

**UNSWORTH MEDICAL CENTRE
PRACTICE LEAFLET
PARR LANE UNSWORTH BURY BL9 8JR
Telephone 0161 766 4092
BUCCG.unsworthmc@nhs.net**

Unsworth Medical Centre is a general practice (GP) surgery at the heart of the community in Unsworth, Bury, and delivering high quality healthcare to local families.

OPENING TIMES

Monday and Friday 08.00 am to 6.30pm

EXTENDED WORKING HOURS

The service venues are:

- Moorgate Primary Care Centre;
- Radcliffe Primary Care Centre;
- Fairfax Medical Centre

The new service is a clinic based service only and home visits are not available

Hours of Opening:

- Monday-Friday 6.30pm–8pm
- Saturday/Sunday & Bank Holidays 8am-6pm

Booking options:

- Telephone the Practice in core hours only Monday-Friday
- Direct booking with the service Saturday/Sunday and Bank Holidays via the GP Practice number
- Online via the GP Practice website

Clinical staff available:

- GP at each site;
- Practice Nurse Appointments available at each site on Saturdays

EMERGENCY CALLS OUT OF HOURS (inc Emergency Dental Treatment)

NHS 111

Please phone 111 between 6.30pm and 8.00am

WALK IN CENTRES - There are two NHS Walk in Centres available at

Bury WIC: Moorgate Primary Care Centre, 1st Floor, 22 Derby Way, Bury, BL9 0NJ

- Will be operational from 7am - 3pm Monday to Friday; and from 9am – 5pm at weekends (*)

Prestwich WIC: Fairfax Road, Prestwich M25 1BT

- Will be operational from 12 noon – 8pm every day (*)

(*) *The last appointment is 30 minutes prior to closing to enable patients to be appropriately and effectively assessed.*

GP Led Health Centre – Offers GP access to non-registered patients

Rock Healthcare – Moorgate Primary Care Centre - 0161 447 9820 8.00am to 8.00pm

THE PRACTICE

Unsworth Medical Centre is a NHS General Practice providing a wide range of medical and nursing services. This leaflet is to help you to know how best to access our services. The Practice Manager is Mrs Paula McCrossan.

CONFIDENTIALTY

All members of our team have the highest regard for confidentiality and will maintain your right to privacy.

THE DOCTORS

Dr Rebecca Hudson MBChB MRCGP DFSRH, Qualified Manchester 2004, Female, Partner
Dr Hannah Lambert MBChB MRCGP DRCOG DFSRH, Qualified Manchester 2006, Female, Partner
Dr Benjamin Shafar MBChB MRCGP MRCS(Eng), Qualified Birmingham 2003, Male, Partner
Dr Alistair Webley MBChB MRCS(Edinburgh) MRGCP, Qualified Swindon 2011, Male, Partner
Dr Paul Lobaz MBChB MRCGP BSc primary care DipPN, Qualified Leeds 2014, Male, Partner

DOCTORS AVAILABILITY

	am	pm								
Dr Lobaz	✓	✓	✓	✓					✓	✓
Dr A Webley			✓	✓	✓	✓	✓	✓	✓	✓
Dr Hudson	✓	✓	✓	✓	✓	✓				
Dr Lambert			✓	✓	✓		✓	✓	✓	✓
Dr Shafar	✓	✓	✓	✓	✓	✓	✓	✓		

N.B. These times and availability may vary due to holidays, sickness or study leave.

HOW TO SEE YOUR DOCTOR

UMC policy regarding children is, if your child is poorly, please contact the surgery asap.

You are free to see the doctor of your choice; you may have to wait longer for a specific named GP. Please note all

GP's have access to your medical records. The doctors will see you in surgery by appointment which can be made by telephone **0161-766-4092** or by calling in at reception.

We offer a range of appointments, pre-bookable, book on the day and telephone consultations.

PRE-BOOKABLE APPOINTMENTS

You can book up to 4 weeks in advance either on-line or over the phone.

We offer a limited number of appointments that can be booked in advance; this can be up to 4 weeks and is particularly good for routine or on going issues. The number of appointments is limited due to the high number of patients who do not attend.

Important - The earlier you arrange an appointment the better choice of Doctor, Nurse, day & appointment time you will have.

ON THE DAY APPOINTMENTS

GP Triage Service @ UMC

This service will ensure patients who need to be seen that day will receive a telephone call from a GP and if an appointment is required the GP will book this appointment for you.

