

WELCOME TO
THE ROBERT DARBISHIRE PRACTICE

Rusholme Health Centre
Walmer Street
Manchester M14 5NP

Telephone Number: 0161 225 6699

Fax Number: 0161 248 4580

Prescriptions only: 0161 256 2777
(A 24 hour, 7 day per week facility to leave
recorded repeat prescription requests.)

Practice website **www.rdp.org.uk**

Opening Hours

Monday	08.30 - 12.30	13.30 - 18.30
Tuesday	08.30 - 12.30	<u>15.00</u> - 18.30
Wednesday	08.30 - 12.30	13.30 - 18.30
Thursday	08.30 - 12.30	13.30 - 18.30
Friday	08.30 - 12.30	13.30 - 18.30
Saturday	CLOSED	
Sunday	CLOSED	

*Please read this leaflet carefully and keep it - you may need
to refer to this information in the future.*

About the Practice

The Robert Darbishire Practice is part of the The University of Manchester's Division of Primary Care. We currently provide care for approximately 16,700 patients. In 1998 the Practice was specially selected to be one of a small number of pilot sites and now provides NHS Personal Medical Services. The aim of the pilot project was to assess health needs and move services from a demand led basis to an approach that is more directly related to the health needs of the local population.

Registering with the Practice

We welcome new patients to the Practice. You will be asked to complete a form which will include a health questionnaire. The map at the end of this leaflet shows the area from which we accept new patients. You can apply to register in person or print the forms from our website at www.rdp.org.uk. You will be registered with our "registering" GP but you can see any GP. If you prefer to see a particular GP you can let us know and we will record this in your notes as your usual doctor. You will still need to tell us this when you book an appointment and remember that for a particular GP you may have to wait longer.

Your invitation to have a new patient health check

All new patients are entitled to a health check. This is available from a Practice Nurse who will assess your general health and alert us to any problems. Just ask a receptionist to book an appointment.

Abuse or violence

It is an unfortunate fact of life that staff and patients are being subjected to more incidences of abuse, threats or violence. We will not tolerate this sort of behaviour and such patients will be removed from our lists. In serious cases we will involve the police. This will result in the immediate removal of the offending patient (and their family) from our lists and could result in a police caution or prosecution.

Confidentiality and your Health Records

As a GP Practice, we have computer and paper records for all our patients. We are registered under the 1998 Data Protection Act and we make every effort to keep patient information confidential and secure. When you register with us, we create a new health record for you. We also obtain your past health records from your previous GP Practice. Patient health records include personal details, details of consultations and other contacts, test results and correspondence.

The Primary Health Care Team (doctors, nurses, health visitors, district nurses, midwives, managers and support staff) use your information to provide healthcare and administer the practice. The Practice may also share personal information with other people involved in your care, such as hospital doctors.

We also use your information to help us improve the type and quality of service that we offer. In addition, we provide information to the NHS for financial and monitoring purposes.

The Practice sometimes uses personal information to assist in teaching medical and nursing students and we occasionally use information from health records for research purposes. The research will have been approved by an Ethics Committee and personal information that could allow a patient to be identified will not be removed from the premises. We will not disclose personal information in any other situation without your explicit permission, unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on information.

You have the right to see your health records. There may be a charge for this service. Ask at reception for details of how to apply. If you think anything in your records is incorrect please let us know. You also have the right to tell us if you would prefer that your information is not used in a particular way. Speak to your GP or Practice Nurse if you have any concerns about how your information is used.

Contacting you by telephone

At times it may be necessary to contact you by telephone. If you are not available to take the call, it is our normal practice to leave a message on your answer-machine or with the person who answers the phone, for you to get in touch with the surgery. If you do not want us to leave a message when you are not there, please inform us in writing.

Freedom of Information Act 2000

The Practice has a publication scheme and will publish information in accordance with that scheme. For more information about it please ask at Reception.

Equality in Practice

We aim to offer a high standard of service in which all our patients feel safe and respected. We are taking part in a scheme called 'Equality in Practice' which looks at the particular needs of lesbians and gay men using this practice. Consideration is given to the resources we keep in the surgery which are relevant to lesbians and gay men, how we ask questions during consultation and how we record personal information.

