

Firsway Health Centre



A guide to our services

Firsway Health Centre
121 Firsway
Sale
Cheshire
M33 4BR

Telephone: 0161 905 0310

Website: www.firswayhealthcentre.co.uk

When the surgery is closed please call NHS 111 free on 111



Firsway Health Centre
121 Firsway, Sale, Cheshire,
M33 4BR

CQC overall rating

Good

3 June 2016

Our Mission Statement

Patients First.

We promise to give you the best possible care by doing a number of simple things well:

- The people you see and talk to will always give you their names and deal with you promptly, courteously and with respect.
- You will always be treated as an individual and a partner in your healthcare irrespective of gender, ethnic origin, sexuality or religious or cultural beliefs.
- We will give you full information on the services we offer and we will provide advice and guidance on the steps you can take to keep healthy and avoid illness.
- We will ask for your opinions through our patient group and patient surveys, we value what you say to us so please let us know.

Help us to help you

Please help us by keeping us up to date with your contact details, cancel any unwanted appointments and only ask for a home visit if you are housebound.

Join In

We actively encourage patients to give us feedback as a great way of helping us continue to enhance the way we look after you. There are a range of ways you can do this: online via NHS Choices at www.nhs.uk, via text message following your contact with us, via our Friends and Family forms and comments forms located in reception, via our Patient Participation Group (please ask at Reception for more details), via letter or in person at the Practice.

Access

Entry to the health centre is via automatic doors. The health centre has allocated disabled parking bays and a lift which enables you to easily access both levels of the centre. There are disabled toilets and baby changing facilities and the reception area is user friendly. There is a loop system available on our telephone system for patients with hearing difficulties.

Opening Times

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekends	Closed
Public Holidays	Closed

We are normally open 6.30pm – 8pm Monday – Friday and 9am – 1pm Saturday and Sunday for patients in the Sale Central Primary Care Network. This service has been temporarily suspended during the Coronavirus Pandemic

When We Are Closed

If you need to see a doctor out of surgery hours, please telephone NHS 111 (Free of Charge)

Local Walk-In Clinic

Trafford Health Centre

Trafford General Hospital Moorside Road, Manchester M41 5SL
Tel: 0161 747 4978

Local A&E Departments

Altrincham General Hospital (Minor Injuries)

The Minor Injuries Unit is off Railway Street, Altrincham, WA10 2RQ
Tel: 0161 413 7700

Trafford Urgent Care Centre

Trafford General Hospital, Moorside Road, Davyhulme, Manchester M41 5SL
Tel: 0161 748 4022

Wythenshawe Hospital

Southmoor Road, Wythenshawe, Manchester M23 9LT
Tel: 0161 998 7070

District Nurses

Meadway Health Centre

Tel: 0300 323 0303

In a genuine emergency you should call 999. The following conditions constitute an emergency: Chest pain, difficulty breathing, abdominal pain, fitting, altered consciousness, psychological distress, severe allergy, choking, severe bleeding, severe headache with vomiting and/or intolerance to light, stroke (FAST rule: facial droop, arms weak, speech slurring, sudden onset time).

Contacting a Doctor

We operate a system called askmyGP which enables you to contact us online and be dealt with on the same day. The only appointments that can be booked in advance are those with our nurses or for particular clinics, eg baby checks, joint injections etc. The link to askmyGP is on our website, it takes a few moments to register and your query will be dealt with on the same day. You can choose which day to contact us and can specify a particular GP if you prefer (we will do our best to accommodate your choice depending upon demand on the day). If you are unable to use our online service, our reception staff will complete the simple form for you if you call us. Depending upon your query, the Doctor may speak to you over the telephone or invite you to come in for an appointment.

Online Access

We encourage all patients who require repeat medication to register for online access. You will need to provide us with photo ID and proof of address (which can be done via an email) and you will then be sent your login and password details.

Extended Hours

The Health Centre normally offers extended access availability on a Monday evening and a Thursday evening between 6.30pm and 8pm. This service has been temporarily suspended during the Coronavirus Pandemic.

Firsway Hub (suspended during Coronavirus Pandemic)

Firsway Health Centre operates as a hub offering extended hours appointments with GPs, Nurses and Phlebotomists during the evenings and weekends for patients registered with a GP at the following practices: Bodmin Road, Boundary House, Conway Road, Derbyshire Road South and Washway Road. Please ask at Reception for more information.

