

# Denton Medical Practice

## Patient Information Guide



Dr Hebden, Dr Majid, Dr Perkins, Dr Rashid, Dr Shoaib

Please visit our practice at: [www.dentonmedical.co.uk](http://www.dentonmedical.co.uk)

100 Ashton Road, Denton, Manchester M34 3JE

Tel: 0161 320 8788 Fax: 0161 336 1161



# Welcome to Denton Medical

## Doctors

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Dr Hebden MRCGP, (Female)  
Dr Majid MRCGP (Male)  
Dr Perkins MRCGP (Female)  
Dr Rashid MRCGP (Male)  
Dr Shoaib MRCGP (Male)

## Trainee GP's/ Medical Students

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We are a training practice and have trainee's and early experience students joining us regularly.

## Health Care Assistant

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Julie Dean

You should see Julie for:

- ECG's
- Blood pressure monitoring
- Smoking cessation
- New patient registration medicals
- Dietary advice/weight management
- Ear Syringing

## Practice Nurses

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Hanifah Shoaib  
Lynn Heald  
Laura MacNeill  
Darrell Re

Our practice nurses are experts in chronic diseases and health screening.

### Also available for:

- Warfarin Clinic
- Asthma/COPD checks
- Cervical cytology
- Childhood Vaccinations
- Contraception advice and checks
- Coronary Heart Disease checks
- Diabetic checks
- Health checks
- Travel vaccinations
- Hypertension Clinic

## Phlebotomist

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Lindsey O'Rourke

You should see Lindsey for:

- Blood tests
- New patient medicals

## Practice Management Team

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Lesley Hynds – Business/Complaints Manager  
Lynn Redford – Clinical Manager



# How to Register

## How To Register With The Practice

We are happy to accept new patients onto our list. Anybody wishing to join this practice must have the following information. Their current medical card with previous GP name, address etc or must be able to fill in all details on an application form. As part of the registration system, a new patient medical will be required. You will not be registered officially at this surgery until this medical is complete, this consists of height, weight, B/P, family history and a urinalysis, and this will take approx 15mins to complete.

### 1. Download

You can download a PDF version of our Registration Pack which you can complete and post back to us or drop into the surgery.

### 2. Web Form

Use our web form to request a Registration Pack to be posted to you, which you can complete and post back to us or drop into the surgery.

### 3. Telephone

You can telephone and request a Registration Pack. Telephone 0161 320 8788 Monday to Friday between 10am and 6pm, Saturdays between 8am - 11.30am and ask for a Registration Pack to be posted to you. You can complete this and post it back to us or drop it into the surgery.

### 4. Email

Send us an email to request a Registration Pack, which you can complete and post back to us. Send an email to:

suggestions@dentonmedical.co.uk stating your full name and postal address including postcode, put registration pack as the subject line.

PLEASE NOTE WE WILL NOT REPLY TO ANY MEDICAL ENQUIRIES SENT TO THIS EMAIL ADDRESS.

### 5. Come In

Come in to our reception and ask to register. Reception is open Monday to Friday 8am - 6pm (closed between 12pm - 1pm) and Saturday 8am - 11.30pm.

PLEASE NOTE:

AS PART OF THE REGISTRATION PROCESS YOU WILL NEED TO BRING PROOF OF IDENTITY (PASSPORT OR DRIVING LICENCE PLUS RECENT UTILITY BILL).



## The Types Of Appointments That Are Available

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**Urgent Appointments** - Any patient who needs an urgent appointment or needs to be seen the same day will now be triaged by one of our clinicians, who will then decide how soon you need to be seen. In order to be placed in the triage list patients need to ring before 10.30am if possible.

**Pre-Booked Routine Appointments** – Can be booked with the clinician of your choice up to 4 weeks in advance. Please try to ring after 11am when the triage service has finished and the telephone lines are less busy.

**Booking Online Appointments** – You can also book appointments on-line using EMIS Access. This is quick and easy to do. All available appointments are listed and you simply choose the time and date that suits you. To register for EMIS Access please bring in a passport or utility bill for identification and ask the receptionist to print out your personal login and password so you can register

**Telephone Appointments** – Telephone appointment with a clinician of your choice for problems that do not need to be dealt with face to face. These may include:

- Medication Queries
- Mild illnesses/symptoms  
(If you don't need an examination)
- General questions

## How To Request A Home Visit

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The doctor or nurse practitioner may telephone you to assess whether a visit is required and may either give advice, arrange a surgery appointment or a home visit as appropriate. Please note that a doctor or nurse practitioner can see many more patients in the surgery with all the necessary facilities for examination, in the same time it takes to do a visit. As such, we offer home visits only for patients who the doctor or nurse practitioner feels are too ill to attend the surgery, or are registered as housebound. We will not visit on the grounds of convenience and we would expect patients to make arrangements for transport to and from the surgery. If you feel you need a visit, please ring before 10.30am.

