

Toft Road Surgery

Practice Booklet



Doctors - Stephenson, Lawn, Giles, Hans and Harle

Tel: (01565) 632681

Office Hours - 8.00am - 6.30pm Weekdays

FOR URGENT CALLS OUTSIDE THESE HOURS

PLEASE DIAL 111

(IF AN AMBULANCE IS NEEDED DIAL 999)

Toft Road Surgery, Knutsford, Cheshire WA16 9DX

www.toftroadsurgery.co.uk

The Doctors



Dr Robert Stephenson

MA, MB, BS, MRCGP,
DRCOG, DOM
Qualified London 1983



Dr Jennifer Lawn

MB, ChB, MRCGP
Qualified Manchester 1983



Dr Elspeth Giles

MB, BS, MRCGP, DRCOG
Qualified Newcastle 1997



Dr David Hans

MBChB, MRCGP
Qualified Manchester 2003



Dr Daniel Harle

MBBS MRCGP
Qualified East Anglia 2008



Dr Hywel Jones

MBChB
Qualified Sheffield 1983



Dr Rosi Peel

MBBS, MRCGP, DFSRH
Qualified Newcastle 1995



Dr Ceredwin Churchill

MBChB, MRCGP, DRCOG
DFFP
Qualified Leicester 2002

Practice Nurses



Janette Barnes

Jane Clarke

Kate Lunt

Sarah Ingle

Visit our website: www.toffroadsurgery.co.uk

WELCOME TO OUR PRACTICE

This booklet is written to help you to get to know the services we provide. We hope you will find it useful and keep it by the telephone so that you can refer to it in future.

THE PRACTICE

We are a group practice of five doctors (plus three assistants) and have a long and well established reputation in the Knutsford area. We own our own premises which are pleasant and practical, have ample car parking space and are near the town centre. We employ a practice manager, assistant practice manager, four nurses, two secretaries, three administration staff and eight receptionists. We also have the full range of attached staff and access to the wide range of facilities available at the Knutsford and District Community Hospital. We like to think of ourselves as a friendly, hardworking and progressive practice able to cater for all your medical needs.

OFFICE HOURS

The premises are open from 8.00am to 6.30pm weekdays.
Telephone lines open from 8.00am.

CONSULTATION TIMES

Weekdays

Mornings 8.30 - 11.10am

Afternoons 2.00 - 4.40pm 4.00 - 6.20pm

Extended hours on some days 7.30 - 8.00am and 6.30 - 7.30pm

APPOINTMENTS

Non-urgent

The practice uses an appointment system. To make an appointment please telephone or call in at the surgery during office hours. Requests should be made four to five days in advance if possible. We average 10 minutes per patient, so please book a double appointment if your problem is complex. If you have several different problems you may have to return for a second consultation. Please remember to cancel appointments you cannot keep. You may consult any of the doctors in the practice, although it is often preferable to see one who knows you best.

Telephone Appointments

Many consultations can be done on the phone, these can include test results, follow up to hospital letters, and other follow up where an examination is not needed. Please ask for a telephone appointment in these situations, this will save valuable face to face appointments.

Urgent

If you have an urgent medical problem we will always try to see you on the same day. Please telephone early in the day, but after 8.00am. We run an EMERGENCY SURGERY every morning from 8.00am. Calls are telephone triaged by the doctor first because many can be dealt with on the phone saving valuable time. Patients that need to be seen are given five minute appointments from about 9.40am. The appointment system may change from time to time.

Internet Booking

Appointments can now be booked on the internet, as well as prescriptions ordered and access to your medical records. For more information please ask at reception to register for this service.

For the latest information click to: www.toffroadsurgery.co.uk



Mr R E Humphreys BVSc CertVR MRCVS
Miss J Brown BVM&S MRCVS

FREE HEALTH CHECK FOR YOUR PET WHEN YOU MENTION THIS PRACTICE BOOKLET (NEW CLIENTS ONLY)

Mobberley Road, Knutsford WA16 8HT

Tel: **01565 632253**

Fax: **01565 652453**

Surgery Appointment Times

Monday - Friday

9.00am - 10.30am

2.00pm - 3.00pm

4.30pm - 6.00pm

Saturday

9.30am - 11.30am

24 Hour Emergency Service

Part of the Willows Vet Group

Your child's education is important; make sure you choose the right school.



