

Useful Telephone Numbers

Emergency Calls - Night & Weekends – Saraf Medical Practice ... 0161 357 5260
NHS 111

Hospitals

Royal Oldham Hospital	0161 624 0420
Rochdale Infirmary & Birch Hill	01706 377777
Manchester Royal Infirmary	0161 276 1234
North Manchester General (Crumpsall)	0161 795 4567

General Information

Oldham CCG	0161 622 6500
PALS - Patient Advice & Liaison Service	24 Hours 0800 389 8679
Confidential Drugs info & advice	FRANK 0800 77 66 00
Stop Smoking - Advice & Support	0800 3288534
Refuge - Domestic Violence	24 Hours 0808 808 9999
Sexual Assault Centre - St Mary's Hospital	0161 276 6515
Well Spring Pregnancy Crisis Centre – Royton	0161 624 3563
Citizens Advice Bureau	0161 624 4870
Oldham Bereavement Support	0161 627 2902
St James' Children's Centre	0161 770 5300

Hospices

Dr Kershaw's – Royton	0161 624 2727
Springhill – Rochdale	01706 649920

**SARAF MEDICAL PRACTICE
MOORSIDE MEDICAL CENTRE
681 RIPPONDEN ROAD
MOORSIDE
OLDHAM
OL1 4JU**

Tel: 0161 357 5260

Email: repeats.saraf@nhs.net

Website:

www.doctorsatmoorside.co.uk



Mission Statement

The high quality of health care we provide will be backed by efficient and effective service, responsive to patient demand and accessible to all.

Welcome to the Practice

Surgery Information

We are a GP training practice and will have a GP registrar working at the practice on a six months or yearly basis.

GP registrars are fully qualified hospital doctors undergoing their GP training.

The surgery operates from the first of the LIFT Buildings to be built in Oldham, a building designed for service delivery to the local community in the 21st century, offering a new style of delivering services to patients across the Oldham Borough. It is fully accessible for all patients.

New service delivery also means a new way of working for staff, and patients will notice that a receptionist for the practice will not always be available to check them in when they have an appointment to see the doctor or nurse. A patient self-check-in has been installed for patients to use, reducing patients' waiting time when checking in for an appointment and freeing the receptionist to attend to other duties.

Patients can access the building by the front or rear. The car park is at the rear of the building.

All registered patients at Saraf Medical Practice are required to have an accountable GP. Dr Saraf is accountable GP for all patients.

Reception

The building and telephone reception is open from 8.00am – 6.30pm. To contact the surgery please ring the direct line – **0161 357 5260**. If you need to contact a doctor outside these hours, ring the surgery number and your call will be diverted to the out-of-hours service.

General Practitioner

Lead GP -Dr Rajesh Saraf MBBS DO MS MRCP (male)

Practice Staff

Practice Manager -	Sharon Whittingham
Receptionists -	Joanne Weston, Carole Whittaker, Laura Gallagher and Debra Fitton
Practice Nurse -	Karen Perrins
Phlebotomist -	Susan Cavanagh
District Nurse -	Oldham East Team
Health Visitor -	Moorside Health Visiting Team
Midwife -	St James' Children's Centre

Opening Hours

The surgery is open from 8.00am – 6.30pm Monday to Friday

- On behalf of someone who is not capable of giving his or her permission, you would have to go through a court to be able to do this.
- To see the records of someone who has died if you are acting as their personal representative.
- A charge is applicable for all of the above.

Suggestions, Compliments and Complaints

If you have any suggestions on how we can improve our service to you, please write them down and hand them in to reception.

Compliments will be gratefully received either verbally or in writing and posted or handed in to reception.

Complaints will be dealt with as soon as possible by our complaints manager - Sharon Whittingham.

Comments are not complaints and will not be treated as such. If you make a comment to the receptionist you will be asked if you require it to be documented.

If you feel the need to complain about any service you have received from the practice, please call at the reception desk and ask if the complaints manager is available for you to speak to. She will be willing to discuss your problem in the hope of resolving the matter instantly. If you wish to put your complaint in writing please address your letter for the attention of the complaints manager and it will be acknowledged by informing you the matter is receiving attention and will be fully investigated. When investigations have been completed you will then receive an invitation to come to the surgery at your convenience to try to resolve all matters causing the problem.

Practice Charter - Condensed

(See full charter on surgery notice board.)

- Patient confidentiality is to be respected at all times.
- All patients are to be treated equally and with courtesy at all times; difficulties are to be dealt with swiftly and efficiently.
- Patients are to be encouraged to take advantage of the services provided and to recognise the pressures and demands made on the practice.
- Requests for repeat prescriptions will be attended to and ready for collection after two working days.
- To encourage all of our staff to make comments, suggestions and to partake in decision making within the practice.
- The practice will be open to suggestions from the patients on how to improve our services.

