

**Grove  
Medical Practice**



**169 Grove Lane  
Timperley  
Altrincham  
WA15 6PH**

**Tel: 0161 903 9302**

**Fax: 0161 903 9939**

**[www.grovemed.co.uk](http://www.grovemed.co.uk)**

**email: [admingrovemedical@nhs.net](mailto:admingrovemedical@nhs.net)**

# Welcome To Grove Medical Practice

This booklet tells you about the practice and the services that we offer. We hope that you find it both helpful and informative and suggest that you keep it in a safe place for future reference. Our aim is to provide a family-based service, delivered by a team of dedicated professionals.

The practice is fully computerised and registered under Data Protection Act 1984.

## THE GENERAL PRACTITIONERS

<b>Dr Dev Shah</b>	MB ChB MRCGP	1991	(male)
<b>Dr Emma Silverdale</b>	MB ChB MRCGP	1997	(female)
<b>Dr Robin Davy</b>	MB BS MRCGP	1984	(male)
<b>Dr Nada Yaqob</b>	MB ChB MRCGP	2006	(female)

## PRACTICE STAFF

### Business Manager

**Sue Brooks**

### Receptionists

**Teresa Taylor**

**Sue Rostron**

**Wendy Farrell**

**Elizabeth O'Hora**

**Fiona McLoughlin**

**Jacqui Taberner**

### Practice Nurse

**Jo Elliott** RGN RM (Dip) BSc (community health)

### Healthcare Assistant

**Sue Welch**

### GP Registrar And Students

We are fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

### District Nurses And Health Visitors

Community district nurses employed by Trafford Primary Care Trust (PCT) are attached to the practice and are available to help patients who require nursing assistance at home. Visits are arranged in liaison with hospitals and your doctor.

The health visitors may give advice on health care particularly for small children, expectant and nursing mothers, the handicapped and the elderly.

Please contact the district nurses or health visitors via 980 8041.

The district midwives provide antenatal and postnatal care and can be contacted on 746 2858.

## SURGERY TIMES

Reception is open from 8.00am - 6.00pm Monday to Friday.

All consultations are by appointment only and appointment times are as follows:

Doctors: weekdays 9.00am - 11.30am and 3.00pm - 5.30pm

Nurses: weekdays 8.00am - 4.00pm

## PATIENT INFORMATION

### Registration

If you live in our practice area and wish to register with the practice, please bring in your medical card or complete a registration form that you can obtain from reception.

You will be offered a health check with the nurse or healthcare assistant. This allows us to ensure that we are fully aware of your present medical requirements and to offer advice regarding other services available at the practice.

### Appointments

Appointments may be made by telephoning 903 9302, by calling in at the surgery or through our website homepage at [www.groved.co.uk](http://www.groved.co.uk). You will first need to register with the practice to use EMIS Access. Please ask at reception.

Appointments are of ten minutes' duration. If you feel your problem will require longer or you have a number of problems you wish to discuss, please book a longer appointment.

Routine appointments may be made up to two months in advance, which will enable us to offer you an appointment at a time more suitable to your requirements.

Requests for urgent appointments will be accommodated the same day wherever possible but it may not be possible to see the doctor of your choice. Please do not use the emergency appointments for conditions that can safely wait for a routine appointment.

If, for any reason, you are unable to or no longer need to attend, please inform us as soon as possible, to allow us to offer the appointment to some-one else.

### Home Visits

Please do not ask the doctor to visit unless the patient is genuinely too ill to come to the surgery. If the patient has a temperature or rash, coming to the surgery will do no harm at all. In fact, coming out into the fresh air will reduce any fever and also will ensure the patient is seen as quickly as possible.

If the patient really does need a home visit, please try to give notice before 10.00am if possible.

When you request a visit the receptionist will ask for full details of the patient's name, address, age, telephone number and the reason for the visit. This information enables the doctors to prioritise their calls and allows urgent visits to be dealt with promptly.

In the case of dire emergencies, you may be advised to call an ambulance immediately, using 999.

**The time spent visiting one patient at home is equivalent to four patients being seen in that time at the surgery. Please consider the demands on your doctor's time; you never know when you may need some of that time yourself.**

## Weekend And Night Cover

In the event of an emergency please dial 999.

If you have an urgent healthcare problem that you feel cannot safely wait until normal surgery hours, please contact the emergency doctor service (provided by Trafford PCT) on 476 2299; or ring the normal surgery telephone number (903 9302) and your call will be redirected.