Read the latest ISI report, check the league tables, and talk to other parents.

Most importantly call your local Independent School today to arrange a visit.

Bringing out the best in each and every child



Co-educational independent school for children aged 3 to 11 years



For more information call **01565 633177**

18 St. John's Road, Knutsford Cheshire WA16 ODP

Visit our website **www.yorstonlodge.com**

Do you have aches and pains that have built up over time?

A massage therapist is trained to help reduce pain, correct postural damage and bring flexibility back into your life.

Contact a qualified local massage therapist today to see how they can help you.



Getting to the root of the issue for pain-free movement

- Sports Massage • Deep Tissue
- Thai Massage • Stretchology

Call **07704 762077**

@natashathree60fitness for 10% OFF your first treatment



Would talking help?

Why wait for an appointment on the NHS?

There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Qualified Registered Counsellor
Lisa Woolfenden
Offering you a safe space to talk

Tel: **07393 886468**
Email: lisawoolfenden@outlook.com
www.lisawoolfenden.com

Want to get fit?



A Health Club will assess your fitness level and provide you with an exercise program to suit your needs.

Give your local Health Club a call to arrange a fitness assessment today.

NIGHTS, WEEKENDS AND BANK HOLIDAYS

If you have a serious medical problem outside normal hours (8.00am - 6.30pm) and need an ambulance please dial 999. For all other urgent medical problems please dial 111. Your call will be dealt with by a trained call handler. You may be given advice or put through to the out of hours centre based at Macclesfield. A nurse or doctor will then give advice or arrange to see you. Home visits will only be possible if a patient is genuinely housebound. In some situations an ambulance may be called.

HOME VISITS (8.00am-6.30pm weekdays)

We do prefer to see you in surgery because it gives us more time to see other patients. However, if you are unable to visit us due to serious illness or physical disability we will see you at home. Requests for home visits should be made between 8.30 and 10.30am, although requests for emergencies can be made at any time. A doctor will often phone back to assess the visit initially.

Attendance by a particular doctor can be requested but cannot always be guaranteed.

WEBSITE

Our website at www.toftroadsurgery.co.uk is worth looking at because this can be more up to date than this leaflet. It contains specific alerts such as flu clinic dates, and has a lot of links to other useful information.

NHS 111

Do remember that NHS 111 can offer health information and advice on 111. Their website www.nhs.uk also offers excellent information on specific conditions and other recommended links.

REPEAT PRESCRIPTIONS

If you are on a regular medication your doctor will be able to issue you with a repeat prescription for a 28 day duration.

If you are on three or less medicines you can request a 56 day supply. Please arrange your repeat prescription requests and supply direct with your chemist. We now use electronic prescriptions (EPS) which makes this easy. If you do need to request your prescription at the surgery then please make your request in person or by post (enclose a stamped, self-addressed envelope and allow 48 hours). Requests can also be made by fax on 01565 632630 or by the internet (please contact reception to register for this). Please do not make requests by telephone because this blocks our lines and can lead to errors.

PRACTICE NURSES

We have four practice nurses who run appointments between 8.30am and 6.50pm. The nurses perform an increasing role in the management of chronic diseases such as diabetes, asthma, chronic pulmonary disease and heart disease. They also run stop-smoking clinics and give contraception checks and travel vaccinations. In addition their duties include taking cervical smears, weight checks, giving general medical advice, health checks, vaccinations and dressings. Our treatment room is well equipped and has a wide range of educational material.

TESTS

Your doctor may need to do tests on you to diagnose an illness. Please bring specimens requested to reception before 12 noon to catch the collection van (weekdays only). Blood tests and non-urgent x-rays are usually done at the Community Hospital, although some tests are done by our nurses or at Macclesfield Hospital.

