

# ASHWORTH STREET SURGERY



Back L-R, Dr E Knott, Dr D Osborne, Dr A Simmons, Dr M Mudalige  
Middle L-R, Dr K Cody, Dr S Doyle, Dr J Nelson  
Front L-R, K Peacock (ANP), Dr S Gadiyar

85 Spotland Road, Rochdale, Lancashire OL12 6RT

Telephone: 01706 346767 Repeat Prescriptions: 01706 346969 Fax: 01706 346800  
[www.ashworthstreetsurgeryrochdale.co.uk](http://www.ashworthstreetsurgeryrochdale.co.uk)

**2017**

# WELCOME TO ASHWORTH STREET SURGERY

Ashworth Street Surgery was formed in July 1999. There are six doctors who form the partnership, Drs Steve Doyle, Dave Osborne, Jenny Nelson, Shalini Gadiyar, Mark Mudalige, Adam Simmons and Kevin Cody. In addition to this we have a salaried GP, Dr Elizabeth Knott and a regular GP doing five sessions a week, Dr Kevin Cody, plus a number of training doctors, a nurse practitioner, practice nurses and health care assistants who compliment the team. There are also a large number of receptionists and administration staff who play a very important role in the everyday running of the practice.

Ashworth Street Surgery is committed to good medical care with continuity of care with a wide range of services a high priority. Our surgery times have been extended in the evening to provide some flexibility for our working patients.

The practice has seen an increasing list size since it was formed and over the last 13 years the surgery has developed a number of extensions at Ashworth Street to accommodate both additional clinicians and their own clinical consulting rooms. The most recent extension here at Ashworth Street was completed in July 2010 when a further six consulting rooms (fifteen in all) were developed on the first floor which also incorporates a lift to gain access.

## Norden Branch Surgery, Edenfield Road, Norden, Rochdale OL11 5XE

Also in 2010 we had the completion of our branch surgery in Norden. The surgery is based in what was Norden Old Library. The practice has joined with our local neighbours Edenfield Road Surgery and we both share the upper floor having two consulting rooms each Monday – Friday. This has proved to be a huge success for both practices from the feedback we have received from our patients.

## General Practitioners

<b>Dr J S Doyle</b>	BM BS BMedSci (Hons) DRCOG FRCGP	Nottingham 1983
<b>Dr D C Osborne</b>	MB ChB BSc Hons MRCGP	Manchester 1992
<b>Dr J J Nelson</b>	BSc MB ChB MRCGP DFSRH	Manchester 1993
<b>Dr S V Gadiyar</b>	MBBS MRCP (UK) MRCGP DRCOG DFFP	Mysore (India) 1991
<b>Dr M J Mudalige</b>	MB ChB MRCGP	Manchester 2004
<b>Dr A Simmons</b>	BSc (Med Sci) MBChB MRCGP	Manchester 2008
<b>Dr K Cody</b>	BSc (Hons) MBChB	Leicester/Warwick 2006
<b>Dr E Knott</b>	MBBS MRCGP	Newcastle 2006

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## Profiles



### Dr J S Doyle

Dr Stephen Doyle's special interest is respiratory medicine, looking after asthma and COPD care in the practice. He has obtained his diploma in Asthma and COPD Management.

Dr Doyle has 22 years' experience in performing minor surgery and provides an acupuncture service to patients. He also has a further interest in men's health issues.

Along with Dr Osborne, Dr Doyle is an approved GP Trainer, who is also involved in the training of medical students and the training of junior doctors and has recently been awarded the FRCGP (Fellow of the Royal College of General Practitioners) which follows a peer review of his work and role in education.



### Dr D C Osborne

Dr David Osborne has worked as a GP in Rochdale since 1995. He has been an accredited trainer of new general practitioners since 2003.

His clinical responsibilities in the surgery are coronary heart disease, hypertension and stroke. He has a postgraduate diploma in minor surgery and undertakes a minor surgery clinic at the surgery on alternate Friday afternoons.



### Dr J J Nelson

Dr Jenny Nelson has worked at Ashworth Street Surgery since November 2001 as a part-time partner. She has over 18 years' experience working within General Practice. Her main interests are women's health: obstetrics and gynaecology, family planning, osteoporosis, menopause and HRT and teenage health. Dr Nelson also fits contraceptive and mirena coils.



### Dr S V Gadiyar

Dr Shalini Gadiyar has worked as a GP since 2002. She trained initially as a paediatrician in this country after qualifying as a doctor in India. She became attracted to General Practice after four years of hospital medicine and since then has gained experience in ENT, psychiatry, obstetrics and gynaecology. She gained a postgraduate diploma in gynaecology in 2011 and offers contraceptive advice, fits IUDs and implants. She is also involved in child health along with Dr Simmons and Dr Knott. Her other clinical interests include family planning, mental health and dermatology.

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#### Dr M J Mudalige

Dr Mark Mudalige joined the practice full time in October 2011. He has recently completed the certificate of GP education and is now involved in the training of new GPs. His clinical interests include diabetes and chronic kidney disease and he has recently gained a Postgraduate Diploma in Diabetes.



#### Dr A Simmons

Dr Adam Simmons joined the Practice in October 2013. He completed his training as a junior doctor at Rochdale Infirmary and went on to undertake his GP training across the Pennine region. He is involved in supervising medical students at the practice. His clinical interests involve child health and he runs the baby clinic alongside Dr Knott. He is safeguarding lead and is involved in coordinating patient care plans, as well as overseeing developments in the practice.



