LOCAL PHARMACIES

Boots the Chemist Tel: 633 6136
1 Town Square
Oldham

Lloyds Pharmacy Tel: 624 3529
282 Lees Road
Oldham

Boots the Chemist Tel: 652 1620
Elk Mill
Broadway
Royton

Lloyds Pharmacy Tel: 626 5426
20 High Street
Oldham

Well Pharmacy Tel: 633 8203
Barley Clough Medical Centre
Nugget Street

Lloyds Pharmacy Tel: 620 4720
Godwick Primary Care Centre
Godwick

USEFUL TELEPHONE NUMBERS & CONTACTS

Royal Oldham Hospital Tel: 624 0420

NHS Direct Tel: 111

District Nurses Tel: 621 3435

Midwives Tel: 0300 323 0464

NHS ENGLAND

NHS England
PO Box 16738
Redditch
B97 9PT
Tel No: 0300 311 22 33 (Monday to Friday 8am to 6pm excluding English Bank Holidays)
england.contactus@nhs.net

CCTV – Barley Clough Medical Centre has CCTV in operation 24 hours a day 7 days a week. This is to protect staff and visitors to the Medical Centre.

GREENBANK MEDICAL PRACTICE

Barley Clough Medical Centre
Nugget Street, Oldham, OL4 1BN
www.greenbankmedicalpractice.co.uk
Tel: 0161 785 7910 Fax: 0161 785 7911

Our purpose is to provide all our patients with the best possible care and to improve the health status of our overall patient population. We aim to achieve this by maintaining a happy and skilled practice team who offer a high quality, responsive health care service.
PRACTICE PROFILE

The Greenbank Medical Practice is the result of The Radcliffe Medical Practice, The Glodwick Medical Practice and The Addy Practice merging together in October 2015.

We are based in Barley Clough Medical Centre, Nugget Street, Oldham. The centre is purpose built with plenty of patient parking and wheelchair access for disabled patients.

We have 4 full time GP’s, and 1 part-time GP of which 3 are male and 2 are female, a salaried GP and 2 Advanced Nurse Practitioners all female. We have 4 Practice Nurses and 2 Healthcare Assistants, who share a commitment to providing high quality, personal primary health care for our patients.

The Nurses have special responsibilities for screening and prevention, including asthma, diabetes, heart disease and childhood immunisations.

Attached staff include district nurses, health visitors and counsellors, midwives also hold antenatal clinics at surgery once a week.

We have a highly skilled non-clinical element to the practice team ensuring that all aspects integral to our service such as patient records and the day to day function of the practice are managed efficiently and professionally.

PRACTICE BOUNDARIES

The practice covers a radius of 2 miles surrounding the medical centre, which is shown in the picture below. When you change address we may need to inform you to find a new doctor nearer to your new home if this is outside our boundaries.

INFORMATION NEEDED BY THE PRACTICE

Please inform the practice of new addresses and phone numbers as we may need to contact you in an emergency.

Please let us have your mobile phone number and if you have one your email address.

If you are an elderly patient please let us have contact details of your next of kin.

PLEASE INFORM US OF ANY COMMUNICATION NEEDS YOU MAY HAVE SUCH AS DEAFNESS, BLINDNESS OR VISUAL IMPAIRMENT
**TELEPHONE ADVICE**
If you need advice over the telephone from the doctors, nurses or receptionists please phone 0161 785 7910. Messages will be passed to the doctors/nurses and they will return your call the same morning. You will need to leave a contact number for us to get back to you. If you have anonymous call barring we will be unable to contact you.

**TEST RESULTS**
Please ring the surgery after 2pm for results of blood/urine/swab tests or x-rays requested by the surgery. The receptionists will tell you if you need to be seen to discuss the results.

**WHEN SURGERY IS CLOSED**
If you need urgent attention when the medical centre is closed please phone NHS Direct on 111. **PLEASE REMEMBER THIS SERVICE IS FOR EMERGENCIES ONLY.**

**RESPONSIBILITIES OF OUR PATIENTS**
We regularly monitor our appointment system and will write to patients who regularly do not attend their booked appointments. If you are unable to keep an appointment please cancel it as it could be offered to another patient. Patients who fail to attend 3 appointments in a 12 month period will receive a letter warning that they will be discussed at the next Practice meeting. If a patient fails to attend a further appointment after this warning they may be removed from the Practice list. Each case is treated individually and the GPs will take into account any relevant factors when deciding to remove a patient from the Practice list.

The practice will not tolerate violence or abuse towards any of its practice team. We work closely with other NHS bodies who also have a ZERO tolerance towards violence and abuse. The practice may take action to have a patients name removed from the list if they do not take their responsibilities seriously.

**HOW TO REGISTER AS A PATIENT**
New patients need to attend surgery to join our list. If you have a medical card please bring this with you, otherwise you will need to complete a registration form at our reception.

