



Patient Participation Group

Would you like to have a say in how local health services are developed and to find out more about your surgery? If so, then join our patient group by asking at Reception or visiting www.theguywoodpractice.co.uk

Chaperone Policy

Patients and Medical Staff sometimes prefer a chaperone to be present during an intimate examination. If you would like a chaperone; please request this when booking your appointment. To find out more about the chaperone policy please ask at Reception.

Safeguarding Children and Vulnerable Adults

All staff at the surgery take safeguarding for adults and children seriously and have a policy in place to ensure patients are safeguarded appropriately. If you have any concerns about a child or adult please speak to a member of staff.

The Adult Social Care Team is the first point of contact for all referrals and general enquiries. You can contact them from 8am to 6pm, Monday to Friday in any of the following ways: **Phone: 0161 217 6029** **Email: asc.referrals@stockport.gov.uk**



CONCERNED ABOUT A CHILD?
0161 217 6028
OUT OF HOURS 0161 718 2118



Private Room to talk

If you need to discuss a private matter with the Receptionist or another member of the team please ask us and we can arrange a more private area away from the waiting area.

Interpretation Service

All Doctors and clinical staff speak English at the Practice, if you would like to use the Interpreter Service for non-English speakers, please request this at the time of booking your appointment so we can arrange this.

THE GUYWOOD PRACTICE

ROMILEY HEALTH CENTRE

Contact Details

Telephone Number: 0161 426 5242

Fax Number: 0161 426 5240

Email: stoccg.guywoodpractice@nhs.net

Visit: www.theguywoodpractice.co.uk

Opening Hours

Mon: 08.30 – 19.30

Tues: 08.30 – 19.30

Weds: 08.30 – 18.30

Thurs: 08.30 – 18.30

Fri: 08.30 – 18.30

Closed Saturday & Sunday



Welcome

At The Guywood Practice we aim to treat all our patients' promptly, courteously and in complete confidence.

Areas we cover: the surgery serves Romiley, Bredbury, Woodley and within a 2-mile radius of the surgery building

Our team: includes one full-time GP Partner, 1 practice Nurse, 2 Healthcare Assistants, one at NVQ level 3 as well as Administration and Reception Staff.

Services: We offer a full general practice service for all patients and run specialist clinics for children and pregnant women, chronic disease sufferers and much more. (Contact NHS Stockport Clinical Commissioning Group on 0161 426 9900 / Text Relay: 18001 + 0161 426 9900 / Fax: 0161 426 5999 or post to NHS Stockport Clinical Commissioning Group, 7th Floor, Regent House, Heaton Lane, Stockport, SK4 1BS for services we do not provide.)

Research at the Practice: The Guywood Practice participates in the running of many different research trials. We work alongside some of the biggest names in clinical research, including the University of Manchester, MAC clinical research and Synexus. The practice will never give out any personal information to any research company without permission from you, for more information about current research trials please ask at reception.

Registering here: This leaflet is for both existing patients and those considering registering with us. It tells you about the Surgery and how to access various services. If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from Reception and online at www.theguywoodpractice.co.uk.

Other Community and Healthcare Services

There is a team of District Nurses and Palliative Care Nurses, Health Visitors and Midwives located in the health centre, please ask at Reception for more information about Treatment Room Services and Antenatal Clinics or you may contact reception direct on 0161 426 5242

The "Treatment Room" offer various services such as ear-syringing, wound care and dressing, NHS Health Checks etc. Ask at reception for appointment booking.

Specialist & Hospital care

If your Doctor believes you need hospital treatment or specialist care elsewhere, they or a member of the Practice team will ask you where and when you would like to go. They can then book your appointment electronically.



Non-NHS or Private Services

If you require your Doctor to complete a form, pre-employment medical, insurance/passport form or private letter please speak to your Doctor and ask at Reception for Charges and fees that apply. Please note payment must be given before the request is completed by the Doctor.

Patient Confidentiality and Accessing your Records

We respect your right to privacy and keep all your health information confidential and secure and cannot be discussed outside of the surgery.

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 advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please ask at Reception to arrange this. Please note a fee will apply for viewing records to cover administration costs.

Clinics

We run a range of clinics. For an appointment or further details, please call Reception on 0161 426 5242. Remember that the results of tests can only be given to the patient.

Child health and immunisations

All new babies are invited for regular check-ups from six weeks old with the Doctor. Immunisations and Boosters are administered by the Practice Nurse.



Travel Vaccinations

If you are going on holiday, please fill out a travel questionnaire **6-8 weeks in advance of travel** and our Practice Nurse will advise and administer vaccinations that may be required.