#### Dr K Cody

Dr Kevin Cody completed his GP training in July 2014 and joined the practice as a partner in October 2016. He initially studied Medical Microbiology at Newcastle University before completing his studies in Medicine at Warwick Medical School. He spent the first part of his career in hospital medicine working in the Northwest and then Sydney Australia for two years. Prior to his GP training he worked in Emergency Medicine.



#### Dr E Knott

Dr Elizabeth Knott joined the practice in August 2013 having completed her GP training in the Pennine region. Prior to commencing GP training she spent two years as a junior doctor in Newcastle before completing a further two years as a paediatric trainee in Yorkshire.

### Clinical Commissioning Group

In England the responsibility for commissioning local health services has been transferred from Primary Care Trusts (PCTs) to Clinical Commissioning Groups and the National Commissioning Board (NCB) from 1st April 2013.

CCGs control the majority of the NHS budget, including the budgets for most hospital cases, prescribing and community health services but not the budgets for general practice, maternity services or specialist services, eg laser treatment at Christies.

Rochdale Borough has one CCG known as NHS Heywood, Middleton and Rochdale Clinical Commissioning Group. The CCG was formed in December 2011, operated in shadow from April 2012 and was authorised in full from the 1st April 2013. The CCG is led by local GPs and all GP practices in Rochdale Borough form part of HMR CCG. HMR CCG serves a population of approximately 235,850 across four townships – Heywood, Middleton, Rochdale and the Pennines.

HMR CCG is responsible for deciding how the health budget is spent on healthcare. GPs and other clinicians are also responsible for engaging the local people to ensure that the services commissioned are meeting the health needs of the population.

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### Your Solicitor – A Friend in Deed!

In the normal course of our lives there may be several times when we require the help, guidance, reassurance and representation of a solicitor.

It is vital that you feel happy and confident with your solicitor since they are going to act on your behalf. To assist with this many firms offer the first consultation free of charge so that they can assess if they are able to help you. It also gives you the opportunity to make sure you feel comfortable with them.

Your local solicitor will be able to act on your behalf in a whole range of circumstances, from house purchase to making a Will, inheritance or probate enquiries and personal injury.

Over the last few years there have been a number of large national firms springing up, who specialise in one specific area of law. However, it is worth first contacting a local firm, with local knowledge, to see how they can help you.

Remember, your local solicitor is there to act on your behalf and advise you, and will be happy to advise what is best for you on all legal matters.

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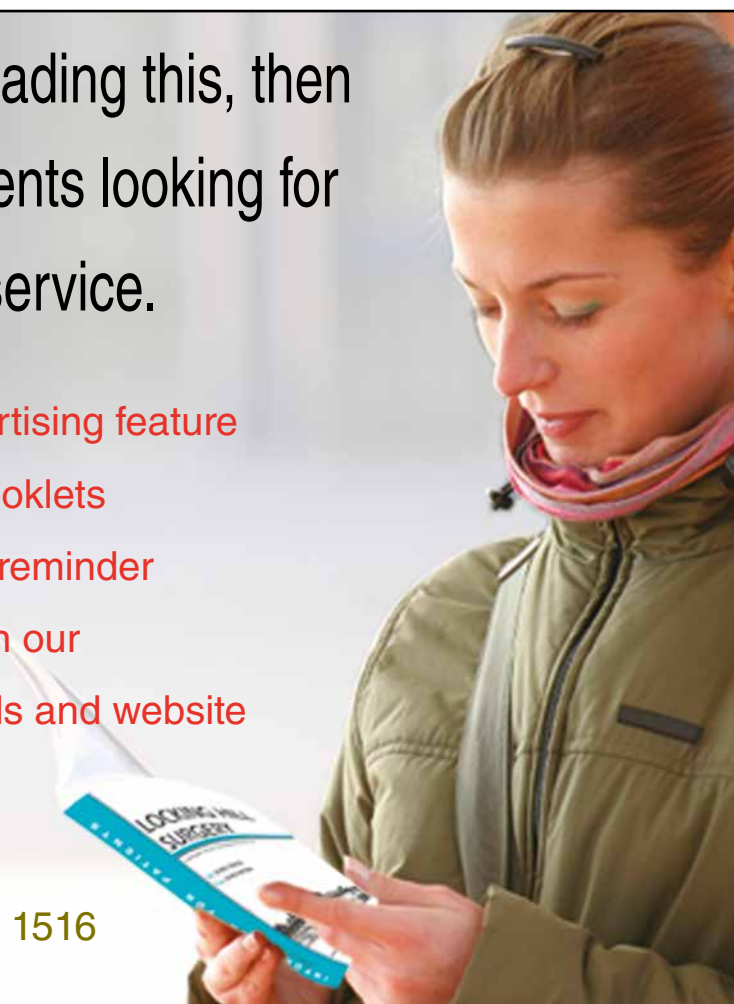
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## Branch Surgery Opens in Norden at the Norden Old Library

Two local GP practices, Ashworth Street Surgery and Edenfield Road Surgery, have joined forces in an exciting venture to open a GP practice in Norden Village. We were keen to provide an excellent venue, local based service which patients could easily access by foot, car or public transport.

