

PATIENT RIGHTS & RESPONSIBILITIES

A practice can refuse registration if it has reasonable & fair grounds to do so. A written reason will be given. You have a right to express a preference of practitioner, If they are available, just ask to see your Doctor of choice.

please ensure you leave The Practice with a copy of our Practice Leaflet.

Patients will not be removed from the list without first receiving notification and reason in advance.

Please attend appointments on time and cancel them if they are not needed. If you are 10 minutes late you may be asked to re-book your appointment.

If you do not attend 3 appointments in the space of 12 months The Practice will write to warn you that further non-attendance without cancellation could result in you being removed from The Practice list.

VERBALLY OR PHYSICALLY ABUSIVE PATIENTS

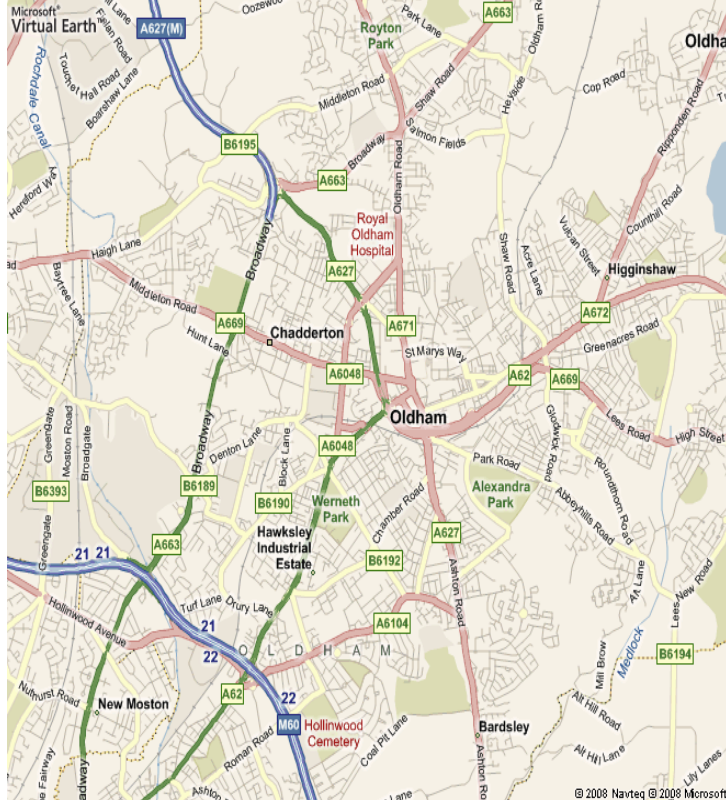
The Practice operates a zero tolerance policy of abuse to any members of staff or visitors to The Practice.

Verbally abusive patients will receive a warning letter to improve behaviour; if this continues The Practice will not hesitate to inform the patient that they will be removed from The Practice list. Physically abusive patients will be removed from the list with immediate effect and if necessary, security or the Police will be called to remove the patient from the premises.

COMMENTS OR COMPLAINTS

If you have a concern, comment or compliment about the standard of service we provide, you are encouraged to make The Practice aware of this. We will be pleased to discuss any concerns you may have in privacy and confidence. In the event of a concern we would ask that you contact The Practice Manager as soon as possible when you become aware of a breakdown in our service; she will investigate your concern and do her utmost to resolve the problem. You can also contact the Patient Advice & Liaison Service. (PALS) on freephone:

0800 389 8679.



ACCESS TO PATIENT RECORDS

The Practice follows The Data Protection Act regarding patient confidentiality and disclosure of patient information. In every place where you are treated in the NHS there are people for ensuring your rights to confidentiality (Caldicott Guardians). Information will not be passed without patient written consent.