We will need to know the name, address, date of birth, and a brief description of the problem from the person who is requesting the visit (The patient).

## Out of Hours

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If you need medical attention outside of normal surgery hours, you may wish to contact NHS Direct, a 24 hour nurse led telephone advice service. They will be able to advise you with regard to any treatment you may require.

Alternatively you may ring the surgery number to be connected to Go To Doc, our out of hours medical service. Please bear in mind that this service is for those problems which are urgent and cannot wait to be dealt with within the practice.



# Clinics - Practice Nurses

## Minor Illness

This clinic caters for most kinds of minor acute illnesses such as sore throats, coughs, earache etc. This will involve face to face consultations with the nurse practitioner, but you may also request telephone advice. The nurse practitioner is trained to assess these problems and is able to prescribe medication as appropriate. If there is any uncertainty she may wish to ask the doctor to also see the patient.

## Chronic Diseases

The nurses see patients for a number of different chronic diseases, including heart disease, asthma, diabetes, chronic obstructive pulmonary disease (COPD). If you feel that you have one of these illnesses and have not been seen regarding this, please let us know.

## Family Planning

The nurses do not at present initiate treatment for HRT and contraceptive purposes, but they do see patients for subsequent reviews, which include general advice and checking of blood pressure.

## Childhood Immunisations

This clinic is currently held on the 1st and 3rd Thursday of each month, from 9am until 11.30am. Appointments are normally by post inviting you to attend the clinic with your child. This is a vital contribution to your child's health so please make every effort to attend. If you have any questions you may discuss these with the practice nurse.

## Blood Tests

These are performed by the Health Care Assistant who is specially trained in a number of tasks. She also does height, weight and waist circumference checks, gives smoking cessation advice for smokers and performs new patient medicals.



# Other Services

## Midwife

Our midwife offers regular antenatal care for expectant mothers. She sees patients every Tuesday from 9am – 12pm. You no longer need to see the doctor for your referral to hospital, please book in with the midwife who will make all the necessary arrangements, including the referral. However, if you do not wish to continue with the pregnancy, you must in this circumstance, see the doctor to discuss this.

## Counsellor

Weekly Clinics

## Podiatrist

Provides monthly sessions, giving advice on foot care to our diabetic patients.

## Patient Services Available

- Text Messaging reminder service
- On-line appointment booking/medication requests and registration
- Practice Website
- EMIS Access - Automated book in service
- Patient Participation Group
- Disabled friendly

### Other In-House Services Available:

- ECG's
- Joint Injections
- Incisions/excisions
- Anticoagulation
- 24 Hour BP Monitoring





## Repeat Prescriptions

You may order repeat prescriptions in the normal way, by using the right hand side of the repeat prescription sheet. Simply tick the items required and hand this into reception. If you wish to have your repeat prescription delivered to your address, you will need to post your repeat list with a stamp addressed envelope. Please allow 48 hours (excluding weekends) for collection of your repeat prescription and longer if you request posting.

## Internet Request

You may also request repeat prescriptions via EMIS Access. Please allow 48 hours for collection.

Please note that we do not accept repeat medication requests by telephone, as this 'jams' the telephone lines and prevents those who need appointments from getting through.

## Acute Prescriptions

If you need a prescription which is not on repeat, you may contact reception with a request. This may be done on writing, in person or by e-mail, using the e-mail 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 normally issue prescriptions for antibiotics over the telephone except in exceptional circumstances. This is because the majority of simple infections are viral, as opposed to bacterial and so do not respond to antibiotics.

It is therefore necessary for a doctor to examine patients, to decide if he or she feels an antibiotic is required.





## How To Change Personal Details

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

## How To Have A Form Filled

If you need a form filling such as holiday cancellation or an insurance claim form, you can leave these at reception. There will usually be a charge for all private forms or other similar requests.

Please allow 4 weeks for completion.