TEST RESULTS We prefer to contact you if a test result needs discussion rather than block our lines with patients phoning in for them. If the result is normal we will not contact you unless needed. If the result needs urgent attention a doctor will call you. If the result needs non urgent discussion you will be contacted to make a routine telephone or surgery appointment. Results can take at least seven to ten days to come back with X-rays taking up to three weeks to get reported unless urgent. If you do phone for your result we can only give them out between 10.00am and 2.00pm. The receptionist will be instructed to say whether it is normal or whether you need to speak to your doctor.

NON-NHS WORK

Fees are incurred for services not covered by the NHS. These include BUPA and PPP forms, driving medicals, passport forms, driving licence forms, letters to third parties, holiday cancellation forms and sick notes for absences of less than seven days etc. Please ask at reception for further details.

SUGGESTIONS/COMPLAINTS

We are always keen to improve our service, and suggestions are gratefully received by reception or directly to the practice manager. Complaints will be taken seriously and dealt with using our practice-based procedure which meets national criteria. Our practice manager will be able to give you further details, if you are still not satisfied you will be advised on how to proceed further.

REGISTRATION

You may register with the practice if you live within the practice area, or be seen as a temporary resident if you are staying in the practice area and are here for less than three months. We like all our new patients to have a new registration medical with our practice nurse within one month of joining the practice. This allows us to assess your health before we get your notes and offer appropriate advice.

CHANGE IN PERSONAL DETAILS

Please remember to inform us if you change your name, address or telephone number. This is most important, particularly if we need to contact you about something urgent.

MOBILE PHONES

The practice uses text messages for a range of reminders such as for clinic appointments and flu vaccinations. If you have a mobile number please let reception know.

DISABLED ACCESS

We have a ramp leading in to the side entrance of the building. Please ring the bell at the top for a receptionist to open the door. All downstairs consulting rooms are easily accessible by wheelchair and we have toilet facilities suitable for disabled patients.

LOCAL CHEMISTS

Do remember that many local chemists are able to treat a range of minor conditions such as urine infections, conjunctivitis, colds and flu. They can also offer an ordering, collection and delivery service for your prescriptions and we encourage all patients to use these times as it saves both you and us time.

PATIENT PARTICIPATION GROUP

We have an active and well established PPG. We welcome patients who are interested in getting involved with our practice. This can either be as a committee member or part of our email based group. Please fill in a form at reception if interested.

SPECIAL SERVICES OFFERED (BOOK AT RECEPTION)

Family Planning And Contraception

All doctors and nurses.

Chlamydia testing and sexual health advice for young people.

Normal appointments. Please book with the nurse for routine pill checks.

Antenatal And Postnatal Care

This is run by the midwives at the Community Hospital.

To monitor your health during and after pregnancy.

Shared care with a local hospital.

Midwife-run antenatal clinic Tuesday mornings. First appointments for your pregnancy are on Wednesday mornings.

Cervical Smears

Detect early but curable stages of cervical cancer.

Advised for women aged 25 to 65, once every three years (age 25 - 49) or five years (age 50 - 64).

Performed by our nurses (doctors if necessary).

Well woman advice, including breast checks, given simultaneously.

Reminders automatically sent to you.

All patients advised of results. Please phone if you have not heard after 12 weeks.

Child Health

We perform child development checks and immunisations.

Doctor and nurse-run on Thursdays.

It is very important that your child attends for all these checks and immunisations. The local authority sends out reminders to all parents.

Your health visitor can be contacted at the community hospital on 757243.

The current vaccination schedule is best viewed on www.nhs.uk and changes from time to time.

Adult Immunisation And Travel Clinic

Please book with our nurses.

Tetanus and polio boosters.

Travel advice and immunisations can only be given in a health clinic with the specifically trained nurses-reception will advise. Please contact reception two months before travelling to collect a travel questionnaire and information about appointments.

Registered Yellow Fever Vaccination Centre (fee charged).