Patient Participation Group

A survey is undertaken by the practice every year. This is given randomly to patients when they arrive for their appointment. If you are asked to fill in the questionnaire, we thank you for your participation. The results are then discussed. Anyone who would like to discuss the results of the survey with the staff and GPs should please leave their name at reception. If you are interested in joining the Patient Participation Group, please leave your name and contact details with a member of staff.

Services Provided By the Practice

Child Health Surveillance

A Baby Clinic is held by our Practice Nurse. You will be sent an appointment by a member of our team to bring your baby for immunisation and child development examination. These will be done by the Practice Nurse or the GP Registrar.

Antenatal Clinic

This is a midwife-led service and will be held at St James' Children's Centre attached to St Thomas' School, Stevenson Drive, Sholver, Oldham. Please ring for an appointment on 0161 770 5300. Pregnancy testing will also be available.

Counselling/Health Support Worker

The practice has a MIND staff member every Thursday 12-4pm. If you are feeling stressed anxious or fed up or in need of someone to talk to please ask at reception for an appointment in this clinic. You do not need to see a Doctor to access this service. Alternatively please ring MIND on 0161 330 9233.

Health and Wellbeing Clinics

These services are offered by the practice and are accessed by making an appointment with the practice nurse. Health Promotion includes Holiday Vaccinations, Travel Advice, Cervical Cytology, Family Planning, Well Woman and Well Man Checks, Lifestyle, Diet and Exercise Advice and Flu/Pneumococcal Vaccination.

Chronic Disease Management Clinics

Chronic Disease Management is also a nurse-led service which includes asthma/COPD, diabetes, coronary heart disease and hypertension management. The practice will invite patients suffering from these diseases every six months to one year to monitor the patients' well-being. All patients under the age of 19 with a diagnosis of Asthma will be invited every six months for a review with the Practice Nurse Karen Perrins.

Health Checks

All patients over the age of 65 are entitled to an annual check by a healthcare professional. Patients not seen for three years are encouraged to make an appointment to be seen by the Practice nurse.

Minor Surgery Clinics

The GP will remove lumps and bumps including skin tags, Dr Saraf has overall responsibility and an appointment will be required prior to an appointment in the Minor Surgery Clinic which is held on the third Tuesday of each month.

Access to Patients Records/Details

Health care professionals must not pass on information about you without your written permission except to other people involved in your treatment.

Medical Records

You can apply to see your own medical records but you can also apply:

- On behalf of your child, with your child's consent, if your doctor decides it is in the best interest of your child.

Doctor Surgery Times

Consultations as follows:

	AM	PM
Monday	9:00-12:00	2:00-5:30
Tuesday	9:00-12:00	2:00-5:30
Wednesday	9:00-12:00	2:00-5:00
Thursday	9:00-12:00	2:00-5:00
Friday	9:00-12:00	2:00-5:00

Telephone appointments are at the end of each surgery session.

Practice Nurse

The practice nurse is available on Wednesdays and Thursdays 8:30am until 2.30pm. The phlebotomist is available for all blood tests and BP checks on alternative dates please ring the practice to book an appointment.

Health Visitor

Moorside Health Visiting Team

District Nurse Clinic

The district nurse clinics are run daily from various health centres and the clinics are appointment only. To make an appointment please contact the District Nursing Team on 0300 323 0464. The treatment room is open daily for services which include ear syringing, removal of stitches, dressing changes and certain types of injections for example B12 and iron injections. Patients need to be referred by the hospital or the GP.

Appointments

The practice operates a DNA (did not attend) policy. Three DNA appointments without notifying the practice may result in a patient having to find a new GP (full policy is held in reception).

All appointments offered will be between 10-15 minutes duration. We attempt to run a flexible system so that patients can be given an appointment when they feel they need to see the doctor. This therefore means that fewer routine appointments are available to pre book and patients may be asked to ring back at 8.00am on the day they require their appointment. 10% of routine appointments can be booked six weeks in advance and a further 10% of appointments become available 48 hours in advance. The majority of appointments are bookable on the day when patients are asked to ring at 8.00am on the day that an appointment is required. Patients can also book appointments using the NHS App for more information please pick up an information leaflet or please speak to a member of staff.

Please do not be offended if a member of staff ask you the reason for your appointment, this is to ensure you see the right person at the right time and in the right place. Our staff have received training so you can be seen by the most appropriate professional relating to your needs. For **ROUTINE APPOINTMENTS** patients will be asked to wait for up to 48 hours for an appointment.

URGENT APPOINTMENTS will be seen the same day.

TELEPHONE APPOINTMENTS are available at the end of each surgery session. You can speak to the doctor over the phone if you feel your problem can be resolved without a face-to-face appointment

CHILDREN UNDER 5 are offered same day appointments either face to face or via telephone with a prescribing clinician. Monday to Friday.