Cancellations

If you cannot attend an appointment with a nurse or a doctor for any reason please inform us as soon as possible in order for us to give the slot to someone else. Wasted appointments are a waste of NHS resources. If you have not opted out of our text messaging service, you will be reminded of your appointment via text. If you are registered for online access, you can book and cancel appointments yourself either from a computer or a mobile app. Please ask at reception if you would like to register for this service. If you do not attend an appointment more than 3 times in 3 months, you will receive a warning letter from the practice. Repeated non-attendance without giving us adequate notice may result in you being removed from our list.

Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 11.00am**. You may only request a home visit if you are housebound, terminally ill or are too ill to visit the practice. One of our doctors will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls. You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise. You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury. For more information see the DirectGov website.

Training Practice

We are a training practice and we hope that you will work with us in helping student doctors, nurses and other clinical staff in training to learn about general practice. You will be informed of their presence in advance and if you do not want them to be present at your consultation, your wishes will be respected. This will not affect your treatment in any way.

Repeat Prescriptions

Repeat prescriptions may be ordered online via our website. All requests should be completed electronically as we no longer accept paper requests at the practice. To complete the registration process you will need to provide us with proof of address and photo ID either in person (through the window during the Coronavirus pandemic) or via email. To avoid mistakes, we do not accept requests by telephone.

Please allow at least 2 working days for processing.

Your repeat prescription will be sent electronically to the pharmacy of your choice, Many local pharmacies offer a repeat prescription order and collection service – please speak to your pharmacy to arrange.

Medication Reviews

Patients on repeat medication will be asked to see a doctor, clinical pharmacist 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 an appropriate appointment to avoid unnecessary delays to further prescriptions.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs). The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

Information about the current charge is available from the nhs website:

<https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/how-much-nhs-prescription-charge/>

Clinics & Services

Ante-natal Clinic

The community midwives operate a clinic every Tuesday morning at the practice. Please contact their team for more information and to book an appointment on 0161 291 2942 or 0161 291 2996.

Blood Tests (Phlebotomy Services)

There are a range of clinics available across Trafford where you can have your blood taken. You can book an appointment at any of the clinics by contacting the Blood Test Booking Service on 0161 934 8361. If any of the tests are “fasting” you must not have anything to eat or drink from 10pm the night before, except plenty of tap water and your usual medication (Insulin dependent diabetics should not fast). Appointments for under 16s bloods only are available at Trafford General Hospital Children's Resource Centre Telephone: 0161 746 2710. (Appointment Only). For a full list of clinics available across Trafford please ask at Reception. A limited number of phlebotomy appointments are available to patients via the Hub Extended Access Service (evenings and weekends). Please ask at Reception for more information.

Long term conditions - Asthma/COPD/Coronary Heart Disease/Dementia/Diabetes/Mental Health/Stroke

The doctors and the nursing team work together to provide care for patients with long term conditions. this includes an annual recall system, follow up appointments and advice.

Cervical Smear Tests

Cervical Smears are offered every three years to all women aged 25-50 years, and every five years for aged 50 – 65 years. Please book an appointment with our Practice Nurses if you have been notified that your smear test is due.

Child Health & Immunisations

All our Practice Nurses deal with Childhood Immunisations. Child Health will send you a letter when your child is due for their immunisations. Please contact the surgery to book your child in.

Consultant Led Clinics

We have a range of clinics operated by Consultants from the local hospitals running here at the Centre. These include mental health, urology and cardiology. If you have been referred to these services, you can ask to be seen locally here at the practice.

Diabetes Clinics

This service is provided by the Doctors and Practice Nurses. Please speak to your doctor/practice nurse to be referred to this clinic or contact reception to book an appointment.

Family Planning

Our GPs and Practice Nurses provide this service including contraceptive implants and coil fittings; please contact the surgery for further information. The Practice Nurses have appointments available for pill checks, depo injections etc.

Minor Surgery

Many of our GPs undertake joint injections. If you have been advised that this is what you require, you will normally be able to have the procedure done here at Firsway.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (eg HGV, PSV)
- Insurance claim forms
- Private Letters

The **fees** charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Test Results

All test results are available **between 2.00pm – 5.00pm**. Please call the surgery number and you will be directed to the appropriate receptionist. Our reception

staff are not qualified to comment on results therefore it is your responsibility to check them and make any necessary follow-up appointment with the doctor. Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

Registration

New Patient Registration

If you live within our practice boundary (please see the map on the back page) you are welcome to register with us and our reception staff will be happy to guide you through the process. Eligibility can be quickly confirmed from your address so please provide proof by way of a recent utility bill. We also require one form of photographic ID.