## How To Arrange A Medical

If you wish to have a general health assessment, please ask at reception. The doctors also provide medicals for HGV, taxi drivers or other individuals.

## How To Cancel An Appointment

Would patients please inform the surgery ASAP of any cancellations, this allows the surgery to offer these appointments to other people, thus reducing our waiting times for routine appointments.

## How To Obtain A Sick Note

A medical sick note is not required for the first five days of sickness, which is covered by filling in a self certification form, available from your employer. If you are likely to be off beyond this duration, you will need to see a doctor to ask for a medical sick note.

If you require a repeat sick note, please ask the reception staff as you may not require an appointment for this.





## Compliments, Comments, Concerns And Complaints

We welcome any comments and suggestions on the services you receive at this practice. If you wish to make a comment or suggestions please find a printed slip in the patients information leaflet rack and post it in the suggestion box at reception.

If you wish to make a complaint, please ask at reception for a complaints form. All complaints should be made in writing for the attention of Lesley Hynds.



## Patient Responsibilities

- Courtesy to the staff at all times – remember they are working under Doctor's orders.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Records be made available.
- Patients should make every effort when consulting the surgery to make best use of medical and nursing time – home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescription, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings, nights and weekends) should only be requested if they are felt to be truly necessary.



## Access To Medical Records

### Patient Access to Their Own Records

If you require access to your medical records you must first provide a written request and include your signature.

If you are not known to the surgery you will also be asked for proof of identity which may include the following:

- Passport
- Work pass with photograph
- Driving licence

Any photocopying costs incurred will be passed onto the patient plus a £10 administration fee. You will be notified of any charges in advance.



## Records and Confidentiality

The practice complies with Data Protection and Access to Medical Records Legislation. Identifiable information about you will only be shared with others in the following circumstances:

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

If you do not wish anonymous information about you to be used in such a way please let us know.



## Other NHS Services and Useful Telephone Numbers

### **In serious emergencies dial 999 for an ambulance.**

As well as our practice, there are many other local NHS services you can contact for health, information and treatment.

#### **NHS Direct**

Patients can also obtain free health information and expert advice 24 hours a day, seven days a week by telephoning NHS Direct on: **0845 4647** or online at: **www.nhsdirect.nhs.uk**

For deaf people or those who are hard of hearing a telephone service is available on **0845 606 6467**

#### **Accident and Emergencies**

Whatever the time of the day, if you experience severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. They are open 24 hours a day and can assess serious injuries and provide emergency treatment.

#### **Tameside General Hospital**

Fountain Street  
Ashton-Under-Lyne  
Lancashire OL6 9RW  
Tel: **0161 331 6000** (switchboard)

#### **Your Local Pharmacy**

Your local pharmacist will be able to give you free advice at any time - you don't need an appointment. Many pharmacists operate extended hours on a rota basis.

To find your nearest pharmacist visit:  
**www.nhs/servicedirectories**

#### **Patient Advice and Liaison Service**

As a patient, relative, carer, friend of a patient or any member of the public, you may have questions about the services we provide and may need someone to turn to for on the spot help and advice. This is where the Patient Advice Liaison Service (PALS) can help.

PALS will treat all your information confidentially.

Tameside Hospital NHS Foundation Trust  
Charlesworth Building  
Fountain Street, Ashton-Under-Lyne  
OL6 9RW

Tel: **0161 922 4466**

Fax: **0161 922 4009**

Minicom@ **0161 922 4010**

Email: **pals@tgh.nhs.uk**

PALS is open 8.30am -5pm.

An answer phone service operates outside of these times.

#### **NHS Tameside and Glossop**

The Primary Care Trust will be able to provide information on local services and help if you have any concerns.

New Century House  
Progress Way, Windmill Lane  
Denton M34 2GP

Tel: **0161 304 5300**

Fax: **0161 304 5400**

Web: **www.tamesideandglossop.nhs.uk**



## Surgery Opening Times

Monday - Friday 8.00am to 6pm (Closed 12pm to 1pm for Lunch)

Saturday 8.00am to 11.30pm

Please note that the surgery closes on the third Thursday afternoon each month, at 1pm for staff training and then reopens at 8.30am the next day. If you require urgent medical attention during these times, please ring the surgery number and you will be put through to Go to Doc.



## Disabled Access

Denton Medical Practice provides suitable disabled access. This includes an automated door entrance system, a spacious waiting area, disabled toilet facilities and a lift for first floor access.

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