Antimalarial prescriptions (private).

Flu vaccination is advised for patients over 65 and other younger patients in 'at risk' groups. Please look out for notices in late September or ask at reception.

Health Promotion

Please book with our nurses.

General health check and advice, open to and recommended for all adults.

Basic advice is given later in this booklet.

Diabetic Clinic

Doctor and nurse-run most Thursdays and some other days.

All diabetics are encouraged to attend.

Shared care with local hospital for more complex cases.

Please book at reception if you are diabetic and do not attend the clinic already.

Respiratory Clinic

Nurse-run. Days vary.

Open to all asthmatics and chronic bronchitics. General advice, inhaler technique, spirometry, level of control, peak flow monitoring.

Cardiovascular Clinic

Open to all patients with a history of heart disease, stroke or peripheral vascular disease (poor circulation).

Nurse-run. Days vary.

Advice on lifestyle and medication to minimise risk factors.

We strongly recommend all heart and stroke patients to attend this clinic unless already under regular review.

Dietician

Appointments through your doctor.

Sessions held alternate Wednesdays.

Advice on weight reduction, low fat diets, diabetic diets and other areas of dietary management.

Minor Surgery

Joint injections by several doctors.

Removal of skin lesions by Dr Harle.

Liquid nitrogen for some skin lesions by Dr Stephenson and Dr Lawn.

Please discuss with your usual doctor. Dates of sessions vary.

General Medical Information

We stock a wide range of leaflets on common medical conditions.

Please ask at reception or your doctor/nurse.

Other sources are the library, NHS 111 on 111, www.nhs.uk or www.patient.co.uk.

The Internet is increasingly being used by patients.

Please do try to ensure your source is reliable and trustworthy. This can be difficult!

Stop Smoking Clinic

Nurse-run. Help and support to try and stop smoking. Prescriptions issued where appropriate.

Help is also available from some chemists, Smokefree national helpline on 0300 123 1044 or NHS 111.

Counselling

Referrals are needed from your doctor. These are to the primary care mental health team who decide what sort of help is appropriate.

NHS Screening Programs

The surgery is fully involved in NHS screening programs such as cervical smears, breast screening, bowel cancer screening and aortic aneurysms. We strongly advise all patients to take part in these programs. Further information can be found at www.cancerscreening.nhs.uk and aaa.screening.nhs.uk

TRAINING

We are a training practice. You may be offered an appointment with a registrar. These doctors are fully qualified and have spent several years in hospital practice. You may also be asked if a medical student can be present during your consultation. Please let reception know if you have concerns when offered an appointment with a registrar, or if you are told a medical student might be present. The practice will close on a few afternoons each year for staff training. These dates will be publicised well ahead.

PRACTICE MANAGER

Margaret Thornborrow is our practice manager and responsible for most aspects of the running of our practice. She will happily deal with any queries, suggestions or complaints that you may have.

Our assistant practice manager is Sue Hulme who also has many responsibilities within the practice including covering for Margaret when she is away.

SECRETARIES

We have two secretaries who perform a wide variety of tasks including referral letters, dealing with hospitals, and general administration. Reception will sometimes need to pass your query on to them, particularly if it involves a private referral or the "choose and book" system.

RECEPTIONISTS

Our receptionists will be your first point of contact within the practice. They will be able to deal with most queries and perform a wide range of work that includes: making appointments, booking visits, repeat prescriptions, dealing with enquiries and general administration. Their job is a very demanding one which they do very well. If you are experiencing problems, please do not take it out on them - approach your doctor or the practice manager instead.

DISTRICT NURSES, HEALTH VISITORS AND MIDWIVES

We work closely with these important professionals who are employed by the Primary Care Trust. They are state-registered nurses who have undergone further training. District nurses look after the nursing needs of patients confined to the home. Health visitors advise on all aspects of health for mothers with young children. Midwives look after the antenatal and postnatal care of pregnant women. If you wish to contact a member of our attached staff please contact reception or telephone the Community Hospital where they are based (757220).