All new patients are required to fill in a new patient questionnaire. New patients are also offered a New Patient Check with one of our Healthcare Assistants.
**THE CLINICAL TEAM**

**Dr. Watt**  MB ChB  DRCOG
**Dr. Farid**  MBBS  MRCOG  MRCGP  DFFP
**Dr Cecilia**
**Dr. Wright**
**Dr. Ahmad**
**Dr Hijazi**

Dr. Farid, Dr. Ahmad and Dr Hijazi all female GP's speak Punjabi and Urdu and
Dr Cecilia speaks Spanish.

**Advanced Nurse Practitioners**

Ann Caldwell  
Tracey Helliwell

Ann and Tracey work closely with the GP's and wider clinical team and are qualified to assess, examine and diagnose. They are also able to prescribe and refer where necessary.

**Practice Nurses**

Gill Brown  
Gill Preston  
Joanne Nuttall  
Chloe Woods

The Practice Nurses work closely with the GP's and Nurse Clinician. The Practice Nurses will see patients with chronic diseases such as asthma, COPD, diabetes, chronic kidney disease & heart disease. The Practice Nurses also carry out other duties which include smear tests, baby injections, holiday vaccinations, family planning and general health promotion.

**Healthcare Assistants**

Donna Mann  
Dawn Beckenham

Donna and Dawn work closely with the rest of the clinical team and do blood tests and blood pressure monitoring daily. They also carry out routine health promotion checks.

**ICG**

Integrated Care Gateway is a new service that allows you to choose your hospital or clinic and book an appointment with a specialist.

When you and your GP agree that you need to see a specialist, you will be able to choose from at least four hospitals or clinics. You will also be able to choose the date and time of your appointment.

**The benefits of ICG:**

- You can choose from at least four hospitals in areas of your choice.
- You can also choose the date and time for your appointment.

**ELECTRONIC PRESCRIBING**

About 1.3 million paper prescriptions are issued every working day in England, around 70% of prescriptions are repeats.

To handle this volume the NHS has introduced an Electronic Prescription Service.

This service allows your prescription to be sent electronically from your GP to the pharmacy of your choice. This will mean improved service, convenience and accuracy.

**WALK IN CENTRE**

The walk in centre is situated in the Integrated Care Centre (ICC) in the centre of Oldham. It is open seven days a week 8am—8pm. The Walk in Centre offers fast and convenient access to local NHS advice, information and treatment. You can walk in off the street for health care advice and treatment, without having to make an appointment. People can also use the walk-in centre instead of Accident and Emergency if they have minor injuries or illnesses.

**DATA PROTECTION**

The practice is registered under the Data Protection Act (Reg. No. Z981165X)

We ask for information about you so that you receive the best possible care and treatment. We keep this information, together with details of your care so that doctors and nurses have up to date information. There are times when we have to share your information with others such as hospitals, Social services and CCG’s. This is always done confidentially, by removing your identifying details, if they are not necessary. Everyone working within the NHS has a legal duty to treat your information with the highest confidentiality. **For more information ask at reception. If you do not wish your information to be shared, please tell the reception staff.**
SERVICES AVAILABLE AT THE PRACTICE

- Chronic disease monitoring clinics
- Childhood Vaccinations
- Family Planning Advice including coil fitting and implanons
- Antenatal Clinics
- General Counselling
- Community Drug Clinic
- Cervical Smears
- Blood Pressure Checks
- Blood Tests
- Regular injections
- Spirometer Testing
- Minor Surgery
- Weight Reduction Advice
- Smoking Cessation Advice
- Post Natal Health Checks
- Holiday Vaccinations

If you are planning to go abroad its advisable as part of your travel preparations to make sure you have the appropriate vaccinations. If you need travel vaccinations you will need to see the Practice Nurse for this. Please arrange the appointment approximately 4 weeks before you travel. You will need to fill in a short questionnaire about your travel, questions include:

- Country you are visiting
- Length of stay
- Date of departure and purpose of travel (i.e work, safari, visiting family, etc)

We can provide Meningitis ACWY vaccinations, however there is a charge for the certificate.

PATIENT CHARGES

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxi Medical</td>
<td>£50</td>
</tr>
<tr>
<td>HGV Medical</td>
<td>£70</td>
</tr>
<tr>
<td>Men ACWY certificates</td>
<td>£50</td>
</tr>
<tr>
<td>Private Sick Note</td>
<td>£15</td>
</tr>
<tr>
<td>Holiday cancellation</td>
<td>starts at £20</td>
</tr>
<tr>
<td>Letter</td>
<td>starts at £20</td>
</tr>
<tr>
<td>Other reports</td>
<td>completed at GP’s discretion</td>
</tr>
</tbody>
</table>

THE ADMINISTRATION TEAM

Practice Manager
Lesley Rajkovic
The Practice Manager makes sure the practice runs smoothly and oversees the general day to day running of the practice. Patients who may have concerns or complaints about our services can ring and speak to Amy over the phone or write to her at the practice address.