Training

We often have medical, nursing and other health professional students based for a short time at the Practice as part of their training. It is helpful if patients are willing to see health professionals in training, but if you prefer not to, please tell the receptionist. These consultations are always confidential.

THE PRACTICE STAFF

All members of staff who work at the Practice, including the doctors and nurses, are employed by the University of Manchester.

Medical Services

	Clinical interest(s):	
Dr Martin Neil Marshall * Head of Practice (male) (part-time)		MB BS (London 1987) DRCOG DCH MSc MD FRCGP
Dr David Joseph Bossano Clinical Lead (male) (part-time)	Diabetes, Osteoporosis Coronary Heart Disease Minor Surgery	MB BS (London 1994) MRCGP DRCOG DFFP
Dr Gillian Anne Bradbury (female) (part-time)	Mental Health Adolescent Psychiatry	MB ChB (Birmingham 1996) DCH MRCGP
Dr Aneez Esmail * (male) (part-time)	Acupuncture Homeopathy Child Health	LRCP MRCS (Sheffield 1982) DRCOG DTM&H MFPHM PhD
Dr Pip Fisher (female) (part-time)	Cross cultural communication Teaching	MB ChB BSc MRCGP DFFP DRCOG DTMH MCommH PGCertEd
Dr Raymond Harrison (male) (full time)	Minor Surgery Women's Health Diabetes	MB ChB (Sheffield 1993), MRCGP, DFFP
Dr Antoinette Hadida (female) (part time)		MRCP
Dr Manisha Kumar (female) (full time)		MB ChB (Manchester 1995) MRCGP DRCOG DFFP
Dr Seema Munjal (female) (part-time)	Child Health Women's Health	MB BS DCH DFFP LOC
Dr Martin Oliver Roland * (male) (part-time)		BM BCh (Oxford 1975) DM DRCOG MFPHM FRCGP FRCP F Med Sci
Dr Mark Stephen Perry * (male) (part-time)	Hepatitis	MB ChB (Leeds 1979) DRCOG MRCGP
Dr Rosemary Margaret Telford (female) (part-time)	Women's Health	MB ChB (Manchester 1984) DCH DRCOG MRCGP MSc
Dr Ruth Elizabeth Thompson (female) (part-time)	Alcohol & Drug Addiction Mental Health Women's Health	MB ChB (Dundee 1998) DRCOG
Dr Robert Michael Varnam * (male) (part-time)	Child Health	MB ChB (Manchester 1995) MSc
Dr Valerie Joan Wass * (female) (part-time)	Family Planning Women's Health	BSc MB BS (London 1972) MRCP FRCGP DCH

Six of the doctors (*) have teaching and research responsibilities within the University.

Nursing Services

Sr Rachel Shelton	Senior Practice Nurse (full-time)	RGN BA BSc
Sr Marie Holder	Trainee Nurse Practitioner (full-time)	RGN BSc (Hons) Diplomas
Sr Vicky Sunderland	Nurse Practitioner (full-time)	RN DN BSc
Sr Jill Woodward	Nurse Practitioner (full-time)	PGDip CNS BA (Hons) RGN DN
Sr Rachael Burton	Practice Nurse (full-time)	RGN
Sr Lizzy Potts	Practice Nurse (part-time)	RGN BA
Nurse Jeanette Borg	Treatment Room Practice Nurse (part-time)	RGN RM
Mrs Ruby Haq	Healthcare Assistant (full-time)	

Nursing services include:

- Health Checks
- Taking cervical smears
- Travel advice/immunisations
- Ear syringing
- Diabetes education/clinics
- Hypertension monitoring
- Influenza & pneumococcal immunisations
- Family Planning advice/service
- Wound care
- Asthma education/clinics
- ECG
- Smoking cessation
- Phlebotomy
- Dietary advice/weight monitoring

Management and support staff

Ms Pat Lockton	-	Practice Director
Mr Scott Brunt	-	Practice Manager
Mrs Sue Daly	-	Secretarial Team Leader
Mrs Lyn France	-	Administration Team Leader
Mrs Julie Gaffney	-	Reception Team Leader
Mr Alan Havern	-	Finance Manager

The Practice staff include secretaries, receptionists, administration clerks, a quality improvement facilitator, a finance officer and an IT assistant. They are here to help you with anything to do with the organisation of the Practice. Please do not hesitate to ask any of the staff if you need further information.