OTHER PROFESSIONALS

Your doctors can put you in touch with many other professionals including chiropodists, physiotherapists, community psychiatric nurses, occupational therapists, Macmillan nurses and social workers.

CONFIDENTIALITY

All patient notes are treated with the strictest confidentiality and we comply with Data Protection.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

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.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor. Many of you treat your own minor illnesses - coughs, diarrhoea, aches and pains - by going to the chemist for medicines. We think this is correct and by doing this you will leave the practice team free to cope with more serious problems.

Consult the chemist first, but if your symptoms persist then contact your own doctor. Do not forget that if something is troubling you, but you are unsure whether to bother the doctor or not, make an appointment with the nurse who may well solve the problem. Everyone worries a lot about 'leaving it too late'; we rarely see this but do see a lot of people who come too early, either before we can make a diagnosis or before they have given the illness a chance to get better on its own. Please also remember that pills and medicine are often completely unnecessary. Be prepared to leave the surgery without a prescription.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine, being made up of 24 bones and associated cartilage and tendons, supports the whole weight of the upper body and, therefore, it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by injury ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or physiotherapy. Osteopaths and chiropractors are also worth trying.

Sore Throats

The majority are caused by a virus. These are tiny germs that CANNOT be killed by antibiotics. Most sore throat cases get better on their own in a few days. A hoarse voice suggests viral laryngitis. You should gargle with soluble aspirin four times a day for adults, take plenty of rest and steam inhalations. In children use paracetamol and fluids. If you are getting worse after four days seek medical advice.

Colds

These are always caused by a virus, so antibiotics are quite useless. You will have a sore throat and a clear thin yellow discharge from the nose.

Treatment is with steam inhalations, fluids and rest.

Children and especially babies get a lot of colds as they develop their immunity. Ephedrine nose drops may help as may elevating the mattress eg with a telephone directory underneath the head end.

Coughs

Steam inhalations are excellent as are some linctuses you can buy from your local chemist. See the doctor if the cough lasts more than a week or if you are breathless, have chest pains or are coughing up green phlegm or blood.

Diarrhoea And Vomiting

Usually due to food poisoning or a virus, especially in children; both usually settle in 24-36 hours. Drink moderate quantities of water or rehydration mixture frequently. Avoid food for 24 hours and then re-introduce dried toast/rice; avoid dairy products for a few days afterwards.

See the doctor if vomiting is accompanied by severe pain, lasts more than 24 hours or if there is a high fever. Children can become rapidly dehydrated if fluids cannot be kept down - always seek medical advice early, especially if there is a fever. If symptoms follow a visit abroad seek medical advice.

Head Lice

These creatures, contrary to popular belief, prefer clean, short hair and are, therefore, not a sign of poor personal hygiene. Medicated lotion (better than shampoo) can be obtained from the chemist without prescription.

Thrush

Many women experience this irritating complaint which is characterised by a white itchy discharge. It can be treated with Canesten cream (available from the chemist without prescription). Avoidance of nylon underwear, bubble bath and soap can help reduce the chance of recurrence. If symptoms persist consult your doctor.

Cystitis

Frequently passing urine which stings or burns suggests cystitis, which is sometimes caused by infection. If drinking plenty of fluids, including bicarbonate of soda (one teaspoon per glass of water four times daily), does not relieve symptoms, see your doctor. Remember to bring a fresh (not necessarily the first of the day) sample of urine in a clean container to be tested.

SMOKING

Why Give Up ?

Over 100,000 people die each year in the UK from smoking-related diseases.

Every cigarette you smoke can shorten your life by an average of five and a half minutes.

Babies of smokers are, on average, 200 grammes smaller than those of non-smokers.

Smokers smell!

How To Give Up

Stopping smoking is all about motivation. Without the real desire to give up you are unable to succeed. You must want to give up rather than feel you should give up. Set a date a week or so in the future when you intend to stop. Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you. When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking. Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward.

If you've tried everything and failed but are still keen to give up, seek help from your doctor.

