

DENTON MEDICAL PRACTICE

www.dentonmedical.co.uk

OUR AIM

At Denton Medical Practice, we strive to provide the highest quality standards of care. We have a friendly and helpful team of doctors, nurses and reception staff.

We are open from 08:00 am to 12:00 pm and 01:00 pm to 06:00 pm Monday to Fridays.

We also provide extended opening hours to allow patients to attend appointments outside of the normal working week and are open for pre-booked appointments only on Saturdays from 08:00 am to 11:30 am.

OUR TEAM

We have a **dedicated team of staff** at Denton Medical Practice, working together to give you a high level of care. You can see a male or female **doctor** if you wish, especially if you have a **sensitive problem** and would like **health advice**. The doctors also offer telephone consultations at the end of their normal morning surgery.

Doctors

Dr Abdul Majid MBBS, MRCP (male) provides normal GP surgeries, but also performs child health surveillance, joint Injections and minor surgery. He has an interest in diabetes mellitus and teaches student doctors and trainee GPs. His normal days of work are Monday, Tuesday and Thursday.

Dr Asim Shoaib MBChB, MRCP (male) provides normal GP surgeries, but also performs child health surveillance and joint injections. He has an interest in sports medicine. He can also perform male circumcisions on children as a private consultation. His normal day of work is Monday and Wednesday.

Dr Helen Perkins MBBS, MRCP, MRCP (female) provides normal GP surgeries, but also performs post natal checks and contraceptive implant fitting. She has an interest in palliative medicine. She teaches student doctors and trainee GPs. Her normal days of work are Tuesday, Wednesday and Friday.

Dr Asim Rashid MBBS, MRCP (male) provides normal GP surgeries, but also offers a dermatology service, as he holds a postgraduate diploma in dermatology. He also teaches student doctors and trainee GPs. His normal days of work are Wednesday, Thursday and Friday.

Dr Kate Hebden MBChB, MRCP (female) provides normal GP surgeries, but also performs contraceptive implant fitting and coil fitting. She has an interest in family planning. Her normal days of work are Monday, Tuesday and Friday.

Trainee Doctors – Usually two trainee doctors are present during the working week.

Nurses

Hanifah Shoab (Nurse Prescriber) provides a wide range of clinics including chronic disease management, immunisations and vaccinations. She is also trained to see acutely ill patients in the minor illness clinic and prescribe medication as appropriate. Her normal days of work are Monday and Tuesday.

Lynn Heald (Practice Nurse) provides a wide range of clinics including chronic disease management, immunisations, vaccinations and warfarin monitoring. She is also trained to see acutely ill patients in the minor illness clinic. Her normal days of work are Monday, Wednesday, Thursday and Friday.

Laura MacNeill (Practice Nurse) provides a wide range of clinics including chronic disease management, immunisations, vaccinations and general health advice. Her normal days of work are Wednesday, Thursday and Friday.

Darrell Re (Practice Nurse) provides a wide range of clinics including chronic disease management, immunisations, vaccinations and general health advice. Her normal days of work are Monday and Tuesday.

Healthcare Assistant

Julie Dean (Healthcare Assistant) performs blood tests, blood pressure checks, weight checks, spirometry and new patient medicals. She also runs a dedicated smoking cessation clinic. Her normal days of work are Monday to Friday inclusive.

Phlebotomist

Lindsey O'Rourke (Phlebotomist) performs blood tests, blood pressure checks, weight checks. Her normal days of work are Monday and Tuesday.

Practice Managers

Lesley Hynds is the business manager. She is responsible for administration, finances and future development of the practice. Any suggestions and complaints should be addressed to her.

Lynn Redford is the clinical manager. She is responsible for the quality of clinical care delivered to patients and future development.

Reception Staff

Sharon Bowater is the reception supervisor. She is responsible for overseeing the reception and liaising with the practice managers.

Barbara Marshall, Pat Washington, Lynda Darby, Sandra Hughes, Lindsey O'Rourke, Holly Redford, Cassie Bowater, Morag Spelzini - They are 'front line' staff and make sure you get the help needed with booking appointments.

Data Input / Information Technology Clerks

Eileen Pearson, Elizabeth Redford, Judith Firman - Their role is to process patient's paperwork and records.

HOW TO ACCESS SERVICES

Request a home visit...

The doctor may telephone you to assess whether a visit is required, and may either give advice, arrange a surgery appointment or a home visit as is deemed appropriate.

A doctor or nurse can see many more patients in the surgery in the same time it takes to visit one patient at home, and the full facilities for examination are available only in the surgery.

Therefore, we offer home visits only to patients who the doctor or nurse feels are too ill to attend the surgery or who are registered as housebound. We will not visit on the grounds of convenience, as this is unfair on other patients who would have to forego having an appointment in the surgery. We expect patients to make arrangements for travel to and from the surgery.

If you feel that you fulfil the criteria for a home visit, please ring before 10:30 am.

Obtain test results...

Blood test results are usually (but not always) available five working days after the day of the test. X-rays may take two to three weeks, and cervical smears up to eight weeks. You will be notified immediately if there is any abnormality which needs further action.

Obtain a sick note...

A medical fit note has replaced the sick note and is not required for the first seven days of sickness. It is covered by a **Self-Certification Form SC2** available from your employer, the reception desk or downloaded from the internet. If you are likely to be off work for longer than seven days, you will need to see a doctor to be assessed for a fit note. If you require a repeat fit note, please ask the reception staff as you may not require an appointment for this.

Register with the practice...

Please ask at reception for our current criteria for accepting new patients onto the practice list. We will ask you to fill a registration form and attend a new patient medical before we can accept you onto the list. Alternatively, you can do this online.

Change personal details...

If you change either your name, address or telephone contact details, please contact the practice either in person, by telephone or by email, so that we can make the necessary alterations to your records.