- If you attend the surgery in the morning we will take your contact details and a GP will call you back
- Contact the surgery after 8.00am on 0161 766 4092
- Receptionist will take your details and ask for a brief description of your illness (this is so the GP can triage the importance of the appointments)
- A GP will call you back to triage the call

If you find it difficult to get through @ 8.00am please be reassured that all calls will be triaged even if you call later in the morning or in the afternoon until 5.00pm.

Please only use this service if it is for an acute problem.

Please continue to pre-book for non-urgent or on-going issues. You can pre-book up to 4 weeks in advance.

TELEPHONE CONSULTATIONS

It is not always necessary to see the doctor or the nurse and for some illnesses you may find a telephone consultation is suitable. This service is available every day although there is a limit on the number of consultations available each day. If you wish to book a telephone consultation, please ask the receptionist who will confirm the telephone number you want to be contacted on. If your preferred doctor is away the receptionist will offer you an appointment with one of the other doctors.

MISSED APPOINTMENTS

Our Doctors and Nursing time is extremely valuable, therefore if you are unable to keep your appointment please let the surgery know as soon as possible. We can then offer that appointment to another patient.

Patients who persistently miss appointments may be asked to register with another practice

LATE FOR APPOINTMENT

We ask you to attend for your appointment on time. If you are late for your appointment we may ask you to rebook for a future date

If a doctor is running late you will be advised. We do apologise for this; however this will be because earlier patients have required more time to deal with their issues

VISITS

Home visits are limited to those patients who cannot attend the surgery because of their health.

Having no transport or other children at home is not a reason for a home visit.

If you feel that you need the doctor to visit you at home, please contact the surgery before 11.00 a.m. whenever possible. If you feel that your visit is urgent, please tell the receptionist as some of our visits may not be done until the early afternoon. Please note that the doctor will ring you in advance of the visit in order to prioritise your request.

GPST3/GPST2 (Dr Rebecca Hudson trainer for GPST3)

As a recognised teaching practice, we are privileged to be able to invite doctors who have had experience in hospital medicine to join our practice for a year to gain experience in the sort of problems seen in general practice. The doctors attached to the practice take surgeries like the regular GP's, patients are free to see them if they prefer. As

these doctors are with us to learn general practice, occasionally they take surgeries with one of the GP's and they may use a video recorder during the surgery, but only with the patient's consent. You are free to see the doctor of your choice alone if you wish.

MEDICAL STUDENTS (Trainer - Dr Ben Shafar and Dr Alistair Webley)

As we are a teaching practice, medical students are sometimes attached to the practice for a short time. The receptionist will tell you if your doctor has a student sitting with them. You may of course see the doctor alone if you wish.

RESEARCH

The practice is keen to take part in research to contribute to improvements in medical care. As such there are occasions where you may be asked if you would agree to have your consultation recorded by video or audio to assist in that research. Please note that this will only take place with your consent.

CHANGE OF DETAILS

If any of your details change, e.g. address or telephone number please make sure you inform the practice.

PRACTICE NURSES

Our Practice Nurses **Debbie Armstrong and Nicole Moore** hold surgeries every day. They will also help with the following:

Cervical smears, removal of stitches, dressings, travel advice, immunisation, 24 hour blood pressure, blood pressure check, weight check, advice on diet, Glucose Tolerance Testing, Arrhythmia watch, health checks, smoking cessation, respiratory disease

In addition they hold specific clinics for patients who suffer from chronic diseases such as COPD (Chronic Obstructive Pulmonary Disease) Asthma, Diabetes or Coronary Heart Disease. These clinics provide an opportunity to check how you are coping with the condition, ensure that you are taking the best possible care of yourself and provide advice on issues such as diet and exercise.

We also have a Health Care Assistants (**Anna O'Connell**) and (**Hayley Smith**) and a Health Care Support Worker (**Lilian Berry**) who works with the Practice Nurses. You may be offered an appointment with them for a number of services such as blood tests, blood pressure monitoring, spirometry, ECG etc.

PRACTICE SERVICES

ACCESS FOR THE DISABLED

The premises are on one level, with no steps, and wide doors to accommodate wheelchairs. There are toilet facilities for the disabled. There is also a disabled parking space immediately in front of the surgery. We also have an induction loop for the hard of hearing at reception.

ACCIDENTS and EMERGENCIES

At the surgery we can only look after minor accidents and injuries. The Accident and Emergency Department at a hospital is better equipped and staffed to deal with all accidents and emergencies, such as broken bones, trauma, stitches and road traffic accidents.

Please do not attend A&E unless it is an accident or an emergency. We operate a triage service where you can contact the surgery from 8.00am - 6.30pm Monday to Friday.