ABOUT PRACTICE SERVICES

How do I see a Doctor or Nurse?

You will need to make an appointment by telephone or by calling in to reception. Please remember to make a separate appointment for each person to be seen. We have a range of appointment times available between 8.30am and 12.30pm and between 2.00pm (3.00pm on a Tuesday) and 6.00pm, Monday to Friday. *When you arrive - let the receptionists know you are here by booking in at the desk. The doctor or nurse will call you from the waiting room when it is your turn.*

Note: If you are meeting someone here, please inform the receptionist, as in the interest of confidentiality we are otherwise unable to tell people who ask, whether or not you are in the building.

Cancelleds

On average, 100 appointments are wasted each week because patients do not turn up. If you have been unable to get an appointment it may be that it was taken by somebody who then failed to attend! If you have made an appointment and no longer need it, please help us and other patients by letting us know, as it can then be given to someone else. **To help you to do this we provide a special telephone extension number - 511.**

If your first language is not English

Some of our staff speak additional languages to English. The Practice has access to Language Line, which is a telephone service that aids us in the interpretation of different languages. We are also able to book the services of an Interpreter/Linkworker to help during consultations - this service needs to be booked in advance. Please indicate to a receptionist if you need this sort of assistance.

Can I talk to the Doctor or Nurse on the phone?

Yes, we offer a telephone advice service. For problems or advice which may be dealt with in this way, please contact the surgery, leaving your name, address and contact telephone number and the doctor or nurse will telephone you.

Will the Doctor see me at home?

It is important that you try to come in whenever possible. Any request for a home visit is assessed by the duty doctor. If a patient is too ill to attend the surgery the doctor may decide to visit at home. Home visit requests should be made **before 10am** to enable us to plan our day's work. When a request is made later in the day a delay may be unavoidable. Please remember that in the time it takes for the doctor to see one patient at home, four patients can be seen in the surgery. We can give you a much better service at the surgery, as in your home it is often difficult to carry out tests without the necessary equipment.

What happens when I need the Doctor and the surgery is closed?

After surgery hours you can telephone the Practice. Your call will be answered by a machine which will give a message containing a different telephone number to use in the case of urgent need.

If you call the separate number given on the machine, you will be connected to the out of hours care centre - ManDoc, Out of Hours Care Service, Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL. Please note this is not a walk-in centre - always telephone first. Please give them the correct details of the patient's name, date of birth, address and medical problem.

NHS Direct

This is an alternative service which offers telephone advice from a qualified nurse. The telephone number is 0845 46 47. It is available 24 hours per day, every day of the year.

Access on-line - www.nhsdirect.nhs.uk.

Do I have to make an appointment for my prescription?

Sometimes your treatment can be continued by means of a repeat prescription. However the doctor will still wish to see you every so often to monitor your progress.

How do I get my repeat prescription?

There are several ways to order your prescriptions. Always give us the following information:

Patient's name and address	A contact telephone number
Patient's date of birth	Medication required and any message

- You can use our website www.rdp.org.uk
- You can fax us on **0161 248 4580**
- You can place your request in the box provided in our waiting area (you can use your prescription counterfoil by marking the items required)
- You can telephone the repeat prescription line - **0161 256 2777** at any time to leave a recorded repeat prescription request (please speak slowly and clearly)

It would be really helpful to us if you use one of the above ways to order your prescription. If you have any problems and need to speak to someone about your prescription - please telephone **0161 225 6699**.

All prescriptions take at least 2 working days before they are ready for collection. If possible, please allow a week's notice, in case the doctor needs to see you in surgery. If your prescription will run out over the weekend or bank holiday, please allow extra time for this. We have a leaflet giving more details of our system for ordering repeat prescriptions.