Arrange a medical...

If you wish to have a general health assessment, please ask the receptionist. If you require a medical for a HGV license, taxi license or anything similar, you will need to see a doctor and there is a charge for this service.

Have a form filled...

If you require a form to be filled, such as for the cancellation of a holiday on medical grounds, you can leave these at reception. There will usually be a charge for all private forms of this nature, for which your insurance company will ask that you pay. Please allow two weeks for completion.

APPOINTMENTS

- Patients requiring an urgent appointment on the same day will be able to ring before 10:00 am. If your call is non-urgent please ring after 10:00 am, to allow us to deal with urgent cases quickly.
- Patients with an urgent problem will initially receive a telephone call from a Doctor or Nurse. They will arrange treatment/appointment at the surgery as appropriate.
- Patients requiring an early appointment will be able to request 48 Hour access appointments, subject to availability.
- Patients requesting routine appointments will be able to book as normal. Please ring after 10:00 am. Our access target for routine appointments with a Doctor is 5 working days.
- Telephone appointments will continue to be available.

Appointments may be booked by ringing the surgery number or booking online by [Emis Access](#). If you choose to book online, you will need to create an account before you can access this service. You can do this by contacting the receptionist who will advise you of how to proceed. A proportion of appointments will be made available for online booking.

Surgery Appointments

Surgeries take place throughout the day from 08:00 am to 05:30 pm. Please remember that if you wish to see a specific doctor, you may have to wait longer for your appointment.

As the time taken to see a patient is very unpredictable, it is impossible to guarantee that you will be seen at the exact time that the appointment is booked. However, we will try our best to see you at the right time as much as possible. Surgeries can often run late because patients have more than one problem that they wish to see the doctor for, or because a patient's family member attends without making a separate appointment, or because a patient has turned up late for their appointment. When a delay has occurred, this will have a knock on effect on all other appointments that day, and this can be compounded if several of these delays occur during the day.

We, therefore, ask that you let us know when you book the appointment if you have more than one problem that you would like a consultation for, and that you make an appointment for every family member that wishes to be seen. We also ask that you attend a little earlier than your appointment time, so that if we are running ahead, we can make use of the time. Please let us know if you are going to be delayed. Anyone who attends late for an appointment without informing us will not normally be seen.

Telephone Appointments

If you feel that you do not need to see a doctor or nurse face-to-face, but would like some advice about a medical matter, who may wish to make a telephone appointment. You can book a telephone appointment in exactly the same way as a clinic appointment, either online, or through the receptionist.

Please let us know your preference, and make sure that the contact number that we have for you is up to date. The doctor or nurse will ring at the appointed time, but please bear in mind that sometimes the surgery may be running late and the call will therefore be delayed accordingly.

Routine blood tests, blood pressure checks, ear syringing, smoking cessation advice, contraception checks and smear tests are provided by the practice nurses, and you will not need to book an appointment with a doctor.

PRESCRIPTIONS

Repeat Prescriptions

These can be ordered by using the right hand side of the repeat prescription sheet. Simply tick the items required, and hand this in to the receptionist. If you wish to have your repeat prescription form delivered to your address, you will need to post your repeat list with a stamped addressed envelope. Please allow 2 working days for collection of your repeat prescription, and longer if you want to receive the form by mail.

Alternatively, you can request your repeat prescriptions online by using the [Emis Access](#). Prescriptions will then be processed in the same way. If you wish to order your prescription online, you will need to create an account first - please ask at reception about how to do this.

Acute Prescriptions

If you need a prescription which is not on repeat, you may contact reception with a request. This should be done in writing, in person, or by email using the practice email address.

If you have an urgent request, you may ring the surgery to make a request, and this will be assessed by a doctor on the same day.

Please remember that we will not issue prescriptions for antibiotics on the telephone, except in exceptional circumstances. Antibiotics usually require medical assessment, as they do not work for viral infections. Unnecessary antibiotics lead to resistance of microbes. Your doctor will decide if antibiotics are appropriate.

SERVICES

We offer a number of different regular clinics providing a wide range of services. We are always looking for ways to improve our range of services. Some services are more infrequent than others. Please visit the practice website at www.dentonmedical.co.uk for details.

OUT OF HOURS SERVICE

Please ring **Go-To-Doc 0161 336 3252** directly if you need medical attention outside of normal surgery hours.

Please bear in mind that this service is for those with an urgent need, who cannot wait until the next working day to be dealt with by the normal GP service.

The patients may also attend the **Ashton Primary Care Centre Walk in Service** and contacting them on 0161 342 7050.

Alternatively, you may wish to contact the 24 hour telephone advice service, **NHS Direct**. They will be able to advise you about any treatment that you require and the most appropriate course of action.

You may wish to attend **Tameside General Hospital Emergency Department**. However, this is strictly for emergencies and accidents which require urgent treatment.

In dire emergency dial **112** which is now used in all European Union countries to contact the emergency services. Alternatively you can dial **999** for the same service.

All reports of contact with patients during out of hours service are faxed to our surgery the next morning so that we can update our records.

HOW TO FIND US

Denton Medical Practice is situated opposite **Crownpoint North Shopping Park** at 100 Ashton Road (A6017), Denton M34 3JE. We have parking available behind the surgery via Greswell Street.

HOW TO CONTACT US

If you wish to contact the surgery with any suggestions about how we can improve the practice, you may contact us by writing at **100 Ashton Road, Denton M34 3JE**.

Please address suggestions and **complaints** to Lesley Hynds, the business manager.

Alternatively, for suggestions only, you can email using suggestions@dentonmedical.co.uk

Tel: 0161 320 8788 **Fax:** 0161 336 1161

We hope that you will be happy with the service provided by the practice.

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