Reception is open from 8.30am to 6.00pm with no closure at lunchtime. All doctors from both practices will be holding sessions in Norden, so patients will be able to see a doctor of their choice for a pre-booked appointment, and both surgeries have open lists to take on new patients. If you wish to book an appointment to attend the branch surgery you would need to ring the original telephone number for Ashworth Street Surgery which is 01706 346767. Patient requesting repeat prescriptions would still need to phone the prescription line which is 01706 346969.

### Primary Health Care Team

<b>Practice Manager</b>	Pauline A Mayor			
<b>Advanced Nurse Practitioner</b>	Kaye Peacock			
<b>Community Nurse Practitioner</b>	Nicola Eaton			
<b>Practice Nurses</b>	Debbie Clubman	Choosita Barton		
<b>Health Care Assistants</b>	Joanne Holland	Christine Thompson	Daryl Thompson	
<b>Health Visitor</b>	Joanne Archer			
	Caroline Ridley			
<b>District Nurses</b>	Susan Chang	Catherine Turner	Nichola Matthews	
	Alison Diggle	Angela McKeown		
<b>Office Manager</b>	Zoe Johnson			
<b>Receptionists</b>	Christine Thompson	Stephanie Strong	Val Collingwood	Farhat Fatima
	Sarah Hampson	June Rostern	Jill Forster	
	Pam Brown	Daryl Thompson	Rachael Dowsing	
	Erika Greenwood	Zoe Grocott	Karen Conroy	
<b>Administration</b>	Susan Sutcliffe (Supervisor)	Zoe Johnson	Val Collingwood	Erika Greenwood
	Sarah Hampson	Cathryn Parker	Rachael Dowsing	

### Advanced Nurse Practitioner

Kaye Peacock is our advanced nurse practitioner, who joined the practice in March 2002. Kaye completed the MSc Clinical Nursing Course at Liverpool University in September 2001, prior to that she was a district nursing sister in Bolton.

#### What is an Advanced Nurse Practitioner and Who Should See Her?

Advanced nurse practitioners are nurses who specialise in diagnosing and treating minor ailments. They work alongside GPs to offer an alternative point of GP contact for patients. This enables GPs to have more time to deal with patients who have complicated medical conditions.



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Advanced nurse practitioners are highly trained to carry out this role and are able to recognise more serious conditions as well as minor ones. A GP is always on hand to advise the nurse practitioner if needed. Kaye has also been fully trained to prescribe.

Kaye can see a wide range of conditions, some examples of which are:

- \* Skin problems - eg eczema, acne and rashes
- \* Infections - ear, throat, urinary, chest and eyes
- \* Muscular injuries - eg back, neck
- \* Contraception
- \* Coughs/colds

Many of these problems come on quickly and the nurse practitioner's appointments are more readily available. We hope this enables patients to be seen more quickly. If you are unsure if your illness should be seen by the nurse practitioner or GP, the reception staff are often able to clarify which would be best, so just ask.

### Community Nurse Practitioner

Nicky Eaton is our Community Nurse Practitioner who joined our practice on 1st May 2017. Many of our patients will already know Nicky as she was previously the Community Matron employed by Pennine Acute NHSTrust for Ashworth Street surgery for over two years and continues to support many of our patients.



Nicky has an extensive knowledge and experience in dealing with acute/chronic and long-term conditions/illnesses and will be working alongside the GPs to manage patients in a variety of settings and local nursing homes.

Nicky is currently studying for her MSc in Advance Clinical Practice and will be able to offer an alternative point of contact for patients in the community.

Nicky has over 20 years experience of a variety of nursing roles and is fully trained to prescribe and manage patients with a wide range of conditions.

### Practice Nurses

Debbie Clubman and Choosita Barton are the surgery practice nurses. The practice nurse team are very highly skilled and undertake regular training to enable them to deliver a high standard of evidence-based care to all our patients.

An appointment can be made at reception for any of the following:

- \* NHS Health Checks
- \* Asthma Clinic/COPD/Spirometry
- \* Cardiovascular Clinic (CHD)
- \* Baby Clinic and Immunisations
- \* Stroke Checks
- \* Referrals to Health Trainer and Living Well
- \* Travel Immunisations - ideally 6-8 weeks prior to travel
- \* Diabetic Clinic/Dietitian
- \* Cervical Smears
- \* Contraception - Advice/Checks
- \* Cryotherapy Clinics

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### Health Care Assistants

In addition to our nurse practitioner and practice nurses, we also have Joanne Holland, Christine Thompson and Daryl Thompson who are our health care assistants. They have been fully trained in phlebotomy and blood pressure monitoring and are currently undergoing their training to assist in the management of health care. This currently includes the following but will become more extensive in the future:

- \* Bloods
- \* ECG
- \* 24-hour Blood Pressures
- \* Health Advice
- \* Blood Pressures
- \* Hypertension/NHS Checks

### Opening Times

**Ashworth Street Surgery is open:**

Monday to Friday 8.00am - 6.30pm (as of July 2017)

**Surgery Times**

Monday to Friday 8.30 - 11.35am 3.30 - 5.30pm

### How To Register As A Patient

If you wish to register as a patient at the surgery please come in to the reception and one of the receptionists will advise you how to do this. If you are accepted you will have a choice of GPs that you are able to register with. Whilst the practice will endeavour to comply, it may not always be possible to see your doctor of choice and if this was the case an explanation would be offered.

