

## PREGNANCY AND PLANNING

If you are pregnant or trying to get pregnant, please inform the surgery so that we can co-ordinate your care and ensure that you receive information about all services available to you or help you to plan for a healthy pregnancy. It is very important to have medications looked at.

## SCREENING SERVICES

If you are eligible you will be invited for a number of screening services depending on your age, gender and any long term conditions that you may have i.e. diabetes. Some of the screening services you may be invited for, either annually or every 5 to 3 years, include screening for:

- Breast cancer
- Bowel cancer
- Abdominal Aortic Aneurysm
- Diabetic retinopathy screening
- Smear test

IF YOU RECEIVE AN APPOINTMENT THROUGH THE POST FOR ANY OF THE ABOVE OR ARE SENT A TEST KIT FOR BOWEL SCREENING AT HOME, PLEASE MAKE SURE YOU ATTEND OR RETURN THE KIT. **THE SCREENING SERVICES ARE KEY IN IDENTIFYING ANY PROBLEMS AT AN EARLY STAGE SO THAT THESE CAN BE TREATED BEFORE THEY DEVELOP ANY FURTHER.**

## OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring 111 and your call will be answered by BARDOC who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded. You can also attend the Urgent Care Centre based on Whitehall Street for any URGENT problems that cannot wait until the following day. A&E is for genuine life threatening emergencies and serious accidents and injury.

If you are short of breath, unable to speak, have severe abdominal pain, or you are experiencing chest pain, please dial 999.

## Other numbers you can use in an emergency

NHS Direct 0845 46 47

Inspire Medical Centre  
2<sup>nd</sup> Floor Croft Shifa Health Centre  
Belfield Road, Rochdale,  
Lancashire, OL16 2UY  
Telephone: 01706 752700

Website: [www.inspiremedicalcentre.co.uk](http://www.inspiremedicalcentre.co.uk)

E-mail: [hmrccg.admin-imc@nhs.net](mailto:hmrccg.admin-imc@nhs.net)

## DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs. Disabled toilets in the waiting room. Lifts to bring patients up to the second floor.

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

## OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. Our Patient Charter is displayed in the waiting area and we have a Comments and Complaints leaflet.

## Patient Advice & Liaison Services (PALS)

Free phone 0800 0304563

## VERY CONFIDENTIAL SERVICES

We Signpost to:

- GUM Clininc
- Help with any addictions
- Termination of Pregnancy

# INSPIRE MEDICAL CENTRE

## PRACTICE LEAFLET

## Information for patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation.

Unless there is a good reason, the organisation must provide the information within 30 working days.

If you need to view your medical record please contact the Practice Manager for further information. There is a charge for this information.

## Our Doctors

Dr Sonal Sharma

MBBS, MRCP, DFFP Loc IUS, Loc SDI

Dr Anirban Kumar Roy

MBBS, MRCP

## OPENING TIMES

**Mon:** 8.00 - 6.30 pm

GP Extended Surgery 6.30pm – 7.00pm

Nurse Extended Surgery 6.30pm-7.30pm

**Tue:** 8.00 – 7.30 pm

**Wed:** 8.00 – 6.30 pm

**Thu:** 8.00 - 6.30 pm

**Fri:** 7.30 - 6.30 pm

GP Extended Surgery 7.30-8.00am

**Sat/Sun:** closed

We are closed from 1pm on the second Thursday of each month for staff training

## APPOINTMENTS

All clinics are appointment based. These can be made in person; by telephone or online. The majority of our GP appointments are for the same day as per patient feedback, however we also offer a small amount of pre-booked appointments for people that need to plan for their appointment.

We also offer evening appointments on Monday evenings with the Doctor and Nurse. Priority is given to patients that are working and unable to attend the surgery during normal surgery hours when booking the evening appointments.

**We are a busy surgery and if you are unable to attend for your appointment please let us know as soon as possible so that we can offer this to another patient.**

## URGENT APPOINTMENTS

We have same day appointments each day with the Doctors for patients that need to be seen urgently. One Doctor is on duty for all urgent requests. The reception staff is required to ask you questions about your problem to assess the urgency so that you are booked in with the most appropriate person/service. Please do not take offense when you are asked for more information about your health problem.

***(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).***

## HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. If you do not have an existing medical card, please bring your passport and a recent utility bill. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Assistant during your registration.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illnesses and infirmity. The doctors will d/w patient and ascertain the need of a visit clinically. For acute visits the Practice is a

member of east locality Acute Visiting Scheme. For elective we prefer visit requests are made before lunchtime.

It is preferable and advisable to be seen at the Surgery due to amount of support and equipment available. If you do not feel well enough to sit in the waiting room we can make alternative arrangements to avoid waits.

## TELEPHONE CONSULTATIONS

All Doctors are available; usually between 12.00 – 3pm to give telephone advice after their morning surgery. Patients are advised to phone in the morning to arrange this.

**Please bear in mind this can be delayed until the evening when the surgery closes.**

## PRESCRIPTIONS

**ROUTINE**— requests for repeats prescriptions will be dealt with within 48 hours. This can be in person or by telephone 01706 752700 between 10.00am to 4.00pm.

**URGENT**- requests for urgent prescriptions will be ready to be collected between 2.00pm to 6.00pm the same day, but please try to request these by telephone on 01706 752700 or in person. Staff will check on system about supply. If medication is not linked or reviewed then the prescription will not be processed. It will be put on as a query for the GP to see.

## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

## OTHER SERVICES

Minor Eye Clinic Service and Minor Ailments Scheme. We also have an extended hours service available for patients to be seen by a GP or Nurse which is based in Heywood, Middleton and Rochdale.

**We have a Patient Participation Group. If you would like to join please let the reception staff know.**

## OUR SERVICES

### PRACTICE NURSE

Our Practice Nurse is called Ademilola Kunlere. If you need an appointment for any of your annual health checks, chronic disease management, smoking cessation advice, smear test, or family planning advice, please ask for an appointment with the nurse.

### HEALTHCARE ASSISTANT

Our Healthcare Assistant does most of the blood tests requested by the doctor as well as checking BP and height and weight measurements. They also conduct NHS health check clinics and new patient health checks.

### HEALTH TRAINER

We have a Health Trainer that attends for a couple of sessions each week and provides advice and support on general lifestyle, diet and weight management. For more information, please ask the reception staff.

### SERVICES FOR CHILDREN AND ELDERLY

We do not refuse any requests for same day appointments for children under the age of 5 and patients above 70 years. If your child is unwell or you are above 70 years of age and require same day attention, please report to reception or phone for an appointment and we will try to get the GP to speak to you on the phone so that they can clinically assess and organise further care accordingly.

The surgery will contact you to book your 6-8 week baby check appointment when this is due and also when you need to bring your child in for immunisations.

### CHOICE

We would like to offer services with the personnel of your choice but equally given the nature of medical work, if the practitioner is running late or is busy with an emergency, the next in charge will cover the duties.