Alternatively NHS Direct operate a 24 hour 365 day help-line service staffed by trained nurses. The telephone number is 0845 4647 and website address [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Walk-in centres operate at:

- Wythenshawe Forum: Mon - Fri 8.00am - 6.00pm, Sat/Sun 8.00am - 9.00pm, Bank Holidays 8.00am - 6.00pm. NB: Christmas Day and New Year's Day 8.00am - 1.00pm
- Withington: Mon - Fri 11.00am - 7.00pm, Sat/Sun/Bank Holidays 9.00am - 5.00pm
- Altrincham General Hospital provides a minor injuries clinic: Mon - Fri 8.00am - 8.00pm, Sat/Sun 10.00am - 6.00pm

Your pharmacist can also offer a range of services from advice to medicines for minor ailments.

## Repeat Prescriptions

For medicines that are needed on a regular basis, you may need to be given a repeat prescription slip.

Prescriptions may be obtained by handing in or posting your prescription slip, with a tick indicating which medicines you require, or through our website homepage at [www.grovemed.co.uk](http://www.grovemed.co.uk), ensuring you allow at least two whole working days for processing. This is to allow time for the doctors to check your medicines, as they are legally responsible for them.

We also accept written repeat prescription requests by fax on 903 9939.

Repeat prescriptions can be collected from reception in office hours.

They can be posted to you if you include a stamped, self-addressed envelope.

Some local pharmacies also offer a repeat prescription collection service - please ask your pharmacist.

\* We do not accept telephone requests for repeat prescriptions as this can lead to serious mistakes.

\* Please do not put the doctors and staff under unnecessary pressure by demanding prescriptions the same day. Like most people we can all make mistakes when under unreasonable pressure.

Occasionally the prescription will include a message asking you to see the doctor before the next prescription is given. This is to check your health and ensure no changes are needed to your medicines.

You will be invited to see the doctor or nurse at least annually for a medication review.

## Telephone Advice

If you wish to speak to a doctor or nurse, please telephone 903 9302 leaving your name, contact telephone number and brief details of the reason for the call.

All information given to any member of staff is treated in the strictest of confidence.

It is NOT normally possible for the doctors or nurses to take your calls during surgery but your call will be returned as soon as they are available.

## Violent And Aggressive Patients

The doctors and staff at Grove Medical Practice will treat you with courtesy and respect at all times. Please reciprocate. Patients who are aggressive or abusive to doctors, staff or any other persons on the practice premises will be removed from the list.

## SERVICES AVAILABLE

### Clinics

A number of specialist clinics are run by our practice nurse including diabetic, cardiac, hypertension and asthma care clinics.

### Minor Surgery Clinic

Dr Shah carries out some minor surgical procedures including cryotherapy, cauterisation and joint injections by appointment.

### Holiday Vaccinations

Please make an appointment at least four to six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations which are not covered by the NHS. A list of these charges is held at reception.

### Immunisation Clinic

Baby and pre-school immunisation clinics are held at the surgery and a health visitor is available to discuss any concerns.

### Flu Vaccination

Flu clinics are run in the autumn and are particularly recommended for patients with chest, heart or other chronic illnesses and the elderly. We also offer pneumonia vaccinations to these groups of patients throughout the year.

### Family Planning Clinic

A comprehensive service including emergency contraception is available. This service is provided by all our doctors in conjunction with our practice nurse.

### Pregnancy

Antenatal care is provided by all our doctors. A midwife runs routine antenatal clinics at the health centre and care is shared with a local hospital, although most of your visits will be to the midwife.

## Well Woman Clinics

Clinics are run by the doctor in conjunction with the practice nurse for smears, postnatal checks and discussion of women's health issues.

## Smoking Cessation Clinics

Patients wishing to stop smoking can make an appointment to discuss options with our practice nurse.

## GENERAL INFORMATION

### Assistance For The Disabled

There are reserved car parking spaces next to the main entrance which provides easy level access to the health centre.

Disabled toilet facilities are provided near the main entrance and the practice has a specially modified reception desk for ease of use. Should any further assistance be required, a member of our reception team will be happy to help wherever possible.

### Sickness Certificates

The first week of an illness or hospital admission is covered by a Self-certificate which is obtainable from your employer. Any absence of more than seven days, including weekends and bank holidays, requires an NHS certificate and is available from your doctor during a routine (non-urgent) appointment.

### Confidentiality

All patient records are confidential. In order to maintain confidentiality, laboratory and x-ray results will be given only to the patient or to the parent/guardian of minors.

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is occasionally necessary that medical information about you is shared between members of the team.