### Appointments

Appointments can be made by telephone, online or by personally calling in at the surgery during opening times. Appointments to see the doctor can be made up to six months in advance.

You may see any of the doctors in the practice but please make an appointment in advance. Urgent problems will always be seen that day wherever possible.

Please bear in mind that the appointment is for one person only. If it is required that the doctor should see more than one person at the time of the consultation, please make sure that the receptionists are advised so that the appropriate arrangements can be made for an extended appointment. We apologise for delays which can occur in surgeries; these usually occur because a patient has a particularly complex or difficult problem which takes significantly more time to sort out. We would ask for other patients to be understanding of this - sometime in the future it could be you that needs the extra time.

Please be punctual. This helps other patients as well as the practice. **If you cannot keep an appointment, please cancel as soon as possible and that appointment can then be offered to another patient who is in need of it.**

**DID YOU KNOW THAT YOU CAN BOOK TO SEE A GP OR NURSE AT EVENINGS, WEEKENDS AND ON BANK HOLIDAYS FOR ROUTINE APPOINTMENTS?**

Appointments are available at four different hubs (Peterloo, Middleton/Littleborough, Rochdale/Kingsway, Rochdale and Birtle View, Heywood). They are open every evening from 6.30pm until 9.00pm and weekends; Saturday 8.00am until 6.00pm and Sundays 10.00am until 1.00pm.

To book routine appointments patients need to ring 0161 763 8292 which is the central booking line for all four hubs.

**Visit our website on: [www.ashworthstreetsurgeryrochdale.co.uk](http://www.ashworthstreetsurgeryrochdale.co.uk)**

## Online Appointment Booking

Patients can book, cancel and check their own appointments at any time night or day using our online booking service. One of the main benefits is that you are able to book, cancel and check your appointments even when the surgery is closed. Patients have found this very beneficial when booking appointments in the comfort of their own home after the surgery has closed. This has greatly reduced the number of patients trying to get through on the telephones at 8.30am when it is most busy.

All you need to do is go to [www.ashworthstreetsurgeryrochdale.co.uk](http://www.ashworthstreetsurgeryrochdale.co.uk) and select the box 'Book an appointment click here now'. This will take you to the 'Patient Access' log in/register screen and follow the on-screen instructions.

## Text Reminders

The surgery offers a text reminder service for patient appointments and we use this facility to send out reminders for clinical requests such as cervical smears and smoking status. If you do not wish to receive these texts then please let one of the receptionists know so that we can unsubscribe you as patients are automatically opted in. Text reminders can only be sent to mobile numbers so please ensure that you inform us of any changes to your contact details.

## GP Surgery Consultation Availability

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>DR STEPHEN DOYLE</b>				
9.05 - 11.45am 3.30 - 5.30pm	8.45 - 11.45am 3.30 - 5.30pm	8.45 - 11.45am	9.05 - 11.45am	
<b>DR DAVID OSBORNE</b>				
7.30 - 8.00am 9.05 - 11.25am 3.30 - 5.30pm		7.30 - 8.00am 9.05 - 11.25am 3.30 - 5.30pm	9.05 - 11.25am 3.30 - 5.30pm	9.05 - 11.25am 3.30 - 5.30pm
<b>DR JENNY NELSON</b>				
9.05 - 11.45am 3.30 - 5.30pm	9.05 - 11.45am	9.05 - 11.45am	3.30 - 5.30pm	
<b>DR SHALINI GADIYAR</b>				
9.05 - 11.45am 3.30 - 5.30pm	9.05 - 11.45am	2.00 - 3.30pm (postnatal) 4.00 - 5.30pm	9.05 - 11.45am	9.05 - 11.45am

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<b>DR MARK MUDALIGE</b>				
9.05 - 11.35am 3.20 - 5.30pm	9.05 - 11.35am 3.20 - 5.30pm		9.05 - 11.35am 3.20 - 5.30pm	9.05 - 11.35am 3.20 - 5.30pm
<b>DR ADAM SIMMONS</b>				
8.45 - 11.15am 3.20 - 5.30pm	3.20 - 5.30pm	8.45 - 11.15am 1.45 - 3.00pm (a/w baby clinic) 3.20 - 5.30pm	8.45 - 11.15am	8.45 - 11.15am 3.20 - 5.30pm
<b>DR KEVIN CODY</b>				
7.30 - 8.00am 9.00 - 11.30am 3.00 - 5.30pm	9.00 - 11.30am 3.00 - 5.30pm	7.30 - 8.00am 9.00 - 11.30am		9.00 - 11.30am 3.00 - 5.30pm
<b>DR ELIZABETH KNOTT</b>				
9.00 - 11.30am 3.00 - 5.30pm		9.00 - 11.30am 3.00 - 5.30pm		12.30 - 3.00pm

## Practice Nurse Clinic Availability

In providing a high level of patient care, Ashworth Street Surgery runs a range of doctor/nurse-led clinics.

