of our primary health care team. This is reflected in the smooth running of our practice.

We aim to be an innovative and caring practice, offering patient centred services at all times, through experienced and qualified staff.

This leaflet is for both existing patients and those considering registering. It informs you about the current services provided and how to access them.

If you live in our practice area and would like to register with us, please complete a registration form, available at reception.

Patients applying to join the list are not discriminated against on grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

We aim to treat our patients courteously at all times and expect patients to treat the doctor and staff in a similar manner. We take any threatening, abusive or violent behaviour against doctor, staff or any other use of the centre very seriously. If a patient is abusive or violent we may exercise our right to remove them from the list.

Our premises have suitable access for the disabled if you require any further information that is not in this leaflet, please ask at reception. We will do our best to answer any questions you may have.

## About our Practice

### Teaching Practice

Dr Chaudhry acquired accreditation for teaching postgraduate doctors earlier this year.

In addition we also teach undergraduate students.

### Repeat Prescription

Please note that we do not accept prescription requests over the telephone. You can order online, in surgery or ask your local pharmacy who will be happy to order on your behalf.

You can help us by: Ordering prescriptions before 1pm, using your repeat order slip, ordering your prescription within a couple of days of renewal date & attending for a medication review when requested.

The local pharmacies have a free delivery service. If you want to take advantage of this service it is up to you to make your own arrangements with the pharmacy of your choice.

### Moving House/Change of Name

If you move or change your name, please ensure that you inform the receptionist. We will require some form of proof before amendments can be made. It is also helpful if you tell us your telephone number, especially ex-directory numbers, in case we need to contact you urgently. If you wish to give us your

### Appointments

The surgery operates an appointment system for seeing the doctor, nurse and other health care professionals. Appointments are for one person only. Surgery times vary for each of the GP's, but the Health Centre is open Monday to Friday 8.00am – 6.30pm. Having an appointment system eliminates the long waiting times associated with open access and allows the practice to control.

For **URGENT** appointments, patients should ring in the morning and give details of symptoms to the receptionist. The message will then be passed on to the GP to be triaged so an appropriate appointment can be offered. Urgent cases are seen on the same day.

If your condition is non-urgent, you can expect to see a doctor within 7-10 working days, though you may have to wait longer if you want to see a particular doctor. You can usually expect to see a nurse within one week. If you require longer than a ten minute appointment, please let the receptionist know and she will adjust the timing accordingly.

**You can help us by:** Being on time for your appointment & informing us about cancelling your appointment (with as much notice as possible).

*For those unable to attend during normal surgery hours due to work commitments, once a week we offer an early morning and late evening surgery.*

### **Patient online services**

Our patients are able to order prescriptions, book and cancel appointments and access summary medical records online.

We strongly recommend this service to anyone with access to the internet. This is the quickest and easiest way of accessing services. It can be accessed 24 hours a day, 7 days a week and therefore gives you complete freedom.

To register for online services, please fill out an application form that are located at reception and around the surgery, and hand in to a member of staff.

When you are registered, you can visit

<https://www.patient-services.co.uk/>

You can also download the free 'MyGP' app which is available on the App Store and Google Play.

### **Medical Examinations**

E.g. for Life Insurance, Pre-employment, Driving and non NHS Certificates, etc. Dr Chaudhry is happy to perform these services for you but they are not covered by the NHS and you will be charged the BMA recommended fee. Life Assurance medicals and most pre-employment medicals are usually paid for by the company concerned. When making an appointment please let the receptionist know the type of examination required so we can allow the correct amount of time.

### **Vaccinations**

Influenza/Pneumonia vaccinations – these are offered free to those patients at particular risk because of for example: heart and chest disease and diabetes.

### **New patient Registration**

It is our policy when welcoming a new patient to offer a 'registration examination' with the Practice Nurse. This is so that important health details can be recorded, thereby assisting the GP before your notes are forwarded from your previous GP. The nurse will also give a general health check and offer advice when needed.

### **All test results**

Please telephone after 2.30p.m. The daily incoming results are not processed by the doctors until after morning surgery.