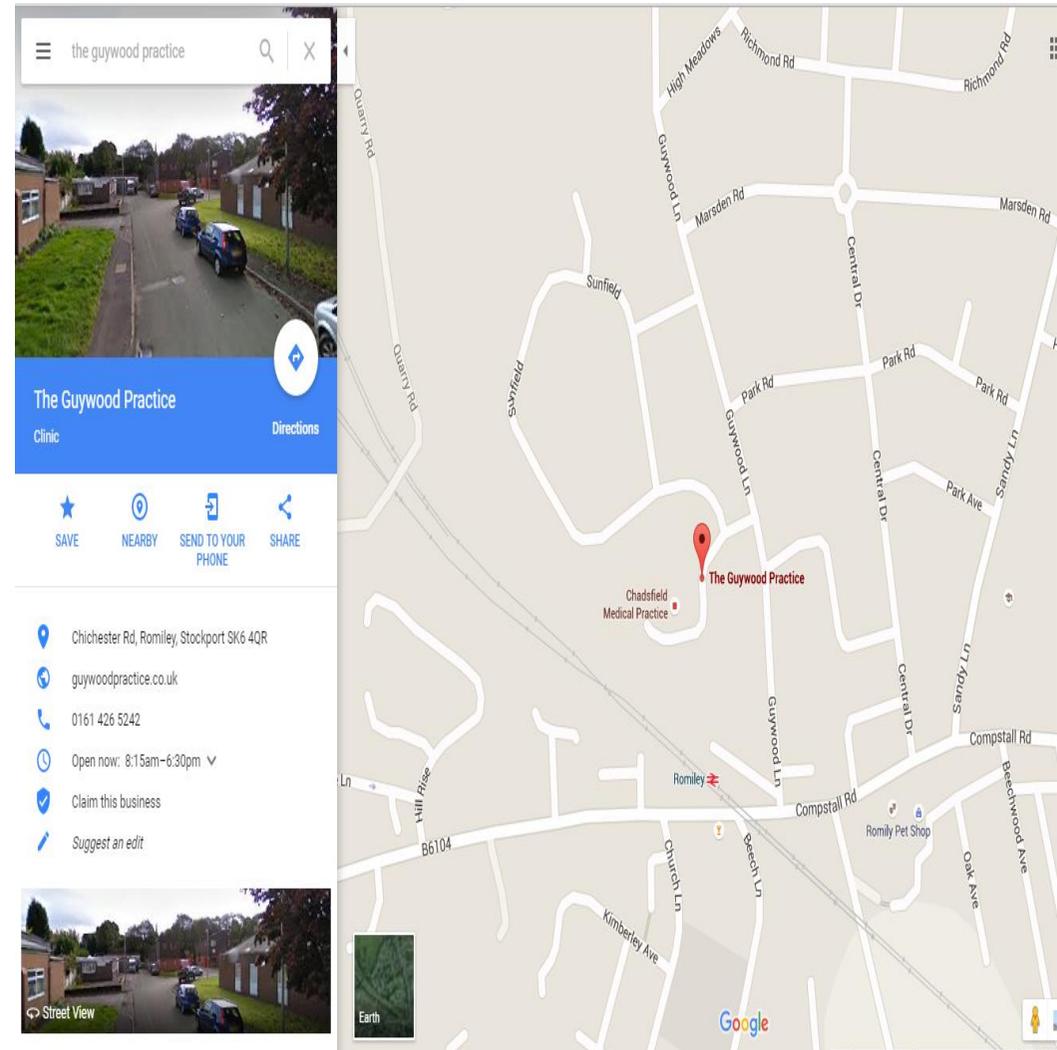
Influenza Vaccinations

From October each year the practice runs clinics to vaccinate all patients in high risk categories. For more information please ask your Doctor or Nurse or a member of the Reception team.

Chronic Disease Clinics (Diabetes, Asthma and Stop Smoking) and NHS Health Checks

These sessions offer advice, support and general health check-ups to patients diagnosed with illnesses such as diabetes, asthma, COPD, CHD and other chronic illnesses as well as smoking cessation advice. We can also undertake ECG tests and Spirometry tests at the Practice for patients who require it. Please discuss this with your doctor who will assess your condition. NHS Health Checks are available to patients aged 40 – 74.

Where to find our surgery...



Appointments



How to book an appointment: Ring our Reception on **0161 426 5242** to book an appointment with a doctor, nurse or healthcare assistant.

We have routine, pre-bookable appointments available up to 8 weeks in advance. We also have capacity to see patients who suffer from urgent problems to be seen on the same day (only for urgent medical problems that cannot wait) & children's on the day appointments.

Non-Urgent and Urgent cases: If your condition does not require an immediate, same-day appointment, please state this to the receptionist when ringing up so that emergencies can be prioritised.

Nurse and HCA appointments: can be booked as normal by telephoning Reception and arranging your appointment. Please mention to the receptionist what procedure you will be having (i.e. Fasting blood tests or ECG etc) so we can arrange an appropriate slot.



Queries: If you have more than one query to ask the Doctor, please inform your Doctor of ALL concerns at the start of the consultation. You may be asked to book a further appointment to discuss everything as the most clinically urgent concerns will be discussed / treated first. Remember that the results of tests can only be given to the patient.

Preference:

You have the right to express a preference for which doctor you see. Please ask when you book your appointment, however bear in mind that it might not always be possible to accommodate your request depending on clinician availability. This might also prove difficult for home visits; for same day appointment requests and during

holiday times. We will do our best to respond positively to your request.

Ask at Reception to get setup online for Patient access or look on the website.