<b>TUESDAY</b>	9.00 – 11.30am Minor Surgery Dr Doyle (every 3rd week Dr Cody either Tuesday or Friday) and HCA 12.10 – 1.00pm Injection Clinic Dr Doyle (a/w)
<b>WEDNESDAY</b>	1.30 - 3.30pm Baby Clinic Drs Simmons, Dr Gadiyar and PNs
<b>FRIDAY</b>	1.30 - 3.30pm Cryo Clinic Choosita Barton PN 2.00 - 5.00pm Minor Surgery Dr Osborne (every 3rd week Dr Cody either Tuesday or Friday) and HCA

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In these cases I have a salon set up in my home in Norden. If you contact me, we can discuss where the best place to do the treatments might be.

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# We're Trying To Make It Easier For You

## Extended Hours

We are aware that some patients find it difficult to attend surgery during our current working hours. In order to improve our service to these patients, Ashworth Street Surgery are offering some evening and weekend surgeries with effect from January 2009.

These extra surgeries are by appointment only. Patients are able to book them in advance. They are intended to help our patients who need to see a GP but find it difficult during the normal working day.

Unfortunately, this service is unable to provide emergency appointments or home visits. These will continue to be provided by NHS 111.

The "Extended Opening Hours" are held on Monday, Wednesday and Friday early mornings, some Monday, Tuesday and Wednesday evenings (6.30pm - 8.00pm) and some Saturday mornings.

## Advanced Access/Telephone Appointments

To improve access for patients to our doctors, we have introduced some new ideas. Each day a doctor will be available for on-the-day telephone appointments. This means that you will have the opportunity to talk to a doctor on the phone instead of having to come down to the surgery. The doctor can give advice, arrange to issue a prescription or make other appropriate arrangements. It may be that you are simply seeking some reassurance.

Obviously, sometimes the symptoms are such that a doctor will need to see you face to face or examine you. If that is the case, the doctor will arrange for you to come down to the surgery. It is well known that 80% of GPs' diagnoses are made by speaking to the patients rather than by examination.

Many patients are finding this much more convenient as they do not need to take time off work or arrange transport/childminders etc. Just phone 01706 346767 and ask for a telephone appointment that day. You will be asked for a contact number for the doctor to call you back. The receptionist will give you an approximate time at which the doctor will call you. It is important you are available to speak to the doctor when he/she calls.

The majority of our appointments are still face-to-face consultations but the introduction of telephone appointments means that there will be more surgery appointments available for you.

## Home Visits

If you are too ill to come to the surgery, a doctor will visit you at home.

Telephone 01706 346767 before 10.00am if possible and give the receptionist brief details of the illness so that the doctors can plan their rounds according to the degree of urgency.

The consulting rooms have better facilities for examination and treatment than is available in your home and it would normally be to your advantage to attend the surgery.

Mothers often worry about bringing babies and children when they are unwell. It is usually quite safe to do so and frequently it will mean that your child will receive treatment quicker. If you are concerned that your child has an infectious disease, the receptionist can arrange for you to be seen without waiting with other patients.

Your doctor will advise you over the telephone if you have any doubt.

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## Choosing Well Out of Surgery Hours

Choosing the appropriate option when accessing medical help out of hours can be confusing. It is estimated that one out of every four people that go to A&E/Urgent Care Centre could have either self-treated for minor illnesses/injuries or been treated by other local services.

If you have an out-of-hours problem for which you would usually contact the GP surgery remember your first ports of call should be:

NHS 111

NHS Direct 0845 4647

Or your local pharmacy

## Emergency Calls

Between 6.30pm and 8.00am and at weekends and bank holidays please ring 111. NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency.

- Remember that this is an Emergency Service, please treat it accordingly.
- A trained receptionist will record all the necessary information for the doctors.

**Your call will be dealt with in one of three ways:**

1. The duty doctor will discuss the call with you and may give advice, with the request to telephone the doctor again after a relevant time, if you are still concerned.
2. You may be required to attend the Moorgate Primary Care Centre, which is a special surgery sited at 22 Derby Way, Bury BL9 0NJ or at an alternative surgery within your own locality.
3. The duty doctor may authorise a home visit, if the patient is medically unfit to travel.

**Do have a pencil and paper handy. Please use the service in genuine emergencies only, for problems which will not wait until the surgery re-opens at 8.30am.**

**If you require a doctor between 8.00 and 8.30am on a weekday please ring 01706 342717.**

## Prescribing Information

ORDER		COLLECT
Monday	>	Wednesday
Tuesday	>	Thursday
Wednesday	>	Friday
Thursday	>	Monday
Friday	>	Tuesday

- Any item that has not been authorised for a repeat by a GP will take 72 hours
- The telephone number for ordering prescriptions is 01706 346969

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## Repeat Prescriptions

Requests for repeat prescriptions may be made between 10.00am - 12.00pm and 1.30 - 4.00pm on weekdays. However, on some occasions when it is extremely busy it is necessary to have the answerphone on for short periods during the times listed above. Please note that this is a recorded message only, therefore patients are unable to leave their prescription orders. Patients must use the dedicated prescription line 01706 346969 when requesting prescriptions.

Repeat prescriptions can be ordered online via the Patient Access app/log in or via the practice website, [www.ashworthstreetsurgeryrochdale.co.uk](http://www.ashworthstreetsurgeryrochdale.co.uk) and following the link. These two options, like the online booking appointment system can be used at any time of the day and again this reduces the pressures at 10.00am when the prescription phone line opens.

