

FAIRFAX GROUP PRACTICE

Prestwich Health Centre
Fairfax Road
Prestwich
Manchester M25 1BT
Phone: 0161 773 2483
www.fairfaxgrouppractice.nhs.uk

PATIENT INFORMATION LEAFLET

Doctors

Dr Debra Libbert, MBChB, DRCOG
Dr Barinder Kathuria, MBChB, MRCGP, DFMB
Dr Rahul Prabhakar, MBChB, MRCGP
Dr Luke Wookey, MBChB, DRCOG, MRCGP
Dr David Ham, MBChB, MRCGP
Dr Christopher Taylor, MBChB, MRCGP

Surgery Times

Monday	7.30 am – 6.30 pm
Tuesday	8.00 am – 7.00 pm
Wednesday	8.00 am – 6.30 pm
Thursday	7.30 am – 6.30 pm
Friday	7.30 am – 6.30 pm

Your Practice Team

Doctors:

You will find details of our regular GP's on the front page of this leaflet. From time to time we may also have locum doctors working in the practice to cover periods of annual leave or to run a specialist clinic, eg female health clinics.

GP Registrar Training:

The practice is an accredited GP Training Practice. This means the practice has attached to it qualified doctors who are training to specialise in General Practice. Doctors remain with us usually for a period of between 6 and 18 months. You may be offered an appointment with the GP Registrar. By the time you see a GP registrar they may well have been working as a doctor for 4 years.

Foundation Training Doctors:

We regularly have doctors who are in their second year following qualification as a doctor who have placements working in our practice. These are qualified doctors who are learning within a GP setting, but not specifically learning to become a GP. They are closely supervised and have longer appointments.

You may be offered an appointment with a GP Registrar or a Foundation Training Doctor but if you do not wish to be seen by one of these doctors, please let the receptionist or GP know. This will not prejudice your care with us in any way.

Practice Nurse Team:

Our nursing team consists of Practice Nurses, Assistant Practitioners and Health Care Assistants. Practice Nurses are registered nurses who offer a range of appointments for chronic disease management, immunisations, travel health, cytology etc. Assistant Practitioners are not registered nurses but are trained to do diabetic and asthma checks as well as the full range of Health Care Assistant duties which includes bloods, blood pressure checks, ECG's, health checks, B12 injections, flu vaccinations etc.

Practice Pharmacist:

We have a Practice Pharmacist who is also an independent prescriber. She can help with medication queries and holds clinics in which she can see patients for medication reviews, asthma reviews, blood pressure checks etc.

Practice Manager and Assistant Practice Manager:

The Practice Manager and Assistant Practice Manager are here to ensure the smooth running of the practice. If you have any problem with the service you have received or have any suggestions for improvements to the service, please contact the management team.

Receptionists, Administrators and Secretaries:

Our staff are here to help you and have been trained to take essential details sympathetically and in complete confidence. Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GP's and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries. The administrators undertake a range of back office duties which are essential in the smooth running of our practice. If you have any queries regarding a referral already made, please contact the hospital direct.

How you can help your Practice Team -

- Understand that your GP is not the only person who can provide health care.
- Appreciate that your GP and team work hard in stressful situations.
- Try to be tolerant.
- Learn about your own health and how to take care of it.
- Get to your appointment on time and try to let the surgery know if you can't make an appointment.
- Ensure we have your up-to-date telephone number.

Appointments

We offer a range of appointments including routine pre-bookable appointments, same day appointments and telephone appointments. We also offer a daily telephone triage service with a doctor on-call each day for any urgent problems.

Routine appointments – may be booked up to 4 weeks in advance. These appointments are for ongoing care, please do book well in advance; this is particularly recommended if the doctor has asked you to make a follow up appointment.

Same day appointments – the majority of our appointments are kept for same day booking. These appointments are predominantly for new or acutely worsening health problems and you need to see a doctor that day. We realise children and babies become ill at short notice and we will always see a sick child/baby the same day.

Telephone appointments - these are useful if your problem can be dealt with by phone rather than having to come in to the surgery and/or to discuss test results with the doctor. You can pre-book a telephone appointment or ring on the day to request one.

Telephone triage appointment – if you call the surgery with an urgent problem and all bookable appointments have been taken, you will be offered a call back from the on-call doctor for that day. The doctor will call to discuss your problem and agree with you the best way forward, whether this be an urgent appointment, prescription, onwards referral to an alternative service etc. Where possible you should call the surgery before 11.00 am if you feel you have an urgent problem which needs to be discussed that day.

Practice Nurse and Health Care Assistant appointments – are available Monday to Friday during normal opening hours. Due to the specific nature of these clinics you will be asked to give some brief details of your requirements when booking an appointment so that we can ensure you are booked in with the correct person and for the correct length of time.

Booking appointments – Please telephone or call in at reception during opening hours. We have a high volume of calls in the mornings before 11.00 am. It is best to phone outside of these hours for routine/non-urgent matters.

We recommend the use of our online services for booking routine appointments with the doctor and there may also be a limited number of urgent/same day appointments available to book online up to 12 hours in advance of our opening time of 8.00 am.

Extended hours – as well as offering GP, Nurse and Health Care Assistant appointments from 7.30 am most days, we also offer a limited number of late evening appointments (up to 7.00 pm) on Tuesdays. We are also part of the Extended Working Hours Service run in Bury and are fortunate that this service runs from our building. This service offers appointments on Saturdays and Sundays from 8.00 am to 6.00 pm and appointments with a GP or Practice Nurse can be booked via reception.