Preventing A Relapse

Whenever you feel the need for a cigarette, go back to the procedure which helped you give up in the first place. Avoid complacency and remember that you're a non-smoker!

Think how unpleasant smokers smell now that you've given up. Do you want to smell like them?

ALCOHOL

A Little Of What You Fancy.....

Alcohol is a depressant which has the effect of dulling the brain and nervous system. In small quantities, alcohol can actually be beneficial to health. In large quantities, on a regular basis, it can have a very serious negative effect on health. At one extreme it can kill. CIRRHOSIS of the liver, for instance, is killing an increasing number of people, as are drivers who are over the limit. At the other end of the scale, excess consumption of alcohol can lead to poor co-ordination, impaired vision, a weakening of the immune system, impotence and obesity.

What Is A Safe Limit?

An accepted safe limit is 21 units a week for men and 14 units for women, a unit being approximately a glass of wine, half a pint of beer or a single measure of spirit. This recommended maximum presumes that the consumption is spread throughout the week and not consumed all at once in a 'binge'.

A man's liver can process only eight units of alcohol within a 24 hour period and can take 72 hours to recover fully. It is easy to see how easy it is to damage this vital organ.

How To Cut Down

How about a bottle of mineral water instead of wine with your lunch? Always drink water alongside wine with a meal and try a spritzer (wine mixed with mineral water) instead of a straight glass of wine.

How To Avoid A Hangover

The most effective way to avoid a hangover is not to drink too much! Failing that, if you have overindulged, drinking large quantities of water before going to bed is very effective in warding off the worst effects.

A HEALTHY DIET

You Are What You Eat. . .

If your diet is lacking, your body has ways of letting you know. For example, you may be overweight or underweight or you may have a spotty complexion or constipation. Ultimately, a bad diet can lead to serious problems such as heart disease. A good diet helps fight off disease and makes you look and feel good.

Eight Steps To A Healthier Diet

1. Reduce your consumption of refined carbohydrates such as white flour and white sugar. Your daily consumption of sugar shouldn't exceed two ounces - and that includes all the sugar already present in food, particularly processed food!
2. Eat plenty of fresh fruit and vegetables. Aim to make them over 80% of your daily intake of food.
3. Cut down on your fat intake. Choose lean meats or trim off fat. Use low fat spreads and cooking oil which is low in saturates.
4. Choose wholemeal bread in preference to white.
5. Try nuts and dried fruit as a treat instead of sweets and chocolates.
6. Drink at least two pints of water every day.
7. Avoid the British habit of overcooking vegetables. It causes a massive loss of minerals and vitamins. Steaming or microwaving is a much better way of cooking vegetables than boiling them.
8. Cut down on your salt intake. Never, for example, add salt to your food before tasting to see whether it is needed.

EXERCISE

- It helps reduce weight.
- It helps reduce stress.
- It makes you feel and look better.
- Once you have found a form of exercise you enjoy, do it:
 - Often enough - three times a week for 20 - 30 minutes.
 - Hard enough - to make you fairly breathless.
 - Long enough - it must become part of your life for good.
- Remember, if you are not used to exercise start slowly and build up gradually.
- Both doctors and nurses will be happy to advise you and your family about these important changes. Why not come to a health promotion clinic?

TOFT ROAD SURGERY PRACTICE CHARTER

Our Responsibility

You will be treated as a partner in the care you receive.

You will be treated as an individual and will be given courtesy and respect at all times.

You have the right to be treated confidentially.

You will be entitled to have a copy of our practice booklet.

We will try to answer the phone promptly and courteously.

You will be able to see a doctor of your choice, where possible, within five working days. Please remember that some doctors are part time and will not therefore be so available.

We provide 10-minute appointments per patient (five minutes in emergency surgeries). Extra time is allocated for certain procedures, eg smears, health checks etc.

We will try to see you within 30 minutes of your appointment time. On occasions one or more patients within a surgery may present complex problems and this may inevitably lead to long delays. You will be offered an explanation if delays occur.