How do I find out about test results?

If you have had any investigations performed such as blood or urine tests or X-rays, it is your responsibility to contact the surgery for the results. You can call in person or telephone on extension 533 between 9.30am and 12.30pm. If no-one is available to take your call, leave a message and we will 'phone you back. To maintain confidentiality, results are **ONLY** given to the patient concerned. You may be asked to provide some means of identification. The administration staff are not qualified to interpret results and will only tell you what has been authorised by the doctor. If you wish to discuss your result, you will need to see or speak to the GP or Nurse who ordered the test.

I have moved - who do I tell?

If you change your name, telephone number or address (even for a short time), let us know immediately. You can do this by calling in and filling in a form.

OTHER SERVICES PROVIDED BY THE PRACTICE - for practice patients only

GP Well Baby Clinic

Tuesday mornings 9.00am to 11.00am. No appointment is necessary. The clinic is staffed by a GP, Practice Nurse and Health Visitor. The clinic provides developmental checks, immunisation and weighing - or just an opportunity for a chat about your baby. This is a well-baby clinic so an ordinary GP surgery appointment should be made if your baby is sick.

Maternity Clinic

By appointment on Wednesday mornings, 9.30am to 12.30pm for ante-natal care, and Monday afternoons for initial booking of maternity care. The clinics are staffed by the Community Midwives. The Midwives are not based at Rusholme Health Centre but can be

contacted on **0161 276 6246** (radio room). Post-natal examinations are booked with a GP in an ordinary surgery appointment.

Contraceptive Services

Are provided during routine doctor and nurse surgeries.

Minor Surgery and Wart Clinic

Minor surgery is carried out in a specially arranged surgery appointment, following an initial consultation with a GP. Wart clinics are arranged on an occasional basis and an appointment is made following an initial consultation with a GP.

Community Alcohol Team

A session is held once a week and referral is via a GP. Most Fridays 9:00am - 1:00pm.

Community Drug Team

A session is held once a week with the involvement of a GP and Nurse. Referral is via a GP. Most Thursdays 10:00am - 4:00pm.

NON-NHS SERVICES

Some services we provide are not covered by the NHS. This means a fee is charged for these services, always payable **in advance**. An up-to-date list of charges is displayed in the waiting area. Payment can be made with cash or by cheque (with a valid cheque card). Cheques should be made payable to "The University of Manchester".

Forms for completion should be left at reception. You should allow a full 7 working days, after which you can **enquire** with regard to collection. Forms that require you to have a medical examination - eg Fitness to undertake sports, HGV and PSV Driving checks and Pre-employment Health checks, will need a special appointment.

Sometimes you may have to wait some time for an available appointment as this service cannot be provided on an urgent basis.

COMMUNITY SERVICES

Do the Health Visitor and District Nurse work here and how do I get in touch with them?

Yes, we work closely with both the health visitors and district nurses who are attached to this practice. You can get in touch with them by telephoning Community Reception on **0161 225 1100**, or by calling in to the community reception desk.

Who else works here?

A number of Community Services are provided and patients registered with this practice have access to them. Please ask for details of the Clinics at the Community Reception desk or telephone **0161 861 2200**. They include:

Children's drop-in Asthma Clinic	Weds 2.30pm to 4.30pm
Family Planning Clinic	Thurs 1.30pm to 3.30pm
Health Visitor Baby Clinic	Thurs 9.30am to 11.00am
Chiropody	appointment by referral and self-referral
Physiotherapy	appointment by referral

GENERAL INFORMATION

- When you contact the Practice you will be asked for your name, date of birth and address. This helps us to make sure we identify you correctly.
- The Practice operates a no smoking policy on the premises and grounds.
- There is a small patient car park at the front of the Health Centre. Cars are left at the owner's risk.
- There is access to the Health Centre for disabled patients and a disabled toilet is provided.