We are monitoring A&E attendances and if we feel you have attended inappropriately we will contact you to discuss this.

ANTE-NATAL CARE

The Midwife has clinics at the Besses Children's Centre, Ribble Drive, Whitefield, M45 8TD, phone 766 9807. You can be referred by a doctor or refer yourself to this service.

APPOINTMENTS

You can book and cancel appointments by either calling the surgery or booking on-line (speak to receptionist for further details)

BLOOD TESTS

Our Health Care Support Worker will perform some routine blood tests as requested by the doctors, we offer early morning appointments for blood tests for patients who work. You no longer have to fast for any blood test.

CARE AT THE CHEMIST – Minor Ailments Scheme – See leaflet available in reception

If you are suffering from a range of illnesses including bites and stings, constipation, diarrhoea, hay fever, head lice etc. you do not need to wait to see a doctor as you can get advice and treatment from your pharmacist. If you do not normally pay for your prescriptions, treatment is free. If you normally pay prescription charges, treatment will cost the same as a prescription or less. The patient must attend in person at the pharmacy and ask for 'care at the chemist'. For further information including the list of illnesses ask the receptionist or your pharmacist.

COMMUNITY DRUG AND ALCOHOL TEAM

The Community Drug and Alcohol Team based at Humphrey House, Angouleme way, Bury, BL9 0EQ, can provide help and advice to patients and /or relatives. Patients can refer themselves or be referred by their GP. They can be contacted on 0161 253 6488. Advice is also available Monday to Friday 9.00am – 8.00pm and Saturday and Sunday 11.00am – 4.00pm call 0800 77 66 00.

CERVICAL SMEARS

A smear will be taken by either the Practice Nurse or the Doctor. It helps us if you are able to tell the receptionist if you are making an appointment for a smear as we can ensure an appropriate appointment is offered.

If you think that you may have other gynaecological problems, it is usually best to see one of the doctors.

CHILD CARE SURVEILLANCE CLINICS

Dr Shafar, Dr Webley, Dr Hudson and the ST3 Doctors undertake routine examination of babies aged 6-8 weeks. We believe that it is best if this examination takes place at the surgery. You will receive an appointment through the post when your child's examination is due. The clinic is usually held on Wednesday afternoon from 1.30pm - 3.00 pm.

Please remember that this clinic is for well children. If your child is unwell he/she should be seen in an ordinary surgery.

You are welcome to take your child to see the Health Visitor as often as you like.

CHIROPODY/PODIATRY

The Chiroprapist/Podiatrists hold sessions across the borough. Chiroprody/Podiatry is available to patients with a clinical or medical need. Referrals are made through the doctor or nurse. The contact details are:

Appointments	T: 0300 3233316
Prestwich Health Centre	T: 0161 773 9111
Townside Primary Care Centre	T: 0161 762 1570
Mile Lane Clinic - Via the Business Management Centre	T: 0161 764 0315
Tottington Health Centre	T: 01204 885 113
Ramsbottom Health Centre	T: 01706 824 294
Radcliffe Primary Care Centre	T: 0161 724 2020

Please only call if you already have an appointment and are under the care of a chiroprody or podiatry.

COMMUNICATION NEEDS

If you have any communication needs such as hearing, speech, sight or language, please advise the receptionist and they will endeavour to assist you. They can add a message to your medical records and inform other NHS providers with your permission.

DO YOU SUFFER WITH MEMORY LOSS?

Please inform reception staff so we can help and support you through your time here at UMC

COMPLAINTS, COMPLIMENTS, COMMENTS OR SUGGESTIONS

Please help us to provide you with a better service. We would like to provide the sort of medical care you want to receive. If you have a complaint about the running of the practice please contact the Practice Manager. The practice has a complaints procedure and we will attempt to resolve matters as quickly as possible by discussion. Please be assured that any complaint will be dealt with in the strictest confidence. The complaints procedure is available on the notice board in the reception area.

Similarly if you have a compliment, comment or suggestion on how we might improve please contact the Practice Manager or complete a suggestion form and place it in the suggestion box near the front door. If you let us have your contact details we will let you know what has happened to your suggestion.

COMMUNITY MENTAL HEALTH SERVICE

Patients can be referred to them through their own doctor.

CONTRACEPTIVE SERVICES

All the doctors provide advice about the pill, coil, cap and other contraceptive methods, including emergency contraception (morning after pill) which can be given up to 72 hours after failure of other methods. The cap, implanon and coil can be fitted at the surgery. We also have a drop in clinic on a Wednesday which alternates weekly either morning or afternoon, please contact the surgery for further details of the next clinic.