If surgeries have to be cancelled for any reason we will try to notify you within 24 hours.

If you have an urgent problem, a doctor will see you as soon as possible on that same day. This may not be your usual doctor.

We will visit you at home if you are too ill or infirm to attend the surgery.

Medical emergencies arising outside normal surgery hours will be dealt with by the out-of-hours service.

We will explain the likely effects of any drugs and review your long-term medical needs at agreed times.

Repeat prescriptions will normally be ready within 48 hours of the request.

We will advise you about how and when to obtain the results of any tests or x-rays you have undergone.

If we believe that you need a second opinion we will try to help you get this.

We will inform you how you can make suggestions and complaints about the services we offer.

We will maintain accurate medical records.

You have the right to see your computer records and also your written medical records compiled after November 1991.

We will offer advice and information about how you can promote good health and avoid illness. Health promotion checks are held on a regular basis by our nurses.

We have the right to remove patients from our list.

Your Responsibility

Help us to help you. Being a partner means that we have responsibilities to each other.

We ask that you treat the doctors and all practice staff with respect and courtesy.

Please read our booklet carefully. It will help you get the best out of the service we offer.

The first hour of the morning is the busiest time for our receptionists - please keep calls brief and try to call outside peak times ie call after 9.30am for all non-urgent requests.

Please remember that the doctor may not always be available due to other commitments such as study leave, holidays etc. Please remember that an appointment is for one person only. Where another member of the family needs to see a doctor - even if their symptoms are identical to yours - another appointment should be made. If you require a longer appointment please notify the receptionist at the time of booking.

If we are running late, please be a patient patient because on another occasion it may be YOU who requires extra time.

Please do everything you can to keep your appointments; tell us as soon as possible if you cannot.

Please endeavour to ring between 8.15 and 9.30am for an urgent appointment unless a genuine emergency arises later.

Facilities for examination and treatment are better at the surgery and the less time a doctor spends travelling, the more time is available for patients. Please do not ask for home visits unless it is strictly necessary. Please request a visit before 10.30am unless a genuine emergency arises later in the day.

The doctor has the right to decide if a home visit is necessary. The doctor may ask you to come to a surgery or arrange to visit you at home.

Please remember to check your cupboards before ordering repeat prescriptions.

Please order repeat prescriptions in plenty of time. Late requests place unnecessary strain on the system.

Please allow sufficient time for results to come back to the surgery. Remember to ring outside peak surgery times.

Please park in the designated parking spaces. Do not use the staff area or leave your car blocking others even just to 'pop in' for something.

You have the right to ask for a second opinion and to discuss this with your GP.

USEFUL TELEPHONE NUMBERS

Hospitals

Macclesfield	01625 421000
Knutsford and District Community Hospital.....	01565 757220
Wythenshawe.....	0161 998 7070
Withington.....	0161 445 8111
Leighton	01270 255141
MRI	0161 276 1234
Altrincham	0161 928 6111
Christie.....	0161 446 3000
Stepping Hill.....	0161 483 1010

Chemists

Boots	01565 633114
Cranford.....	01565 653229
Mannings	01565 633078
Williams	01565 872080
Parkgate.....	01565 632140
Tesco (Northwich).....	0845 677 9499
The Prescription Service	01565 633322

Support Groups

CRUSE (Bereavement).....	0151 357 3235
Samaritans	0845 790 9090
Citizens Advice Bureau.....	01565 651310
Alcoholics Anonymous	0161 236 6569
RELATE (Marriage Guidance).....	01606 350995
Victims Support.....	0845 303 0900
Drug Dependency (Barnabus Centre)	01625 422100
Carers Support.....	0800 085 0307
AIDS Helpline	0800 567123

Other

NHS 111 (www.nhs.uk)	111
Emergency Dentist - please consult your own. They do provide 24-hour cover for emergencies.	
Police	0845 458 0000
Eastern Cheshire CCG	01625 663477
Social Services	01625 534700
Benefits Agency (Social Security).....	01625 603800
Community Health Council	www.achcew.org.uk
Age UK.....	01625 612958
NHS Walk-in-Centre, Piccadilly Station - Monday to Friday 7.00am - 7.00pm.....	0161 233 2525
Wythenshawe Forum Walk-in Centre - Monday to Sunday 8.00am - 6.00pm	0161 435 3500

Around 1 in 6 couples find it difficult to conceive naturally



Waiting for treatment can cause additional anxiety at a difficult time.