You will need to complete a registration form (GMS1) and a health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor. All new patients are offered a health check with a member of the healthcare team to ensure that any required tests are up to date and that we have an accurate note of any repeat medication you may be taking. Medical treatment is available from the date of registration. All patients are allocated a named GP however you are able to request to see any of our clinical staff. Please visit our website for contact reception for more information.

Temporary Registration

To register as a temporary patient simply contact the local practice you wish to use. We would always offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered. If you are studying at University and were previously registered with us, you can be seen as a temporary resident or you can re-register. Please contact reception for more information.

Practice Policies

Confidentiality and Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from social services. This requires your consent.
- When we have a duty to others e.g. in child protection cases. Anonymised patient information will also be used at local and national level to help the NHS and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff. A copy of our privacy notice and data protection policy can be found on our website and our privacy notice is displayed in the downstairs waiting room.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the Patient Services Manager.

Access to Records

In accordance with the General Data Protection Regulations 2018 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made to the Patient Services Manager. No information will be released without patient consent unless we are legally obliged to do so.

Complaints

If you would like to make a complaint please put it in writing or telephone our Patient Services Manager. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing to the Practice Manager, as soon as possible after the event.

We will acknowledge receipt of your complaint within 3 working days and aim to have investigated the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer

than this we will let you know and keep you informed as the investigation progresses.

Please note that we are unable to discuss any issue relating to someone else without their express permission. Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. We may still need to correspond directly with the patient, or may be able to deal direct with a third party; this depends on the wording of the authority provided. For more information please read our complaints procedure which is available on our website and in Reception.

Healthwatch

Healthwatch Trafford helps people get the best out of their local health and social care services and provides people with information, advice and support about local health and social care services. They can be contacted on 0300 999 0303.

Policy regarding violent/abusive behaviour

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 people. 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 will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. You will then be required to re-register with another practice that has the appropriate security arrangements in place. Please be aware that this may be outside of the Trafford area and may prove inconvenient in terms of travelling.

Staff Details

GP - Partner

Dr Aarya Prabhakaran (M)
MBBS (1998) DFSRH MRCGP
GMC:6031239

Dr Prabhakaran is the Executive Partner. He is a GP trainer and has a special interest in diabetes and joint injections. Dr Prabhakaran is also a CQC (Care Quality Commission) advisor, GP appraiser and executive member of Salford and Trafford LMC (Local Medical Committee).

Dr Scott Pearson (M)
BSc 2003 Manchester
MbChb 2007 Warwick
MRCGP 2012 RCGP
GMC:6160546

Dr Pearson is the Managing Partner. He has an interest in Dermatology. Dr Pearson is also our Prescribing Lead and is a GP Trainer.

Dr Grainne Breen (F)
MBChB (Hons) (Manchester
1995) MRCP MRCGP DRCOG
DFFP
GMC:4229388

Dr Breen is an FY2 trainer with a special interest in contraceptive implants, joint injections and child health. Dr Breen is also the principal investigator for research.

Dr Linda Pye (F)
BSc (Med Sci) MB ChB
(Hons) (Manchester 1995)
DRCOG
GMC:4179988

Dr Pye has a special interest in Mental Health and Women's Health and is our Infection Control Lead and our Safeguarding Lead.

Dr Harish Thampy (M)
MBChB BSc (Hons) MRCGP
DFRSH DRCOG MSc
(Distinction Med Ed) FHEA
GMC:6148197

Dr Thampy is an FY2 trainer with a special interest in medical education. Dr Thampy is also a clinical lecturer at Manchester Medical School. Clinically he has interests in cardiovascular medicine, diabetic care and family planning.

Dr Rimma Grant (F)
MBChB, DRCOG, DFSRH
GMC: 6157737

Dr Grant has a special interest in family planning including coil insertion.

GP – Salaried

Dr Hamid Kaukab (M)

*MBBS 2002 Slovakia,
Specialisation in GP 2010
Slovakia, UK GP Induction and
Refresher 2017
GMC: 6121701*

Dr Kaukab has a special interest in Orthopaedics, Surgery and Minor Procedures

Dr Wai-Mun Lester (F)

*MBChB (Hons) 2008, MSc (Dist)
Molecular Medicine 2011,
MRCGP
GMC: 7017661*

Dr Lester has a special interest in medical education.

