

JUNCTION/ALKRINGTON SURGERY and ALKRINGTON/JUNCTION PRACTICE

Dr F W Thomason MBCHB DRCOG

Dr J E Martin MBCHB

Dr K Mistry MBCHB DRCOG MRCP

Junction Alkrington Surgery
346 Grimshaw Lane
Middleton Junction
Middleton, Manchester
M24 2AU

Alkrington Junction Practice
Alkrington Health Centre
Hardfield Road, Alkrington,
Middleton, Manchester,
M24 1PQ

Tel: 0161 655 7478

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Mon 08:00 – 18:30
Tues 08:00 – 18:30
Weds 08:00 – 18:30
Thurs 08:00 – 18:30 *
Fri 08:00 – 18:30
Sat & Sun - Closed

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**A receptionist is available and telephone lines will be open
at all times during opening hours.**

**Both sites will close at 1.00pm on the second Thursday of each
month for training.**

Our website address is : www.junctionsurgery.nhs.uk

**This contains up to date information about the Surgery and the
services we offer**

NEWS

Online Services:

Do you have an online services account (Patient Access, Evergreen Life, etc.)? These services are being updated all the time. You can now directly access health advice in addition to being able to book appointments, order prescriptions, and view your medical record. You will also soon be able to add a designated person to have proxy access (i.e. a parent, or carer) so that they can book appointments or order medications on your behalf.

Online Triage:

Online Triage is now live. This service allows you to submit questions directly to the practice, and to get health advice quickly and conveniently online on your PC, mobile, or tablet.

Online Triage can be accessed via your online services account, or via the practice website.

ShareforYou / Graphnet:

ShareforYou (also known as Graphnet) is a new service that supports organisations involved in your care in the Bury, Oldham, Heywood Middleton and Rochdale areas by giving professionals involved in your care access to the information they need to provide you with the best care possible.

Only professionals directly involved in your care will be able to see your personal information through ShareforYou. We will only access your ShareforYou record so that we can provide health and social care services to you.

You can opt out at any time if you prefer that we don't share your care record to other health and social care services.

PRACTICE TEAM

GP PARTNERS

Dr. F. W. Thomason and Dr. J. E. Martin,

PRACTICE GP

Dr. K. Mistry

**Practice Manager – Joanne Wakeman
Project Manager – James Hardwick**

Administration Staff

**Deborah, Susan,
Pauline, Ruth, David & Reuben**

Reception Staff:

**Kath (Senior Receptionist)
Lesley (Senior Receptionist)
Jane (Senior Receptionist)
Ann, Debbie, Gemma,
Gillian, Jill, Lydia, Mary**

Practice Nurse Team

**Lesley Dunning, Sheila Cochrane
Debra Worthington, Ruth Brawn**

Healthcare Assistants

Suzanne and Chantelle

Phlebotomist/Receptionist

Becky

Counselling & Therapy Team

**Geoff Cullen, Hollie Cooper,
Zoe Woodhall, Leonie Flinders**

APPOINTMENTS

The practice has a pre-bookable appointment system. GP, Nurse and HCA appointments are Monday to Friday every morning and afternoon with the exception of the afternoon of the second Thursday of each month.

To book an appointment please telephone during opening times.

Same day appointments may be available if you contact the practice at 8.00am.

The Practice will be signposting as required by the CCG before an appointment is offered so you will be asked questions by the staff which we would be grateful if you could answer.

REPEAT PRESCRIBING

Your repeat prescribing slip should be brought to the surgery or posted to the surgery and will take 2 working days to process i.e. prescription requests left on Monday will be ready for collection from 4.30pm Wednesday. Please note weekends and bank holidays are not working days. If you have mislaid your repeat prescription slip please write your name, date of birth, address and prescription request on a slip of paper and bring or post it to the surgery. If you require your prescription to be posted out to you please enclose a stamped address envelope with your request. You can register for on-line access to request your medication over the internet. Telephone requests for repeat prescriptions are not accepted
Acute prescriptions/Hospital letters may take longer.

Your local chemist may arrange a prescription delivery service, if you require further information about this service please contact them direct. Your chemist may need extra time to order in and dispense your medication.

HOME VISITS

Housebound patients requiring a home visit should contact the practice before 10.30am in the morning. If you request a home visit after this time you may have to wait until the following day or an out of hours GP may visit.

Please note, if you can get to the surgery this will help us as we have better facilities for examination and treatment and it is often quicker than waiting for a home visit.