Contact a specialist fertility clinic today to get the necessary treatment without the wait.

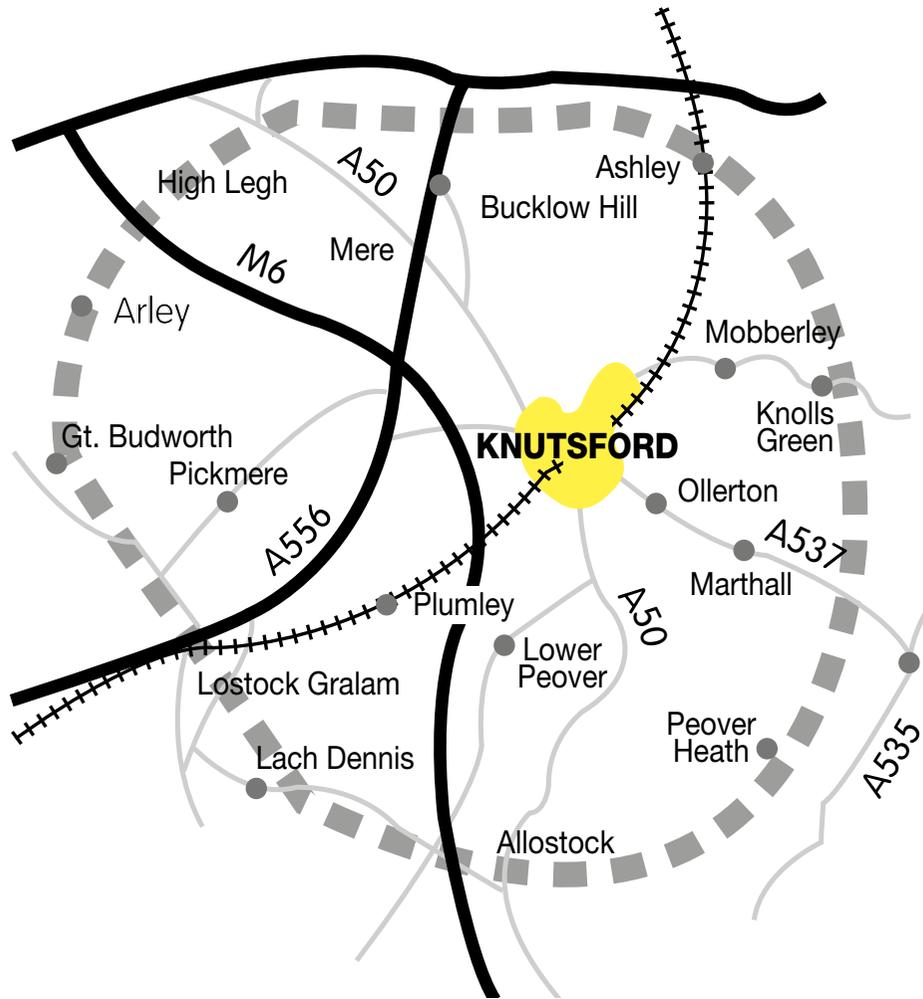
The Hewitt Fertility Centre  **Your Best Chance of Success**

If you or someone you know has been struggling to conceive, The Hewitt Fertility Centre can help. We have leading fertility and IVF experts and invest in the latest IVF technologies to ensure the best possible outcome. Offering one stop fertility clinics in Liverpool and Knutsford for both NHS and private patients.

To find out more call **0800 103 2502**
www.thehewittfertilitycentre.org.uk



A Map of Practice Area



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