You can also request prescriptions via the post including a stamped, self addressed envelope but please allow adequate time for postal delivery. It is important that patients adhere to the 48 hour notice for generating prescriptions.

The surgery is constantly looking at ways to improve the service we offer our patients and a very large number of our patients now collect their repeat medication directly from the chemist of their choice. Going directly will inevitably save our patients a great deal of time. Ask one of the prescribing team for further details.

## Results Of Tests

You may telephone or call at the surgery for results of any tests carried out. To avoid busy times, please enquire after 11.00am. In the interest of confidentiality, the results will only be given to the patients or, if under 16 years of age, the parent/guardian.

## Patient Information

There is a patient information notice board in the main reception area. This will inform you of any changes that may affect you in the day-to-day running of the practice.

## Clinical Services

In addition to our normal surgery services for acute and chronic illness, we also provide a number of services aimed at health promotion and illness prevention.

## NHS Health Checks

As part of our health promotion programme we are pleased to be able to offer health screening checks which are carried out by our highly skilled nurses. This is of particular importance if you have not recently seen your doctor. People are encouraged to attend for regular routine checks to try and detect any illness or problem before they become major.

## Influenza (Flu Immunisation)

Influenza can be a debilitating and serious illness, particularly for the elderly and infirm. We advise that all patients over the age of 65 and also patients under the age of 65 who suffer from a chronic illness, eg diabetes, asthma and heart disease be immunised in October or early November in advance of the influenza season and annually thereafter to ensure maximum protection.

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## Pneumonia Vaccinations

Everybody is at risk of getting pneumococcal disease, but the older you are, the greater the risk. Pneumococcal disease is the term used to describe a range of illnesses such as pneumonia, septicaemia (blood poisoning) and meningitis (inflammation around the brain).

Vaccination is recommended for those patients suffering from chronic diseases such as diabetes, asthma, chronic chest conditions and those patients who suffer with renal (kidney) problems. This vaccination can be administered anytime throughout the year by one of our practice nurses.

## COPD Clinic (Chronic Obstructive Pulmonary Disease)

This clinic is held in conjunction with the asthma clinic run by practice nurse Debbie on Mondays between 1.00 - 4.00pm for the assessment of patients with longstanding chest conditions, eg bronchitis and emphysema.

## Vaccinations For Foreign Travel

Our nurses will be pleased to advise you which precautions and vaccinations are necessary for your destination. Please allow plenty of time, as it can take up to six weeks to complete a full course of vaccinations.

## Childhood Immunisations

Immunisation for children is particularly important and clinics are held by the doctors and practice nurses every Wednesday afternoon 1.30 - 3.30pm. Appointments are sent by post, but if you have any queries please discuss them with your health visitor or doctor.

## Child Health Surveillance

Routine child health surveillance is carried out by the doctors in the form of the eight week check. You will receive an appointment at the appropriate time. Child health clinics are held at the surgery on Wednesdays 1.30 - 3.30pm by Dr Adam Simmons and Dr Shalini Gadiyar/ Dr Libby Knott (by appointment). All childhood immunisations and full developmental screening are available at these clinics.

## Other Clinics

We also have clinics for our patients with high blood pressure, coronary heart disease, asthma and diabetes and for those who need special advice about their diet and help with losing weight.

## Family Planning

We offer a full range of contraceptive services, including the fitting of IUDs (coils), Caps, Depo-Provera, Implant and advice on safe sex which all partners offer in their routine surgeries. Our practice nurses carry out annual pill checks and these appointments can be booked with the receptionists in the normal way.

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## Postnatal

All mothers are encouraged to attend for their postnatal check six weeks after delivery. This can be arranged by calling the surgery and making an appointment with Dr Gadiyar.

## Cervical Smears

A computerised recall system is run by both the practice and East Lancashire Health Authority. You will automatically be advised by post when your smear is due. You will be asked to make an appointment at the practice with either the doctor or the practice nurse.

## Cryotherapy

The cryotherapy clinic is run on a Friday afternoon at 1.00 – 3.30pm by Choosita Barton the practice nurse.

## Minor Surgery

The minor surgery clinic is run by Dr Steve Doyle on alternate Tuesdays 9.00 – 11.30am (every 3rd week Dr Cody) and by Dr Osborne 2.00pm - 5.00pm on alternate Fridays (every 3rd week Dr Cody).

## Practice Team

There are eight doctors, GP registrars, and training doctors who already have hospital experience who are supported by the practice manager, nurse practitioner, practice nurses, health care assistants and a total of 16 reception/admin staff. The receptionists, like all staff, are there to assist you - making appointments, taking requests for home visits and answering other queries. Please be patient if you are kept waiting, or if you feel they are asking too many questions. They have to judge the urgency of the request so please give them the information they require. They are bound by the same rules of confidentiality as the doctors and nurses.

## Practice Manager

The practice manager is responsible for the day-to-day running of the practice.

Problems regarding registration or other administrative matters should be brought to her attention if the reception staff cannot help.

## Health Visitors

The health visitors are available for advice, especially with children and, also to monitor the health and development of children and families. They are based at Ings Lane and can be contacted on 01706 676300.