Further details of Primary Care Medical Services available from:

NHS England
PO Box 16738
Redditch
B97 9PT

0300 311 22 33 (Monday to Friday 8am to 6pm,
excluding English Bank Holidays)

england.contactus@nhs.net



**1ST FLOOR
INTEGRATED CARE
CENTRE
NEW RADCLIFFE STREET
OLDHAM
OL1 1NL**

SERVICES PROVIDED

Child Health Immunisation
Ante natal Clinic
Travel Vaccination
Flu and Pneumonia Vaccination
Benzodiazepine withdrawal
Illicit Drug Clinic
Counselling
Alcohol counselling referral
Smoking Cessation referral
Chaperoning

Health Reviews

**Asthma
COPD
Diabetes
Heart Disease
Hypertension**

Tel: 0161 621 3636

Fax: 0161 621 3637

MEET THE TEAM

Dr George O Duru MBBS; MRCP (UK)

Male

Dr Duru worked as a paediatrician at The Royal Oldham Hospital for 5 years and is a member of the Royal College of Paediatrics and Child Health. He joined Egerton Medical Practice at Marjory Lees HC in 2003 as a salaried PCT GP. Egerton Medical Practice then merged with Hollybank Medical Practice in 2005 at Cannon St HC and was re-named Hollyedge Medical Practice.

Dr Duru gained independent status in 2007 The Practice re-named and is known as The Duru Practice. In Nov. 2009 The Practice relocated to NHS Oldham Integrated Care Centre.

The Rest of The Team

Chinasa Duru	Nurse Practitioner
Helen Bickerstaffe	Practice Nurse
Siobhan Carr	H.C.A.
Mandy McDermott	Practice Manager
Kiran Sabah	Reception Supervisor
Yvonne Shepherd	Personal Assistant
Gail Hardman	Receptionist
Stella Line	Receptionist
Shayekha Begum	Receptionist
Samima Khatun	Receptionist

PRACTICE DETAILS

Our premises are situated within NHS Oldham Integrated Care Centre. Please see back cover for a map of the practice area. We are easily accessible with FREE patient car parking. There is DISABLED ACCESS to The Practice.

There is a pharmacy based on the premises.

Rooms consist of open waiting areas, public toilets and disabled access facilities. We have 4 GP consulting rooms, 2 nurse treatment rooms, Practice Manager's office with administration on the 6th floor.

PRACTICE HOURS (RECEPTION)

Monday	08.00—18.30
Tuesday	07.30—18.30
Wednesday	08.00—18.30
Thursday	08.00—18.30
Friday	07.30—18.30

On occasions we are open on a Saturday Morning please check with reception for further details.

Please note Telephones operate 08.00—18.30

SURGERY TIMES

<u>Dr Duru</u>	<u>AM</u>	<u>PM</u>
Monday	09.00 - 12.50	16.00—19.30
Tuesday	08.30—12.30	15.30—18.30
Wednesday	09.00—12.50	15.30—18.30
Thursday	08.30—12.30	15.30—18.30
Friday	08.30—12.30	15.30—18.30

If you need to speak to a Doctor or Nurse please give the receptionist a brief description of your problem and they will deal with telephone

consultations at the end of morning surgery.

HOW TO REGISTER

Our list is currently open. You only need to provide us with your medical card if you have it, if not, complete a simple form at reception. Our reception staff will guide you through the registration process and make an appointment for you to have a new registration medical so that we can gather some previous medical

history from you as it can take a few weeks to obtain your record.

REPEAT PRESCRIPTIONS

- We require **48 hours notice** to process your request.
- We can send your prescription direct to the Chemist
Email: duru.practice@nhs.net
- Telephone requests are **not** accepted.
- Please tick the right hand side of the prescription print out and either: Place in the box at reception, Post (incl S.A.E and we will return);
- Fax: **621 3637**
- The above conditions will be waived for certain patients i.e; the terminally ill.

ACCESSING MEDICAL INFORMATION ONLINE

You can now access parts of your medical record on line. As well as being able to book appointments and order prescriptions you will be able to see a list of your medication, immunisations and any allergies you may have.

Please ask at the surgery to join up to this service.

HOME VISITS

If you are unable to attend surgery due to health problems the doctor will triage your request and will decide whether a visit in your home is required. Where possible requests should be made **before 10.30 am.** Reception will take details of name, address, telephone contact and symptoms and pass these to the Doctor to triage. We do not accept visit requests due to circumstances which prevent you from traveling.

OUT OF HOURS (CCG COMMISSIONED SERVICE)

GO To DOC Ltd: **0161 336 3252** provide cover when The Practice is closed 18.00pm to 8.30am. Clinicians are available to speak to, and they will decide whether you need advice, attendance at a centre or a home visit.

If you have an acute problem you can be seen at The Walk In Centre at The Integrated Care Centre on a drop in basis. 07.30am to 10.00pm.

- Advice not in an emergency can be obtained by ringing NHS Direct on **0845 4647** or www.nhsdirect.nhs.uk