### Patient Charter

The practice has a patient charter. If you would like a copy please ask at reception. We are continually reviewing our procedures and aiming to improve the standard of care given to our patients. Patients can assist in this by:

- advising us in good time if you are unable to keep an appointment.
- giving your doctor all relevant information.
- letting us know if you move address or change contact telephone numbers.
- not requesting a home visit for routine treatment or advice.
- telephoning after 10.30am to request test results or advice.

You can also help by letting us know when our standards have not met your expectations. Please advise one of our reception team who will log the details and forward to the business manager.

### Access To Information

All patients have the right to have access to their medical records. If you wish to see your records, a request should be made to the business manager. She will then need to have your written consent and a meeting will be arranged with the doctor for you to see your notes. If copies of the notes are required a charge is payable.

### Freedom Of Information

The Freedom of Information Act 2000 obliges organisations to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the surgery intends to make routinely available. Details of this scheme are available from the business manager.

### Complaints Procedure

We strive to provide high quality services for our patients. The practice operates a practice-based complaints procedure, details of which can be obtained from reception. Please contact the business manager if you wish to make a complaint.

We will always try to resolve any complaint you may have about a doctor, practice staff or the service provided. If we are still unable to resolve the situation to your satisfaction please contact Trafford PCT, Oakland House, Talbot Road, Old Trafford, Manchester M16 0PQ.

Tel: 873 9500.

### Private Fees For Non-NHS Work

Certain patient requests involve work that is outside of our NHS terms of service. Although we have no duty to provide this extra work to our patients, we do so for their benefit.

This extra private work, however, involves the time of reception, administration and secretarial staff as well as the time of the doctors. The NHS does not fund this time and expertise and therefore a fee is chargeable. The increased volume of this work has resulted in a practice policy of charging for private work in all cases.

The list of fees is available at reception and is based on the fee structure set out by the British Medical Association. It is the same as that used in most GP surgeries and is structured to reflect not only the time of the doctors and staff but also the clinical responsibility taken by a doctor on signing any form for a patient.

The fees are very favourable when compared with other professional groups.

- Examples of private work include:
- Private health insurance forms
- Private medicals
- Travel cancellation forms
- Driving licence verification
- Private certificates relating to fitness to travel, inability to attend work or school etc
- Hepatitis B immunisation for employees considered to be 'at risk'.

## PATIENT ADVICE AND LIAISON SERVICE (PALS)

PALS (based at Trafford General Hospital) has been set up by the Primary Care Trust and provides a confidential listening service. They can help to resolve concerns, provide information about health services and how to access them, and listen to concerns, suggestions or queries. They can be contacted on 0161 746 2019.

# USEFUL CONTACTS

Always dial 999 if you have a severe injury or have had a serious accident.

## Hospitals

Altrincham General.....	928 6111
Central Manchester/St Mary's.....	276 1234
Salford Royal.....	789 7373
Trafford General.....	748 4022
Withington.....	434 5555
Wythenshawe.....	998 7070

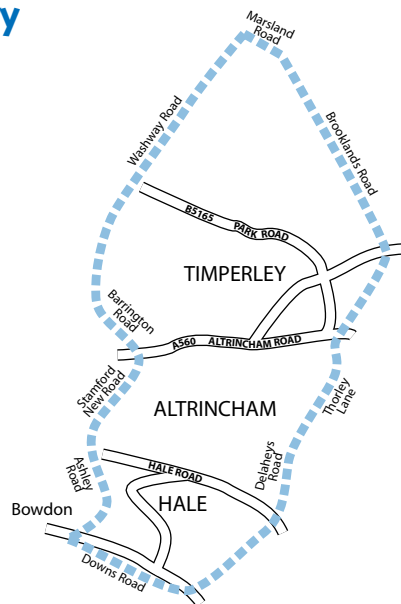
## Advice

NHS direct.....	0845 46 47
PALS.....	746 2019

## Community Contacts

Age Concern.....	905 1438
Alcohol Advisory Service.....	962 9966
Citizens Advice Bureau.....	0844 499 4103
Cruse (Bereavement).....	236 8103
Emergency Dental Treatment (Manchester Postcodes).....	230 6011
Emergency Dental Treatment (Trafford Postcode).....	230 6029
Evening District Nurses.....	973 1329
FCL (Counselling Helpline).....	941 7782
Care Quality Commission.....	03000 616161
Relate (Marriage Guidance).....	872 0303
Samaritans.....	0845 790 9090
Social Services (Emergency Out-of-hours).....	912 2020
Trafford Community Action Team.....	912 5199
Trafford MBC Direct.....	912 2000
Trafford Carers Line.....	861 0101

## Practice Boundary



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