Reception and Administrative Staff

We have a caring, dedicated and hard-working team of administrators who deal with the Reception desk, telephone queries and many aspects of helping the Doctors and patients in communicating information to each other. Their job is very demanding and busy so please understand they are there to help.



Suggestions, Compliments and Complaints

The Practice aims to provide a friendly and professional service to all our patients. If you wish to make a suggestion; express a compliment or make a complaint please let us know by **contacting the Practice Manager (0161 426 5242)**, verbally or in writing. You can also email us at **stoccg.guywoodpractice@nhs.net** for non-urgent, non-medical queries, compliments and suggestions. For a complaint please speak to whomever you feel most comfortable – your GP, the Practice Manager or our reception staff will be happy to help. Please ask at Reception for our complaints leaflet and form.

In the majority of cases, concerns can be resolved at a local level however, if you feel we have not dealt with the issues you have raised as you would wish, you can write to NHS England via Email: england.contactus@nhs.net or call 0300 311 22 33 or post NHS England, PO Box 16738, Redditch, B97 9PT

Our Practice Team

The GP's



Dr. Raina Patel MBE (Female) MBChB MRCGP DRCOG DMJ



Practice Nurse

Rachel Lewis (Female)

Our nurse deals with a range of conditions and health concerns. They are experts in many areas of disease management as well as vaccinations, immunisations, cervical smears and performing ECG and Spirometry testing.

Healthcare Assistants

Stephanie Dixie (Female) & **Caroline Hill** (Female)

Our HCA's are important members of the practice team undertaking NHS health checks, blood tests, blood pressure and weight management. Moreover, Gaynor is able to administer certain vaccinations and injections such as influenza, fluenz, pneumovacc, shingles & B12 injections.

Practice Manager – Laura Marks (Female)

The manager will be able to help you with any administrative problems you may have with the way our practice is run or other complaints as well as compliments and suggestions.

Tips on how you can help us to help you

- Let us know if your contact numbers change!
- Keep your telephone/mobile switched on and with you.
- Be on time for your appointment.
- Tell us if you need to cancel appointments (in advance)
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 1 week, after 3pm
- Use our online service for ordering repeat prescriptions



Home visits



It is the responsibility of patients to arrange transport to get to the surgery for an appointment. Our GPs can see four patients at the surgery in the time it takes to do a single home visit. For this reason, the GP can only visit strictly housebound patients. All requests for Home visits are triaged via a telephone consultation by the on-call Doctor. Please ring before 10am to arrange this.

Out of Hours Services and Walk-In Centres

Before 8.30am and after 6.30pm and at weekends, if you require medical assistance that can't wait until the surgery re-opens, please dial 111 (free from landlines and mobiles). If you need an appointment you will be passed to Mastercall for a booked appointment. In an emergency please call 999.

Accident and Emergency / 999

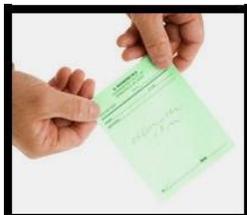
Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood, suspected broken bones or a serious emergency, go to your nearest accident and emergency (A&E) department or call **999**. A&E is open 24 hours a day and can assess serious injuries and provide emergency treatment.



Prescriptions

Repeat prescriptions must be authorised by a Doctor and therefore need to be requested **two** working days in advance.

Prescriptions can be collected every day after 2pm **and will be ready for collection 72 hours after you have requested it.**



Please understand that sometimes your Doctor will need to speak to you to review your medication and condition **before** issuing a repeat prescription.

How to request/order a repeat prescription:

A repeat prescription can be ordered in two ways:

1. By completing a Request slip on the Reception Desk and returning it to the box provided on Reception, or **online** by visiting www.theguywoodpractice.co.uk, or via patient access, directly into the clinical system.
2. Send your repeat prescription slip (with the items you require ticked) and a stamped self-addressed envelope if you want it posted back to you.



How you can help us:

- Always order your prescription in good time; please don't wait until you have run out.
- Unaccompanied children under the age of 12 years cannot collect prescriptions.

Access to the Health Centre and Information

We have parking spaces outside our practice building which are reserved for patients displaying a disabled badge. For patients with hearing or visual problems or who require interpretation please speak to Reception for more information.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Test Results



Please ring 0161 426 5242 for any results after 3pm so as to keep the telephone lines free during the morning for patients who need to arrange a home visit or need to access the doctor more urgently.

Test results are checked by the Doctor before they are ready for patients therefore, for **blood test results** please allow for up to 3 working days before ringing for results. Please note that the results of tests can only be given to the patient due to confidentiality guidelines.

For **X-ray investigation results** please allow up to 7 working days before contacting the surgery. It is the patient's responsibility to contact the surgery for test results so don't forget! We appreciate your co-operation with this.

Booking Transport to hospital appointments

If you are housebound/wheelchair user and have difficulty in getting to hospital appointments a special patient ambulance can be booked via the Non-Emergency Patient Transport Service on **0845 148 1733**, run by North West Ambulance Services. To do this you will need to have your NHS number available (available from reception) & the surgery postcode which is **SK6 4QR**.

Patient Charter

We have a patient charter for each patient that joins the Practice. The Charter outlines that we aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is 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.