## District Nurses

The district nurses' service aims to provide high quality nursing care to patients who are housebound. They have an open referral policy and can be contacted at Croft Shifa Clinic Monday to Friday between 8.30 - 9.30am and 2.00 - 4.00pm on 01706 764701. At any other time they can be contacted via their Liaison Department on 01706 676363. Any patients who are able to, are requested to attend the clinic for treatment at Croft Shifa Clinic; appointments can be made by ringing 0161 655 7401.

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## Postgraduate Training

Doctors who have worked in hospitals for a number of years come to work at the practice for a year before they become general practitioners. This is valuable work experience for them and also benefits us by stimulating new ideas within the practice.

## Teaching Medical Students

This practice is a teaching practice in association with the University of Manchester. Students may be present at your consultation but you will be given notice of this in advance. If you wish to see the doctor on their own, please inform the receptionist.

# Other Information

## Computerisation

Our practice is fully computerised and to enable us to maintain accurate records we ask that you tell us of any change in your particulars (name, address, telephone number, etc). It is important that the practice has accurate up-to-date information as any correspondence eg hospital referral etc, may be sent to the wrong address which could delay treatment.

Confidentiality will remain of prime concern.

## Non-NHS Examinations

Insurance company and private medicals (HGV, PSV, Taxi, etc) can be arranged on the premises. It is important when booking for a medical you inform the receptionists of type of medical you require as this requires a longer appointment and failure to do so may result in you having to book another appointment. Please telephone any of the receptionists for further details and to book your medical.

A special appointment must be made and a fee as recommended by the British Medical Association may be payable. Likewise, a fee may be charged for private medical certificates and for the completion of insurance claim forms. If you do require any forms completed/signed it is not necessary for you to make an appointment with the doctor. Instead leave the form at reception and the staff will give the form to the appropriate doctor. If necessary, the doctor can always contact you to clarify any details.

## Access For The Disabled

The medical centre is fully accessible for wheelchairs. There is parking for the disabled by the main doors. Special toilet facilities with wide access doors, are available for patients in wheelchairs. The practice also provides a portable "Audio Frequency Induction Loop System" (AFILS) for the hard of hearing. There is also a lift for access to the first level consulting rooms.

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## Complaints And Suggestions

In this practice, we all try hard to provide the best possible service for our patients. However, if you feel you are dissatisfied with any of our services, please direct your comments to the practice manager, through a representative or in writing to the practice. Alternatively, if you prefer and would like advice, or have any issues or concerns in relation to any aspect of your NHS care, please contact:

Patient Advice and Liaison Service (PALS) by telephoning freephone:0800 121 4430. Patients can contact the CQC (Care Quality Commission) on 03000 616161 or by email to [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).

The practice has a complaints procedure and this is available on request.

We feel it is much better for grievances to be tackled as soon as possible and, ideally, directly between the parties involved, as misunderstandings can be more readily resolved in this setting.

We welcome constructive comments and suggestions about our services and have a suggestion box in the reception area.

In addition to this our Patient Participation Group have a designated suggestion box whereby patients are able to put their views, positive or negative direct to them.

## Patients That DNA (Do Not Attend)

The surgery has a system whereby they can monitor patients who fail to attend their appointments. If patients book appointments and continually fail to attend them without informing the surgery, letters will be sent to those patients and in some cases this may result in the practice asking them to register elsewhere. If you cannot keep an appointment, please cancel as soon as possible and then this appointment can be offered to another patient who is in need of it.

## Carers

If you look after someone, a relative or child, partner or friend who needs your help because they are ill, frail or have a disability, then you are a carer. We are able to offer support and help, just pop into the surgery and speak to our Carers Advocate.

## Military Veterans

When servicemen and women leave the armed forces, their healthcare is the responsibility of the NHS. All veterans are entitled to priority access to NHS hospital care for any condition, as long as it's related to their service, whether or not they receive a war pension. Veterans are encouraged to tell their GP about their veteran status in order to benefit from priority treatment. A minority of people leaving the armed forces need access to mental health services; others might require it later in civilian life. Please make the GP or receptionist aware so that we can provide appropriate treatment.

## Patient Confidentiality

Your medical records are held in strictest confidence. Information is only passed on with your consent. The practice computer is registered under the Data Protection Act and strict confidentiality is maintained. All staff are bound by strict rules of confidentiality.

## Freedom of Information

From January 1st 2005 the Freedom of Information Act will require all General Practices to respond to requests about information they hold, and it will create a right of access to that information. The rights to request and access this information are subject to some exemptions which a General Practice has to take into consideration before deciding what information can be released. The Environmental Information Regulations which came into force in 1993 set the standard for the release of information about the environment in which we live and work.

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These are likely to be strengthened within the next eighteen months under a European Union Directive. Until the new Regulations come into force, information relating to the Environment can be requested using the existing Regulations and the Code of Practice on Openness. Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact your doctor to do this. Under Section 19 of the Freedom of Information Act 2000 each General Practice has a legal duty to adopt and maintain a Publication Scheme for the publication of the information held. The purpose of the Act is to promote greater openness by public authorities, which includes General Practitioners. From 2005 it will also oblige the General Practice to respond to requests about the information that they hold and is recorded in any form and it will create a right of access to that information.

These rights are subject to some exemptions that the General Practice has to take into account before deciding what information can be released. This combined Publication Scheme will help you to find all the information that the General Practitioners in Gower Medical Practice publish. This combined Publication Scheme aims to make as much information about Ashworth Street Surgery available as possible, on a continuous basis. We will continue to add to the information here proactively and regularly.