### **Medical Certificates**

Periods of absence from work of six days or less do not need a doctor's certificate. Self-certificates for the first week of illness are available from your employer (Private Certificates for sickness insurance are charged at B.M.A. rates).

### **Temporary Patient**

We are happy to treat anybody staying in the area on a temporary basis. Please contact the receptionist for an appointment.

### **Baby Clinic**

We encourage full immunisations for all children. Clinics are held every Tuesday morning from 10.30am to 12 noon. Patients are encouraged to attend the Well Baby Clinics regularly to chart their children's weight and development.

## Home Visits

Our Doctors typically see four patients in practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to surgery if at all possible. However, we can visit you at home if your condition means you cannot attend the surgery. You can help us by: When feasible make every effort to attend the surgery, ring before 10.00am & give as many details as you can regarding your condition. This will enable the doctor to prioritise the visits.

## Access to the surgery

There is limited parking at the Health Centre. Please park considerately and do not block the access road by parking on it. This is required for access by the emergency services; if you block the access you could endanger someone's life. Our premises have suitable access for the disabled.

## Patient Participation Group

Our Patient Participation Group is encouraging patients to give their views about how the practice is doing and offer suggestions how we can improve our services. We would like to be able to ask the opinions of as many patients as possible and are asking if people would like to become a member. We usually meet very informally over tea and coffee twice a year, alternatively if you wish to be part of the group but find it difficult to attend the surgery you can be a virtual member where we will contact you by phone or e mail .If you are interested please contact Ann Dearden Patient participation lead.

## Complaints

We operate an In House complaints procedure. Should you have any problems please contact the Practice Manager on 0161 212 6520

### Our Team

#### General Practitioners

Dr I Jeet (Male)  
Dr A Chaudhry (Male)  
Dr P Momen (Male)  
Dr T Cufflin (Male)  
Dr P Vardon (Male)  
Dr M Megahed (Male)

#### Practice Manager

Debbie Regan

#### Clinical Audit Manager

Dr Usha Chaudhry

#### Practice Pharmacist

Sumeera Bhola

#### Practice Nurse

Michelle Stephens  
Melissa Murray-Eggleton

#### Nurse Assistant Practitioner

Stephen Greenall

#### Specialist Respiratory Nurse

Helen Pyne

#### Reception Staff

Ann Dearden  
Shirley McArdle  
Carol Jones  
Lee Dean  
Lorraine Whitehouse  
Sally Roberts  
Carol McPherson  
Sarah Ravenscroft  
Grace Regan  
Amber McArdle  
Catrin Davies  
Ann Gee  
Laura Depla-Phang

## ***In Practice Clinics***

### **Respiratory Specialist Nurse**

We have a specialist respiratory nurse (Helen Pyne) who will assess and manage all patients with COPD and Asthma. This includes spirometry testing, peak flow reading, inhaler techniques and treatment advice. Patients will be invited to clinic or alternatively patients can make their own appointment at reception.

### **Minor Surgery**

We hold a minor surgery clinic every week. Please make an appointment if you wish to attend. This may include wart removal, local injections and aspirations. The doctor will advise.

### **Smoking Cessation**

A trained smoking cessation adviser for patients wishing to stop smoking offers one to one support. This service can offer help and advice to anyone thinking about cutting down, or stopping smoking, in addition to useful information about different techniques, support and encouragement. A trained smoking cessation adviser for patients wishing to stop smoking offers one to one support.

### **Practice Nurse Led Clinics**

Our practice nurses offer a full range of clinics. Patients are invited routinely depending on how well disease is controlled. The clinic consists of an overall general health check and relevant screening including blood and urine test, dietary advice and blood pressure, weight & spirometry testing. Medication will often be reviewed during the consultation.

The Practice Nurse is able to offer treatment, advice, support and care on a variety of health issues, including: Diabetes, Coronary Heart Disease, Asthma, Diet, Smoking and Child health. She can also offer special services for women, such as well women clinics giving Cervical Smears, Contraception advice, Breast awareness sessions and advice on HRT.