IT IS IMPORTANT THAT YOU LET THE SURGERY KNOW IMMEDIATELY OF ANY CHANGE IN YOUR PERSONAL DETAILS ie. CHANGE OF ADDRESS OR TELEPHONE NUMBER INCLUDING MOBILE NUMBER. THIS WILL PREVENT CORRESPONDENCE BY THE SURGERY OR ANY HOSPITAL APPOINTMENTS BEING SENT TO THE WRONG ADDRESS

UNABLE TO ATTEND

The practice loses multiple appointments each week due to patients failing to attend. If you are unable to attend an appointment you must notify the surgery as soon as possible so that your appointment can be offered to someone else.

The Practice operates a policy for those patients who do not attend (DNA) their appointment or do not give sufficient notice to allow the appointment to be used by someone else. This DNA Policy is available on our website. If you do not attend an appointment that you have booked then this may affect your remaining on our Practice list.

PATIENT CONFIDENTIALITY

Every member of staff, including locum staff, has access to patient information at varying levels according to their role. A confidentiality agreement is signed and understood by every member of staff. Staff will maintain your right to privacy and not discuss your illness with other staff or doctors within hearing distance of other people.

You have the right to access your medical records and please ask for information on the process and fees at Reception.

ON-LINE FACILITIES

Please ask in person at Reception for an on-line PIN number which will enable you to book appointments, order repeat prescriptions on line and view your summary information.

LABORATORY SAMPLES

If the doctor has asked you to provide us with a specimen please ensure that it is brought to the surgery before 3.00pm as they are collected by the hospital to be taken to the laboratory. Please note, for confidentiality reasons it is not possible to give your results to anyone else. Anyone over the age of 16 years must personally telephone the practice for their own results.

SERVICES

The following services are available
Please enquire at reception for further information.

Counselling/CBT	Hypertension	Epilepsy
Post Natal	Diabetic	Asthma
Phlebotomy	Travel	COPD
Child Vaccination	Drug Misuse	Stroke/TIA

WHAT YOUR DOCTORS AND STAFF SHOULD REASONABLY EXPECT FROM YOU

This practice supports the Government's NHS zero tolerance zone campaign. Violence and abuse (either verbal or physical) will not be tolerated. Doctors and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and removed from our list.

We ask that you treat your doctor and the practice staff with courtesy and respect at all times.

The doctors have instructed their receptionists to ask certain questions so that they may deal with your requests in accordance with policies as set out by the doctors.

PATIENT PARTICIPATION GROUP

The Practice also has a Patient Participation Group which meets every 6 weeks, the purpose of the PPG is to discuss issues relating to the functioning of the Surgery and the NHS in general. If you would like to attend then please pass your details to one of the Receptionists.

The Practice is part of the NHS Heywood, Middleton & Rochdale CCG. Should you need further information regarding other primary care services in your area please contact them at:

Number One Riverside
Third Floor, Smith Street
Rochdale OL16 1XU

Tel: 01706 652853

CARERS

If you are a carer or have a carer then please fill out the appropriate form at Reception so that support can be given.

OUT OF HOURS SERVICE

Should you require medical assistance or advice when the surgery is closed, please ring the surgery number and our answerphone message will advise you of the times and the numbers of who to contact for help and advice.

NHS Direct : 111
or BARDOC : 0161 763 4242
For life threatening medical emergencies : 999

Alternatively you may be able to pre-book an evening/weekend appointment at one of four locations by calling 0161 763 8292.

Or you can attend one of the following Walk In Centres during their opening hours:

Bury Walk In Centre: 22 Derby Way, Bury, BL9 0NJ
0161 763 4242

The Rochdale Urgent Care Centre: 90 Whitehall Street,
Rochdale, OL12 0ND open 24 hours

Oldham Walk In Centre: Oldham Integrated Care Centre, New
Radcliffe Street, Oldham, OL1 1NL open 8am to 8pm

You can also contact the following for further help and advice:

www.nhsdirect.nhs.uk
Care at the Chemist scheme

Please note: It is not the policy of this practice to deal with any dental problems. If you have a dental problem please contact the Dental Access Centre on: 01706 764766 or 0161 621 3613

GP REFERRALS

The Surgery uses the Choose and Book System for referral to hospital. If you are referred to hospital you will receive all the information necessary to book or rearrange your appointment at a hospital of your choice from the surgery.