Whenever we make any changes to any of the information above, we will ensure that the Publication Scheme reflects these changes.

## Ashworth Street Patient Group (APG)

Ashworth Street Patient Group (APG) is made up of 15 members representing a broad cross section of patients within the practice. This group will meet at regular intervals to discuss issues of interest or concern regarding the policies and procedures of the practice and will present the patients' viewpoint to the partners. Subgroups will investigate some matters in greater detail before reporting back to the main APG and it is hoped that partners and visitors from outside the practice will deliver presentations on topics of interest.

In time it is expected that the APG will provide an important pivotal link between the partners and patients of the practice.

In addition to the APG there is a larger database of patients who have shown an interest in providing suggestions for the group without necessarily being involved in the detailed discussions. This database is open to all patients and forms can be obtained either through reception or downloaded from the surgery website [www.ashworthstreetsurgeryrochdale.co.uk](http://www.ashworthstreetsurgeryrochdale.co.uk)

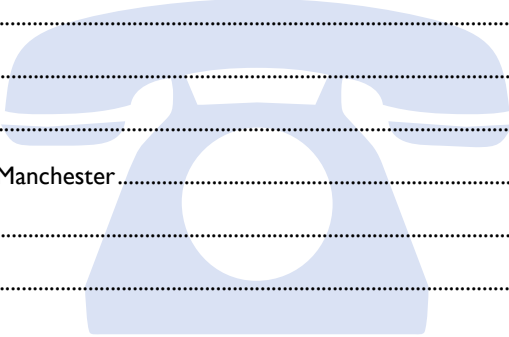
The APG have a dedicated notice board inside the surgery on the ground floor. If you have any ideas, suggestions, improvements or concerns and you would like the APG to look at these on your behalf pop them in their suggestion box attached to the notice board.

## Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

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# Useful Telephone Numbers



Surgery Appointments & Enquiries.....	(01706) 346767
Surgery Repeat Prescriptions.....	(01706) 346969
Surgery Fax.....	(01706) 346800
Medical Secretaries Dept.....	(01706) 515904
NHS 111 24 hours, 7 days a week.....	111
Emergency Dental Service.....	(01706) 676367
Health Visitors.....	(01706) 676300
District Nurses.....	(01706) 676363
Rochdale Infirmary/Fairfield Hospital/North Manchester.....	(01706) 377777
NHS England.....	0300 3112233
Greater Manchester Police.....	(0161) 872 5050
Crime Stoppers.....	0800 555 111
Disability Living Allowance Help Line.....	0345 712 3456
Drink Line.....	0800 917 8282
National Drugs Help Line.....	0800 77 66 00

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## Notes

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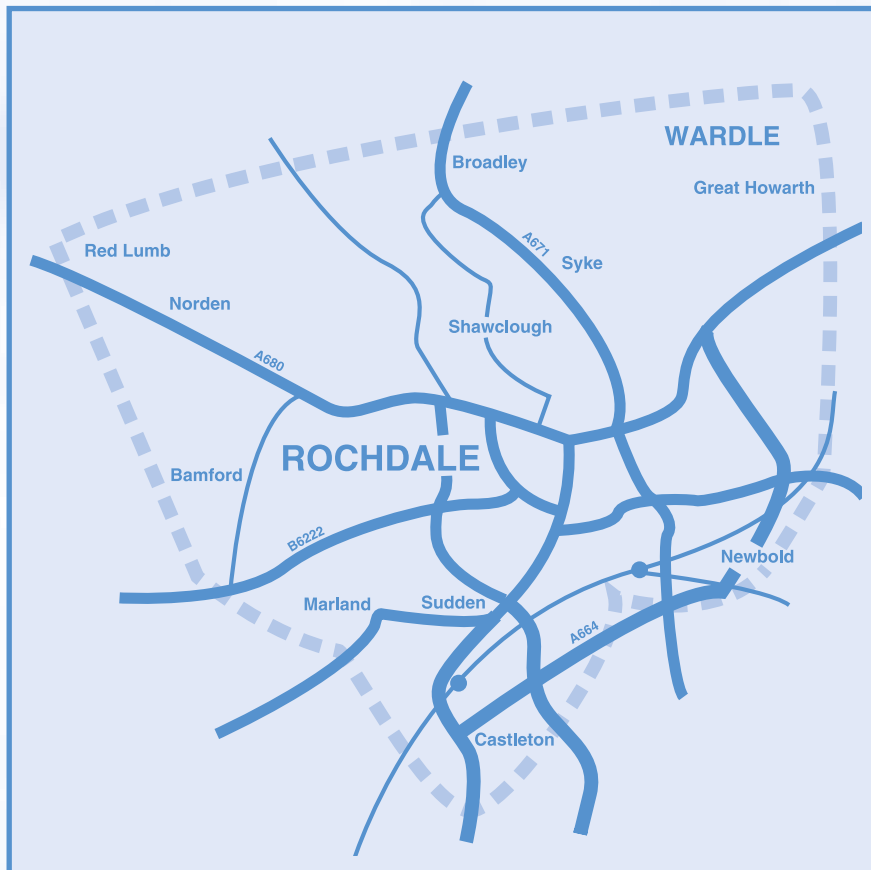
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# MAP OF OUR PRACTICE AREA



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