Dr Rachel Roberts (F)

*MBChB, MRCGP
GMC: 6122557*

Dr Roberts has special interests in respiratory medicine, child health and education and is a GP Trainer.

Dr Kaushik Chakraborty (M)

*MBBS, DTMH, DGM, DPD, DFFP,
DPM, MRCGP, MRCP
GMC: 6031806*

Dr Chakraborty is a GP Trainer and Appraiser. He has special interests in palliative medicine, care of the elderly medicine and dementia.

Dr Rasha Kazamel (F)

*MBBCh, MSc (Internal
Medicine), MSc &MD (Medical
Parasitology)
GMC: 7091855*

Dr Kazamel has a special interest in care of the elderly and infectious diseases.

Dr Matthew McKenny (M)

*MBBCh, MRCGP, DFFP,
DRCOG
GMC: 6115168*

Dr Louise Fenton (F)

*MBBS (2012), MRCGP
GMC No: 7266870*

Dr Rachel Yong (F)

MBBS

GMC: 7265761

GP Registrars and other trainees

As a training practice we often have trainee Doctors, GP registrars and medical students working within the practice.

Nurses

Julie Miller (F)

BSc (Hons) Community Health
District Nursing

Danielle Donovan (F)

BSc (Hons) Adult Nursing

Allied Health Professionals

Assistant Practitioner

Angela Holland (F)

Foundation Degree in
Health and Social Care

Health Care Assistant

Frances Kelly (F)

Practice Management

Paula Lea

MBA DMS Prince 2
Practitioner
Dip AMSPAR

Chief Executive and Practice Manager

Lauren Hinds

Danielle Hinds

Tara Clements

Chelsee Pearson

Reception Manager

Deputy Practice Manager

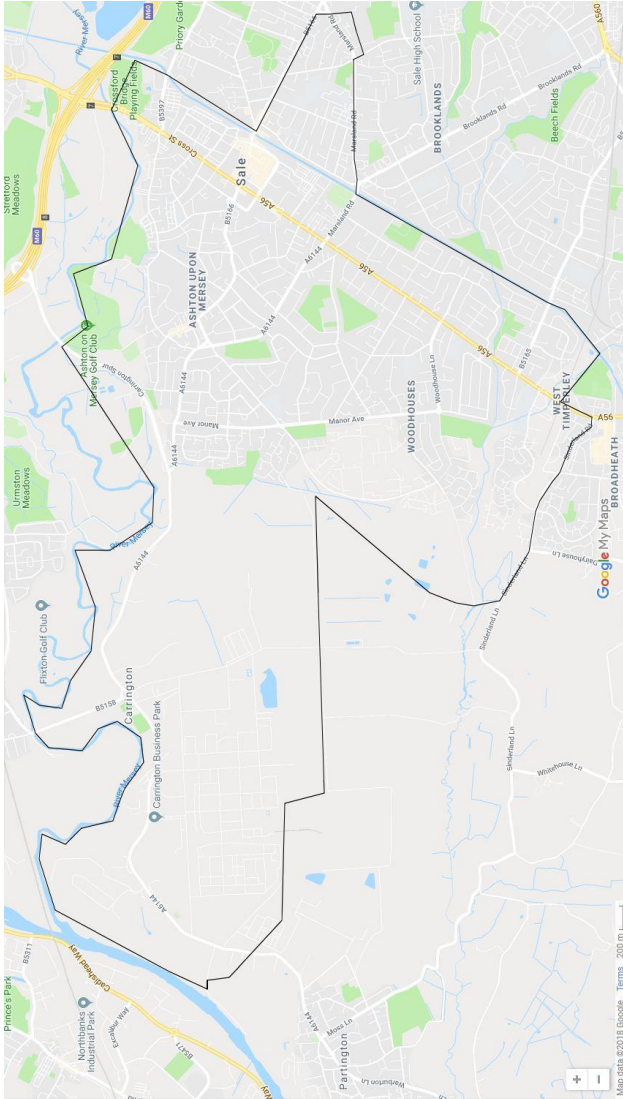
Patient Services Manager

Medicines Manager

Attached Staff

District Nurses, Health Visitors and Community Midwives work with the doctors to provide coordinated care for all our patients' needs.

Firsway Health Centre Boundary Map



This leaflet can be made available in a range of different languages and as an audio file. Please ask at Reception for more information

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