

Statement of Purpose

- To provide high quality, effective, evidence based medicine and services, through a culture of continuous learning, development and training, within a safe and appropriate environment
- To create a partnership between practice and patient of mutual respect and holistic care, where patients are actively involved in their healthcare management
- To review practice health outcomes to help demonstrate continuous improvement of management of patient health
- To communicate health outcomes with patients, promote self-care and education; and encourage and support patients to lead healthier lives
- To ensure the highest level of information quality, security and confidentiality by maintaining effective and robust information governance systems.

Local Pharmacies

We have four main pharmacies within the area. All these pharmacies offer a home delivery service for prescribed items, to take advantage of this service then please contact the chemist of your choice on the following number.

- **Boots:** 0161 427 2033
- **Well Pharmacy (The Hollins):** 0161 427 3336
- **Well Pharmacy (Stockport Road):** 0161 427 6668
- **Well Pharmacy (Town Street):** 0161 427 2517

Patient Feedback / Complaints

We welcome all patient feedback, especially where patients have suggestions or ideas for improvements. If you have feedback you'd like to share please email: johantaylor@nhs.net

Zero Tolerance Policy

The practice operates a zero tolerance policy in regards to aggressive, violent, intimidating, abusive behaviour to staff and fellow patients, and such behaviour may result in being removed from the practice list.

Affiliations

We are part of Stockport Clinical Commissioning Group and Viaduct Health (a federation of GP practices in Stockport).

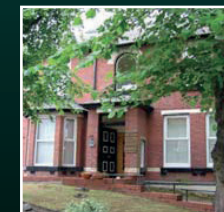
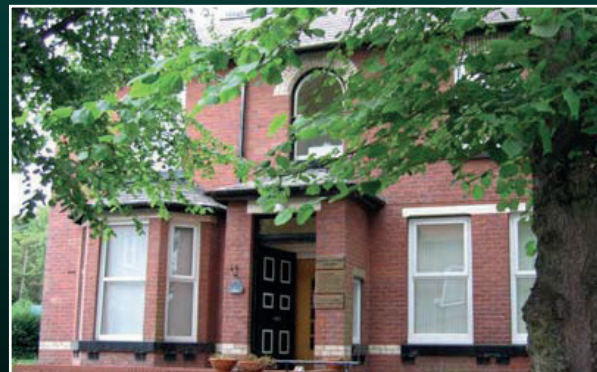
Practice Hours

The practice telephone lines open at 08:00am, and the premises open at 08.15am

Monday	08:00 - 20:00
Tuesday	08:00 - 18:30 (closed between 12:30-13:30 for training)
Wednesday	08:00 - 18:30
Thursday	08:00 - 20:00
Friday	08:00 - 18:00

Out of Hours Emergency

If you require urgent medical assistance when we are closed in the evening or weekends please ring '1-1-1', or dial 0161 476 2299 if we are closed between 12:30 – 13:30 on Tuesdays, or 18:00-18:30 on Fridays



Marple Cottage Surgery

Information for Patients

How to Register

If you would like to register as a patient either telephone the surgery, email or visit the website.

Tel: 0161 426 0011

Fax: 0161 427 8160

Email: STOCCG.MarpleCottageSupport@nhs.net

www.marplecottage.co.uk

50 Church Street, Marple, Stockport, SK6 6BW

Your Practice

Welcome to Marple Cottage Surgery, situated on the outskirts of Stockport, and near to the border of the Peak District. We are committed to providing a high-quality, personal primary healthcare for over 7,100 patients in Marple and surrounding area.



Clinical Team

Dr Andrew Johnson (GP Partner) BSc MB ChB MRCP

Dr Maher Al-Ausi (GP Partner) MB ChB MRCS PGDIP MRCPG DFSRH

Dr Antonia Wyatt MBChB MRCPG DFSRH

Dr Samantha Wise BMBS MRCP

Dr Kirsty Dawson (ST3)

Catherine Jackson (Nurse Clinician)

Sarah Wilkinson (Practice Nurse)

Joanne Royle (Healthcare Assistant)

Management Team

Johan Taylor (Managing Partner) LLB

Kathryn Hargreaves (Informatics Manager)

Practice Support Team

Our practice support team provide reception, telephone and back office administrative functions to ensure we provide an effective and efficient service for our patients.

We work in partnership with community services such as district nurses, midwives and social services to provide high quality clinical care.

Clinical Services

We aim to provide a wide range general medical services at the practice, including:

- Anti-coagulation clinics
- Cervical cytology screening
- Child health surveillance
- Diabetes care
- Immunisations and vaccinations
- Travel vaccinations (basic NHS service)
- Elderly care
- Sports injury/medicine
- Maternity services
- Family planning & contraceptive services
- ECG tests
- Spirometry testing
- 24 hour blood pressure monitoring
- Minor surgery services
- Joint injections
- Vasectomy services
- Physiotherapy clinics.

Appointments

You are entitled to see any GP at the practice, and we aim to offer appointments within two working days. We offer urgent same day appointments or triage by a doctor, and all acutely ill children will be seen on the same day.

Chaperones

Please ask if you wish to have a chaperone present during a physical examination.

Home Visits

Home visits are reserved for those who are housebound or are too ill to visit the practice. To request a home visit please call **before 10:30am**. Your request will be triaged by the doctor on call. You may receive a telephone call first before a visit.

Carer

Are you a carer for someone? If so please let reception know.

Named GP

As the GP Partners either Dr Johnson or Dr Al-Ausi will be your "named GP". However you are free to see any of the GPs at the practice. If you would like to change your allocated GP, or would prefer not to have a named GP allocated, please write to the practice or email STOCCG.MarpleCottageSupport@nhs.net

Online Services

We provide a range of online services where patients can:

- Book appointments online
- Order repeat prescriptions
- View their medical records
- Email your GP
(for non-urgent medical queries)



If you would like to register for these services email reception for an registration form at:
STOCCG.MarpleCottageReception@nhs.net

Confidentiality / Data Protection

All our staff have access to patient records and are trained to provide the highest standards of confidentiality, data protection and clinical governance. We follow strict rules when sharing and disclosing patient identifiable information, and, following local data sharing arrangements, will only share appropriate clinical information with other health professionals if they are directly involved in managing a patients' care (unless you advise otherwise).

Join our Patient Forum

We have a proactive Patient Forum who meet every 6-8 weeks. All patients are welcome to join in, but alternatively if you would prefer to contribute your feedback / ideas by email please join the Patient Reference Group by emailing:
STOCCG.MarpleCottageSupport@nhs.net

Repeat Prescriptions

If you require a repeat prescription you may order at the reception desk, by post, fax (0161 427 8160), email: STOCCG.MarpleCottageReception@nhs.net, via online services at www.marplecottage.co.uk, or arrange for a Pharmacy to order on your behalf.

We cannot accept requests for repeat prescriptions over the telephone. Please allow two full working days for prescriptions to be processed.