ANTE NATAL CLINICS

If you are pregnant and need to see a midwife you can ring any of the centres listed below:

In Chadderton :

Community Midwives at Oldham on 0161 627 8168

In Middleton :

Clinic Tue am : Kirkway Childrens Centre, Kirkway, Alkrington
Tel No : 01706 927292

Clinic Mon pm and Fri am : Boarshaw Childrens Centre,
Stanycliffe Lane, Middleton Tel No: 0161 655 8850

Clinic Mon am : Hollins Children's Centre, Tintern Road, Hollins,
Middleton Tel No: 0161 655 4429

Clinic Wed & Thur am : Langley Childrens Centre, Windermere
Rd, Langley Tel No: 0161 653 9526

The Community Midwives Office, Rochdale can be contacted on
01706 517223

DISTRICT NURSE TEAM

Patients need to self-refer to the District Nurse Team for ear syringing, stitch removal and dressing changes etc.

Please telephone 01706 676363

NAMED GP FOR ALL PATIENTS

As part of a national programme introduced April 2015 all practices are required to provide all their patients (including children) with a named GP who will have overall responsibility for the care and support that the surgery provides to them.

At the Junction Alkrington Surgery and Alkrington Junction Practice, patients have been registered to a named GP Partner and they will be the GP with this responsibility. If you do not know who your registered GP is, please feel free to contact the surgery and a receptionist will be happy to inform you.

You may continue to request to see any GP for your appointments and so you should see no change in the day to day running of the practice or your care.

SHARE FOR YOU

From December 2018 your GP records will be available to view, to other health and social care professionals outside the GP surgery directly involved in your care. For more information please see the following website :

<http://www.hmrshareforyou.nhs.uk>

ACCESSIBLE INFORMATION STANDARDS

If you have any communication/information needs relating to disability, impairment or sensory loss that you want us to know about, please speak to our reception team so we can record your preferred method of contact and ensure you can receive your health information in a format you can understand, for example large print.

COMPLAINTS PROCEDURE

We offer a practice complaints procedure to deal with your comments, suggestions and complaints about the services we provide. Our reception staff will be happy to provide you with further information. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

We also have a Comments, Compliments and Complaints form if you wish to provide the surgery with feedback or suggestions.

PALS (Patient Advice Liaison Service)

This service provides advice and support to patients, their relatives and friends who access services provided by Heywood & Middleton Primary Care Trust. This service is confidential.

You can contact PALS by telephoning: 0800 121 4430

USEFUL TELEPHONE NUMBERS

OLDHAM HOSPITAL	0161 624 0420
NORTH MANCHESTER GENERAL	0161 795 4567
ROCHDALE HOSPITALS	01706 377777
ROYAL MANCHESTER CHILDRENS HOSPITAL	0161 276 1234

CHEMISTS

BOOTS CHEMIST ELK MILL

Elk Mill Royton, Tel: 0161 652 1620

Open 8.30am-6.00pm Monday to Saturday and 10.30am-4.30pm Sundays

BOOTS CHEMIST JUNCTION PHARMACY

Grimshaw Lane, Middleton. Tel: 0161 643 2817

Open 9am – 6pm Monday to Friday.

CAMELORD CHEMIST

7 Oxford Street Manchester. Tel: 0161 236 1445.

Open 8am til midnight every day.

COHENS CHEMIST

Millstone Road, Rochdale. Tel: 01706 646380.

Open 9am – 9pm Monday to Friday; 9am – 6pm Saturday & Sunday

LLOYDS CHEMIST ALKRINGTON

199 Kirkway, Alkington, Middleton. Tel: 0161 643 5645

Open 9am-6pm Monday to Friday and 9.00am – 5.00pm Saturday

STONE CHEMIST (formerly Boarshaw Pharmacy)

221 Boarshaw Road, Boarshaw. Tel: 0161 653 4333.

Open 9am-6pm Monday to Friday

TESCO

Barton Road, Middleton. Tel: 0161 602 8967 .

Open 8am -8pm Monday to Saturday and 10am – 4pm Saturday

NATIONAL HELPLINES

BEREAVEMENT	0844 477 9400
CARERS LINE	0808 808 7777
CHILDLINE	0800 1111
DRINKLINE	0800 917 8282
DRUGS HELPLINE	0800 77 66 00
RAPE CRISIS CENTRE	0161 273 4500 / 0808 802999
REFUGE	0808 200024
THE SAMARITANS	0845 790 90 90
SHELTER LINE (for housing emergencies)	0808 800 4444
VICTIM SUPPORT	0845 303 0900