Your GP can refer you to see the Practice Nurse, or you can refer yourself by asking for an appointment at reception. Sometimes advice can be given over the telephone.

### **Welfare Rights & Citizens Advice Bureau**

If you require any assistance or advice on benefits or you wish to see someone from the Citizens Advice Bureau we hold weekly sessions here at the Health Centre. Please ask at reception to make an appointment.

## Clinics in Salford

### Community Alcohol Support Team (CAST)

What do they do?

Achieve offer advice and help in explaining ways to change drinking behaviour. If someone is found to be physically dependant on alcohol Achieve team will refer them to the Community Dependant Drinkers Service.

How do I get to see them?

You can contact them on 0161 358 1530.

Whilst the team appreciate that some people may need some alcohol before attending their appointment, it is important that you do not attend drunk. People who do attend in a highly intoxicated state will be asked to reschedule their appointment as it will not be possible to accurately assess their needs.

### Community Drug Team

What do they do?

The Community Drug Team offer support and advice on the misuse of drug taking.

You can contact them on 0161 358 1530.

### Health Visitors

Work with families and pre-school children. They offer advice and support concerning childcare, development and parenting, as well as a range of other services including contraception, diet and postnatal depression. If you need to contact the Health Visitor please ring 0161 212 1764

### District Nurses

The District Nurses are a team of skilled nurses who provide home nursing and support and advice on a wide range of issues. They can visit you at home, or you can see them at the Health Centre during one of their daily Treatment Room sessions. The daily treatment sessions are held every day, Monday to Friday at the Health Centre by appointment. You can be referred to the District Nurses by a variety of sources, including your GP, Hospital, or Carer. It is sometimes possible to refer yourself.

How do I contact them? Telephone: 0161 631 4774.

### Primary Care Service for Older People

We offer a full range of Mental Health Services to meet the needs of people, over the age of 65, living in Salford. This includes:

*Clinical Psychology* – can help you explore what is behind a difficulty, where it has come from and why it persists. It can help, amongst other things, depression, anxiety and panic attacks.

*Counselling* – can help you find your own solutions to emotional problems you may be experiencing. Some of the things it can help are bereavement, carer stress and relationship difficulties.

*Occupational Therapy* – can help people who are having difficulties in their everyday activities. This may be due to problems with their memory, anxiety or depression. We also have access to limited Community Psychiatric Nursing Services.

If you feel you may benefit from any of these services, please ask your GP, Practice Nurse or District Nurse.

### Hospital Transport

If you are unable to get to your hospital appointment it may be eligible for patient transport. Please contact transport services on 0800 092 4020

## Useful Telephone Numbers

Dr Jeet and Dr Chaudhry	0161 212 6520
The Energise Healthy Living Centre	0161 212 6540
NHS Direct	111
Out of Hours (Duty Doctors)	111
Emergency Dentist Salford	0161 336 3252
Midwife (Sure start)	0161 778 0105
Salford Royal Hospital	0161 206 7373
North Manchester General Hospital	0161 795 4567
Manchester Royal Children's Hospital	0161 276 1234
District Nurses	0161 631 4774
Health Visitors	0161 212 1764
Welfare Rights	0161 793 3550
Citizens Advice Bureau	0161 737 3371
Park Lane Police Station	0161 872 5050

OUR E MAIL ADDRESS:

[practice.jeet@nhs.net](mailto:practice.jeet@nhs.net)

## Opening Times

**Monday:** 07:30 - 18:30

**Tuesday:** 07:30 - 19:30

**Wednesday:** 07:30 - 18:30

**Thursday:** 07.30 - 18:30

**Friday:** 07.30 - 18:30

**Weekend:** closed



## Branch Surgery

Dr Jeet also has a branch surgery which is based within:

The Energise Healthy Living Centre

3 Douglas Green

Salford, M6 6ES

Tel No: 0161 212 6540

If you require any further information regarding our branch surgery please ask at reception or alternatively call in and have a look around.