Assistant Practice Manager
Michelle Collins
Michelle works closely with Lesley ensuring the smooth running of the practice.

Support Team
On arrival at Barley Clough you will be greeted by one of our receptionists, namely:
Natalka, Lyndsay, Joanne, Cheryll, Dawn, Beverley, Sue, Shelly, Gina, Nicola and Lea.
Our receptionists are highly trained and will offer friendly courteous advice to help you decide what type of service you need from us and direct you to the most appropriate person.
‘Behind The Scenes’. We have Jana, our secretary, who ensures all the patient referral letters are dealt with promptly and efficiently and can answer any queries re problems with ICG.
Working hard in the back we also have Paula and Chelcie who ensure all hospital letters are scanned onto the clinical system.
**APPOINTMENTS**

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ann Caldwell</td>
<td>7.30-10.30am</td>
<td>1.30-3.30pm</td>
<td>7.30-10.30am</td>
<td>1.30-3.30pm</td>
<td></td>
</tr>
<tr>
<td>Tracey Helliwell</td>
<td>7.30-11.00am</td>
<td>1.30-2.30pm</td>
<td>7.30-11.00am</td>
<td>1.30-2.30pm</td>
<td>7.30-11.00am</td>
</tr>
<tr>
<td>Gill Brown</td>
<td>9am-12.30pm</td>
<td>1.30-5pm</td>
<td>9.30-12.30pm</td>
<td>1.30-5pm</td>
<td>9.30-12.30pm</td>
</tr>
<tr>
<td>Gill Preston</td>
<td>8.30-12.30pm</td>
<td>1.30-4.30pm</td>
<td>8.30-12.30pm</td>
<td>1.30-4.30pm</td>
<td>8.30-12.30pm</td>
</tr>
<tr>
<td>Joanne Nuttall</td>
<td>9.15-12.30pm</td>
<td>9.15-12.30pm</td>
<td>9.15-12.30pm</td>
<td>9.15-12.30pm</td>
<td>9.15-12.30pm</td>
</tr>
<tr>
<td>Chloe Woods</td>
<td>9.30-13.30pm</td>
<td>9.30-13.30pm</td>
<td>9.30-12.30pm</td>
<td>2.30-4.00pm</td>
<td>9.30-12.30pm</td>
</tr>
<tr>
<td>Donna Mann</td>
<td>8am—3.45pm</td>
<td>8am—12pm</td>
<td>8am—1.30pm</td>
<td>8am—3.45pm</td>
<td>8am—12pm</td>
</tr>
</tbody>
</table>

All GP’s work on a rota basis and each have a 3 hour morning and a 3 hour afternoon surgery daily except on Wednesday afternoons when there are no pre-bookable appointments.

To ensure fair access to all patients, GP appointments are also available late in an evening and early in the morning throughout the week. Please contact the surgery to book appointments at these times.

All Surgeries are booked by appointment and appointments can be made during opening hours by ringing or visiting the surgery. Some appointments are available up to 6 weeks in advance. Patients will be offered the next available appointment, however if you prefer to see a named GP then please ask the receptionist who will make this for you, however you may have a longer wait for the appointment date.

The practice also has daily appointments available Monday to Friday for children under 5 years old.

**Reception Opening Times**

Our reception is open Monday-Friday between 7.30am and 6.30pm with the exception of the last Wednesday of each month when we close at 13.00pm for training. Please see our website for the dates we close early for training.

**REPEAT PRESCRIPTIONS**

All repeat prescriptions are regularly reviewed so after a period of time the doctor may ask to see you.

ONLY housebound patients and patients who are over 75 years of age are able to order prescriptions over the telephone. We do not accept orders for repeat prescriptions over the telephone from any other patients.

All repeat prescriptions can take up to 48 hours to process and can be requested:

1. **Online.** View and request your repeat medication at your convenience. First of all you must register to use the online patient service facility. Proof of identity is needed when registering for this service.
2. **Email.** oldccg.greenbank@nhs.net This email address is checked every morning, any requests received after 12noon will not be actioned until the following morning. Please make sure that you state clearly your name, address and date of birth together with the name of the medication that is required.
3. **By fax.** Please remember to include your full name and address and the medication you require and fax to: 0161 785 7911
4. **Hand delivery or post.** Bring your repeat prescription slip into the surgery and hand it in at the reception counter or post into the prescription request box at reception or send it to us using the postal service.

**HOME VISITS**

Please request home visits only if your medical condition prevents you from coming to surgery.

To request a home visit please ring the surgery before 10.30am if possible and explain the nature of the problem.

The receptionist will pass the call on to the doctor who will assess its priority. If you feel you need to be seen urgently it is often quicker for the doctor to see you in surgery rather than at home.

ALL visit requests will be telephone triaged prior to a visit being made.

**SUGGESTIONS / COMPLAINTS**

We hope you are happy with the service we provide. If you have any Suggestions, concerns or complaints do not hesitate to contact the Practice Manager who will be happy to speak to you.