For more contraceptive advice you can contact the Family Planning Clinic at Sunnybank Clinic 766 5880. All contraceptive services are provided during normal surgery.

DATA PROTECTION

The practice holds information about patients on computer and is registered under the General Data Protection Regulation (GDPR) and complies with NHS good practice and principles.

DIETICIAN

The Dieticians hold clinics across the borough as well as here at unsworth medical centre and will see patients with conditions such as diabetes, raised cholesterol levels, etc., who are referred by a doctor for counselling and advice regarding diet.

DISTRICT NURSING

The District Nurses attend patients who need nursing at home and may be referred to them by their doctor or on discharge from hospital.

District Nurses can be contacted on

- 0300 3233321

HEALTH VISITORS

They will give advice on health care, particularly in pregnancy, small children, the elderly and the handicapped.

You can contact the Health Visitors:

- By phoning 762 3267 between 9.00am and 10.00 am or 4.00pm and 5.00pm
- The School Nurse can be contacted on 762 3296 for advice about school age children

HOSPITAL PRESCRIPTIONS

If you are issued with a prescription from a hospital, this must be exchanged at the hospital pharmacy. High street chemists will not issue against these.

Non-urgent prescribing from hospitals, requires the practice to complete changes within 7 days

FREEDOM OF INFORMATION ACT 2000

Under the Freedom of Information Act the practice will supply on request certain information relating to the running of the practice. If you have any queries please contact the Practice Manager.

IMMUNISATION

A childhood immunisation & vaccination clinic is usually held on Wednesday afternoon. You will receive an appointment through the post when your child's immunisation is due. If required the Practice Nurse will arrange an

alternative time, please ask at reception.

NEW PATIENT MEDICALS

These are offered to you by the receptionist when you register as a new patient. These are carried out by the Practice Nurses and takes approximately 20 minutes. Everyone over the age of 5 is eligible. Please book a new patient medical as soon as possible after registering with the practice.

MINOR SURGERY

The practice offers a number of procedures in surgery that avoid referral to hospital, procedures include, wart and cyst removal, joint injections and other minor issues, contact reception for details.

NHS Bury CCG

NHS Bury's public reception is located at **Townside Primary Care Centre 1 Knowsley Place Knowsley Street Bury BL9 0SN**.

The offices are open from 9am until 5pm, Monday to Friday.

Telephone: **0161 762 1500**

NHS Bury also have a team who are dedicated to resolving issues and helping patients and the public with any difficulties, queries or information requests in relation to local NHS services.

Patient services (replaces PALS) buccg.burypatientservices@nhs.net or 0161 253 7854 (10am until 4pm Monday to Friday)

NHS 111 dial 111

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an [out-of-hours](#) doctor, an [urgent care centre](#) or a [walk-in centre](#), a community nurse, an [emergency dentist](#) or a late-opening chemist. Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If NHS 111 advisers think you need an [ambulance](#), they will immediately arrange for one to be sent to you. Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

PATIENTS' FORUM

We have a virtual patients' forum which collects information approximately twice a year. This a cross section of our patients and we are able to discuss with them results of the patient survey, proposals for changes to services and obtain their views as to how we might further improve the service. If you are interested in joining the forum please contact our Practice Manager.

PATIENT CABINET

Bury Clinical Commissioning Group (CCG) is an NHS organisation made up of local GP's and other local healthcare practitioners, formally established in April 2013. The CCG sees the patients' voice as central to working in new ways and it has set up a Patients' Cabinet.

The role of the Patients' Cabinet is to represent the views and perspectives of the public and patients from across Bury on issues relating to the planning and funding of health services.

PATIENT TRANSPORT SERVICES – NHS choice Bury

A service for patients whose medical condition means they cannot get to their appointment any other way. All patients will be assessed on their suitability against national criteria when booking.

To Book call 0161-762-3155

POST NATAL EXAMINATION

Post natal examinations are provided during normal surgery times. An appointment will be sent to you 2 weeks in advance, please let us know if you are unable to attend so we can rearrange.

REGISTRATION

If you wish to register as a new patient in the practice please tell the receptionist. If you are within the practice boundary (the receptionist can advise if you give them your address) or are living with a person already registered with the practice, then you can register with the practice. The only exception would be patients who have previously

been registered but have been asked to transfer due to violent or abusive behaviour.

If you are registering as a new patient please try to bring your previous medical card. We will also require two forms of ID, a picture ID such as a passport and address ID such as a utility bill. You will then be asked to complete a form which will be sent to obtain your medical records. We will also ask you for some basic information to help us provide you with a high quality service until we obtain your notes. Whilst awaiting these we recommend that you make an appointment for a medical examination (see New Patient Medicals) above.