ON-LINE APPOINTMENTS are available every day and are bookable using the NHS App you will be asked to provide a reason for your appointment, please see the practice website for further details

Medication Reviews

All repeat prescribed medication will be reviewed by the doctor every six months. You may be asked to make an appointment with the practice nurse. A yearly check up by the practice nurse is required for all patients on repeat medication.

Repeat Prescriptions

Telephone requests for repeat prescriptions are currently accepted by the surgery. Repeat prescriptions can be ordered by post, email, face to face or via the NHS App. Please allow **TWO WORKING DAYS** for your prescription to be prepared. If you order by post, please allow time for posting. To order your prescription via email the address is repeats.saraf@nhs.net.

Test Results

Please ring for test results between 11.30am and 1.00pm. Patients are requested to ring one week after having their test. These results will not be given to anyone other than the person who had the test. This is to comply with data protection ruling on patient confidentiality. The onus for obtaining results of any tests remains the responsibility of the patient. If any action arising from results of tests i.e. treatment or further tests, if necessary, the patient will be contacted by the surgery. If you had a test done which was ordered by the hospital please contact the hospital for your result as we may not have the result at the practice.

Home Visit Requests

For visit requests please contact the surgery before 11.00am, where possible, to enable the surgery to allocate enough time for the doctor to complete his rounds. The receptionist will ask you about your illness to assist the doctor. Home visits should not be requested for social reasons or due to lack of transport to attend the surgery.

Out-of-Hours Surgery

The practice is no longer responsible for providing this service. If you need to see a doctor after the surgery is closed (between 6.30pm and 8.00am) please ring the surgery number and you will be directed to the service provider. You can also use one of the following services:

NHS 111

A nurse-led service for general health advice -NHS 111 can be called at any time on 111.

7 Day Service

GP appointments are available at selected locations in Oldham from: 6.30pm Monday to Friday and 9am Saturday and Sundays , these are bookable in advance appointments only and may not be with your own GP please ring 0161 934 2827 to use this service.

How to Register As a Patient Here

Please call at the Medical Centre to collect and complete a practice questionnaire for new patients and the registration form. The practice can only refuse your application if it has fair and reasonable grounds to do so or you live outside the practice area. Telephone requests for registrations are not accepted.

As part of a national programme from April 2015 all practices are required to provide their patients with a nominated GP who will have overall responsibility for the care and support that the surgery provides to them. As a single handed GP practice the responsibility and nominated GP will be Dr R Saraf, this does not prevent or restrict you from seeing any other GP or Clinician at the Practice. If you have any questions relating to this matter please speak to member of staff.

Practice Area

The practice covers some parts of OL1/OL3 and OL4 postcode areas. Please check with reception that your address is within the practice area.

Training Dates

The surgery will be closed for staff training on the fourth Thursday of every month from 1.00pm; however the surgery does re open from 3.00-6.30pm to deal with any queries. Additional training dates are also planned throughout the year and are available on request. Please speak to a member of staff if you require any further information or check on our website for further updates at www.doctorsatmoorside.co.uk

Zero Tolerance

The practice will not tolerate verbal or physical abuse from patients towards any member of staff. Anyone behaving in such a manner will be removed from the list and will have to find another doctor.

Our Responsibilities to You

Our aim is to provide you with the best possible service. The people involved in your care will give their names and ensure that you know how to contact them.

We run an appointment system here at the practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting area without receiving an explanation of the delay.

We will try to provide access to a doctor within half a day in cases of urgency. We will arrange a home visit as required for those patients who are too ill or infirm to be brought to the surgery.

We try to answer the telephone as quickly and efficiently as possible.

You should be able to speak to the doctor on the telephone after the morning clinic has finished.

If you have had tests or x-rays done which have been ordered by the practice, it is your responsibility to contact the surgery for your results. Please telephone us after 3.00pm. If you do not need a further appointment, we will advise you how and when to obtain your results.

We assure you that we constantly monitor the services provided to promote your good health and well-being.

All patients are treated as individuals and partners in their healthcare, regardless of ethnic origin, cultural or religious beliefs.

We aim to give you full information about the services we offer. Every effort is made to ensure that you receive the information you require that directly affects your health and the care which is offered.

You have a right to see your health records, subject to limitations in the law. These are kept confidential at all times.

Your Responsibilities to Us

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep your appointment, and tell us as soon as possible if you cannot do so. Otherwise other patients will have to wait longer.

Please only request a home visit when the person is too ill to leave their home.

Please keep your telephone call brief and try to avoid calling during peak morning time for non-urgent matters.

Test results take time to come back to us. Please do not ring before you have been asked to do so.

If you have had a test done which was ordered by the hospital, please contact the hospital, not the practice.

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

All registered patients have a right to an appointment with a Health Care Professional even if they have not been seen in the last three years. However for patients aged 75 the timescale is 12 months.