Appointment reminders – may be sent to your mobile phone. Please make sure we have your correct mobile number to make use of this service. If you do not wish to receive text message reminders, please speak to the receptionist to inform them of this. We will not send any medical information via text or share your details with anyone else.

Cancelling appointments – If you cannot attend your appointment, please contact the surgery to cancel, or use the online service to do this. Appointment time is valuable and your appointment can always be offered to someone else. Patients who persistently fail to attend appointments without letting us know will be contacted and may be removed from our patient list.

How long will my appointment be? - All appointments are ten minutes. If you feel your problem will need more time, discuss this with the receptionist when booking your appointment.

Your appointment is for you - Should another member of your family need an appointment to see the Doctor, please make a separate appointment.

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 before 11.00 am and the request will be directed to the on-call doctor for that day. Home visits are restricted to housebound patients, mainly the elderly and chronically sick and are at the discretion of the doctor.

Other services available if you are unwell or when we are closed

Please think about which service is the most appropriate to offer you the best help, advice and treatment:

- ✓ **Self Care** – treat very minor illnesses, ailments and injuries at home.
- ✓ **NHS Choices** – online advice and information www.nhs.uk
- ✓ **NHS 111** – You can call 111 when you need medical help fast but it's not an emergency. NHS 111 is a fast and easy way to get the right help whatever the time. Available 24 hours a day, 365 days a year – also visit www.nhs.uk/111/ for more information.
- ✓ **Pharmacy** – for expert advice and treatment for a range of common health problems.
- ✓ **Prestwich WIC** – advice and treatment for minor illnesses and injuries – open 7 days per week, 12.00 pm to 8.00 pm.
- ✓ **A&E/999** – should only be used in a critical or life-threatening situation.

Test Results

Test results are available by ringing the surgery after 2.00 pm. You may receive a message from us, either be text, phone or letter with any actions recommended by the doctor once your results have been read.

Repeat Prescriptions

We do not take repeat prescriptions over the phone. You can order your prescription online at www.patientservices.co.uk, via your local pharmacy or in person at the surgery. You can also arrange for your prescription to be sent electronically direct to the pharmacy. You should allow 48 hours for the processing of your prescription (72 hours if you have opted to collect your prescription direct from the pharmacy). Please do not ring the surgery to check if your prescription is ready, it will be ready after 3.00 pm, 2 working days after ordering.

Sick Notes

If you are off work for less than 7 days, you do not need a doctor's sick note. If you are receiving hospital care you do not need advice from your GP, please ask the hospital for your ongoing sick note.

Change of Personal Details

Title, name, address, telephone numbers and e-mail address: It is important that your contact details (and those of any dependants) are kept up to date. You can do this by completing the form online at our website or by calling into the surgery.

New Patients

Named GP – it is a requirement that we allocate each patient a named GP who has overall responsibility for their care. However, you are able to book an appointment with any of the GP's in the practice.

Non-NHS Services

The NHS provides most care to patients free of charge, but there are exceptions. Fees are charged for services not offered by the NHS, eg medical and insurance reports.

GP's do not have to carry out non-NHS work on behalf of patients, however they will always try to assist. Time spent completing forms and preparing reports takes GP's away from the medical care of patients, so non-NHS work is not completed as a priority.

Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in the practice, please let us know. We operate a Complaints Procedure as part of the NHS system for dealing with complaints and this meets national criteria. Please note: if you do make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

How to complain – In the first instance, please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager or Assistant Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problems cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable us to get a clear picture of the circumstances surrounding the complaint. A full copy of the Practice Complaints Procedure is available from reception.

Comments and Suggestions

The partners and staff at the practice are interested to know what you think about the services we offer at the surgery. We welcome constructive feedback - tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers. You can also visit www.nhs.uk to give feedback about your experience of the practice.

Patient Participation Group

We have a virtual Patient Reference Group whereby we contact members periodically via e-mail to seek their views and comments on the practice and the services we provide. The aims of the group are to:

- Contribute to the continuous improvement of services;
- Help patients take more responsibility for their health;
- Foster improved communication between the practice and its patients;
- Provide practical support and help implement change.

If you are interested in joining, please sign up online or complete the form available at reception.

How We Use Your Health Records

Access to Medical Records:

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the practice for further information.

Patient Confidentiality:

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please contact the practice for further information.

Summary Care Record:

The Summary Care Record is an electronic record which will give healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment in an emergency or when the surgery is closed. You can choose to have a Summary Care Record (this will happen automatically when you register) or you can choose to not have a Summary Care Record (you will need to let the practice know by filling out and returning the opt out form). Further information is available from reception or from the NHS Care Records Service – www.nhscarerecords.nhs.uk.

Patient Rights and Responsibilities

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details. The practice charter is available from the information zone or our website.

Patient's Responsibilities;

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity.
- An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.
- We would ask you to be patient if your doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the receptionist.

- Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time they deserve.
- Please act in a responsible and courteous manner whilst on the practice premises for the safety and comfort of others
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted. You may be asked to register at another surgery if this behaviour occurs.

Patient's Rights to General Medical Services

- To be offered a health check on joining a doctor's list for the first time.
- To have appropriate drugs and medicines prescribed.
- To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in medical research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints made.

Violent or Abusive Behaviour

We take seriously any threatening, rude, abusive or violent behaviour against any of our staff or patients. If a patient is rude, violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary from our list of patients. A copy of our Zero Tolerance Policy is available in reception or on the practice website.