REGULAR EXAMINATIONS

- Your doctor will offer to check your blood pressure during normal surgery and will offer lifestyle advice such as smoking cessation, alcohol intake, diet etc.
- If it is longer than three years since your blood pressure was measured, please attend the practice and use our BP machine which is situated outside room 3.
- If you are over 16 and have not had a consultation in the last three years then you may request an appointment.
- If you are over 75 years and have not had a consultation in the last twelve months then you may also request an appointment.

REPEAT PRESCRIPTIONS (you can now order prescriptions on-line)

1. If you receive regular medication, it is possible to obtain a further prescription without seeing the doctor you will have been given a repeat prescription computer slip.
2. Post, ring, EPS via Vision Online or Email or take your repeat prescription slip to the surgery, allowing 48 hours for processing.
3. If you include a stamped addressed envelope with your prescription request, your prescription will be posted back to you.
4. All patients on regular medication will be asked to attend the surgery at regular intervals for a health check and to review the medication.
5. Do not wait until your medication runs out to order more; prescriptions take 48 hours to process.

Wasted medications please take responsibility.

Please only order the medication you require. If there are items on your prescription which you do not take anymore, please inform the practice and we will delete from your computer records. Also if you find your medicine cupboard is overflowing with medication that you have not taken but are still ordering, please contact the surgery.

REPEAT DISPENSING

If you are on 4 or fewer medicines the doctor may be able to offer you repeat dispensing. This will mean you will be given a batch of repeat prescriptions (normally for six months) which you take to your pharmacy. This means that instead of you having to put your repeat prescription request in to the surgery and collect it a few days later you will simply go back to the pharmacist for your supply.

SYNCHRONISATION

If your repeat medicines run out at different times ask about synchronisation whereby we can make sure that all repeat medications are due at the same time, thus reducing trips to the surgery.

If you are interested in either service ask the receptionist or doctor.

SMOKING CESSATION – STOP SMOKING

Bury Stop Smoking Service –

- Call our helpline number on **0845 223 9001**
- Text **QUIT IT** with your name and post code **81066**
- Email: stopsmoking@bury.nhs.uk

National Smoking Helpline

- Call our helpline number on **0300 123 1044**

- www.smokefree.nhs.uk

TEST RESULTS

Please ring between 2.00pm and 4.00 pm for results of tests and hospital reports.

TEXT MESSAGING

Keep us updated with your mobile numbers, we will send you text messages regarding services we offer concerning your health.

TRAVEL VACCINES

Many people travelling abroad on holiday or for business purposes will require vaccinations. The Practice Nurses are available to give advice and administer such vaccinations except for yellow fever. You are required to complete a travel form (available from reception) and return 1 week prior to your appointment with a nurse. Your appointment with the nurse should be made 6-8 weeks before you are due to travel.

Further advice can be found on the following websites

www.fitfortravel.scot.nhs.uk

www.britishairways.com/travel/health/public/en_gb or www.immunisation.nhs.uk/Vaccines/Travel_and_other

USE OF TELEPHONE

The practice has four incoming telephone lines and they are always busiest between 9.00 and 10.00 am. Apart from home visits or appointments, try to avoid using the telephone during this time.

The doctors will not be interrupted during surgeries, except in exceptional medical emergencies.

VETERANS

If you have been in the armed forces – please advise the reception team and we will add a note to your medical records – please advise if we can share this information with other healthcare professionals.

VIOLENCE & AGGRESSION – ZERO TOLERANCE

The practice operates a zero tolerance towards violence towards staff. Patients who are abusive, threatening or violent may be asked to transfer to another practice. Serious incidents will be reported to the police and you will be immediately removed from our list of patients

WEBSITE

Check it out, there is useful information regarding the practice, view our patient questionnaires and information on health issues.

www.unsworthmc.co.uk

EMAIL

You can contact us by e-mail on BUCCG.unsworthmc@nhs.net This should only be used for the following

- Prescription requests
- Referrals
- Pre-bookable appointments
- Cancel an appointment
- Medical reports or private letters
- General enquiries

Please do not use this e-mail for triage appointments or emergency contact. It will be monitored twice a day between: 11:00 and 12:00 and 2:00pm and 3:00pm.

Remember that email is an **insecure medium** – messages may be read by others in transit, and messages may be lost corrupted or delayed.

askmyGP

Get help from your practice on any matter. Send any time, we respond in working hours. Find out more on our website.