- The Practice has an automated telephone system which has been designed to help you. Please listen carefully to the choices offered.
- As a Personal Medical Services practice our contract to provide NHS services to our registered patients is with Central Manchester Primary Care Trust, Mauldeth House, Mauldeth Road West, Manchester M21 7RL, telephone: **0161 958 4000**.
- Our contract includes the normal general practice services which are now called "essential" and "additional" services. We also provide "enhanced" services for access, cervical cytology, childhood immunisations, influenza and pneumococcal vaccinations, drugs misuse and minor surgery. Details are available from elsewhere in this leaflet or a receptionist. Details of other medical services in this area are available from the above Primary Care Trust.

COMMENTS, SUGGESTIONS AND COMPLAINTS

Comments and suggestions

We welcome your comments and suggestions on the quality and type of service provided by this Practice. There is a suggestion box in the waiting area or you can write to the Practice Manager.

Complaints

If you have any complaints regarding our services or a member of the team, please contact Mr Scott Brunt, Practice Manager (or his designated deputy), either in person, in writing or by telephone.

We take complaints seriously and have a practice complaints procedure which meets standards required nationally by the NHS. We have a leaflet explaining the details, which you can obtain from Reception.

PRACTICE CHARTER

We aim to provide the best possible general medical care and highest quality of service, that is efficient, courteous and without discrimination

Our Charter is a statement of our standards. Further details about Practice policies are in the Practice Leaflet.

These are the standards we aim to achieve.

REGISTRATION AT THIS PRACTICE

- We will accept as a patient, without discrimination, anyone living within our designated accepting area.
- As soon as you register you will be invited to have a health check at the surgery.
- If you are over 75 years you will be invited for an annual health check.

CONFIDENTIALITY

Please see our confidentiality statement in the Practice Leaflet.

CONTACTING THE PRACTICE AND MAKING AN APPOINTMENT - YOU CAN EXPECT:

- Prompt answering of the telephone, and the name of the staff with whom you are dealing.
- To consult a member of the Practice team about an urgent medical problem on the day it occurs.
- To consult a doctor about a non-urgent problem within two working days.
- To consult a practice nurse about a non-urgent appointment within five working days.
- To consult a doctor of your choice, about a non-urgent problem, within ten working days, with the exception of their leave periods.
- A prompt start to all surgeries and clinics and to be informed if delays occur.
- We will endeavour to keep to appointment times and not to keep you waiting longer than thirty minutes from the time of your appointment to the time you see the doctor or nurse. Sometimes patients have needs that mean that surgeries do run late. We will keep you informed. You can rebook your appointment if you wish to. This does not include emergency surgery appointments - when the wait may be longer.
- If a young child becomes distressed whilst waiting in the Practice for an appointment, we will endeavour to enable that child to be seen as soon as possible. *Please speak to the receptionist.*

VISITS AT HOME - YOU CAN EXPECT:

- To receive a home visit which is medically necessary on the day of request. If you call for a visit before 10am you can usually expect to be seen by early afternoon. If you call after 10am you may not be visited until the evening. *REMEMBER THAT IN THE TIME IT TAKES FOR THE DOCTOR TO SEE ONE PATIENT AT HOME, FOUR CAN BE SEEN IN THE SURGERY. PLEASE TRY TO COME TO THE SURGERY WHENEVER POSSIBLE.*
- Emergency out-of-hours access to medical care is provided by a GP co-operative. As an alternative to a home visit, telephone advice may be offered or you may be invited to attend an out-of-hours centre. *Please remember that requests for home visits between 6pm and 9am and at weekends should ONLY be made in the case of genuine medical emergencies.*

REQUESTING A REPEAT PRESCRIPTION

If you require regular medication on repeat prescription you can expect to collect your prescription after two working days.

Repeat prescriptions are only issued for a limited number of times, after which it is necessary to see or speak to a doctor.

REQUESTING TEST RESULTS

If you enquire (between 9:30am and 12:30pm weekdays), you will be given information about your test results. We can only give that information to the patient. If you wish to discuss your result, it will be necessary to see or speak to the doctor or nurse who ordered the test.

REFERRAL TO A SPECIALIST

You may be referred to a consultant when your doctor thinks it is necessary, and you agree to this. You may be referred for a second opinion if you and your doctor think it is desirable.

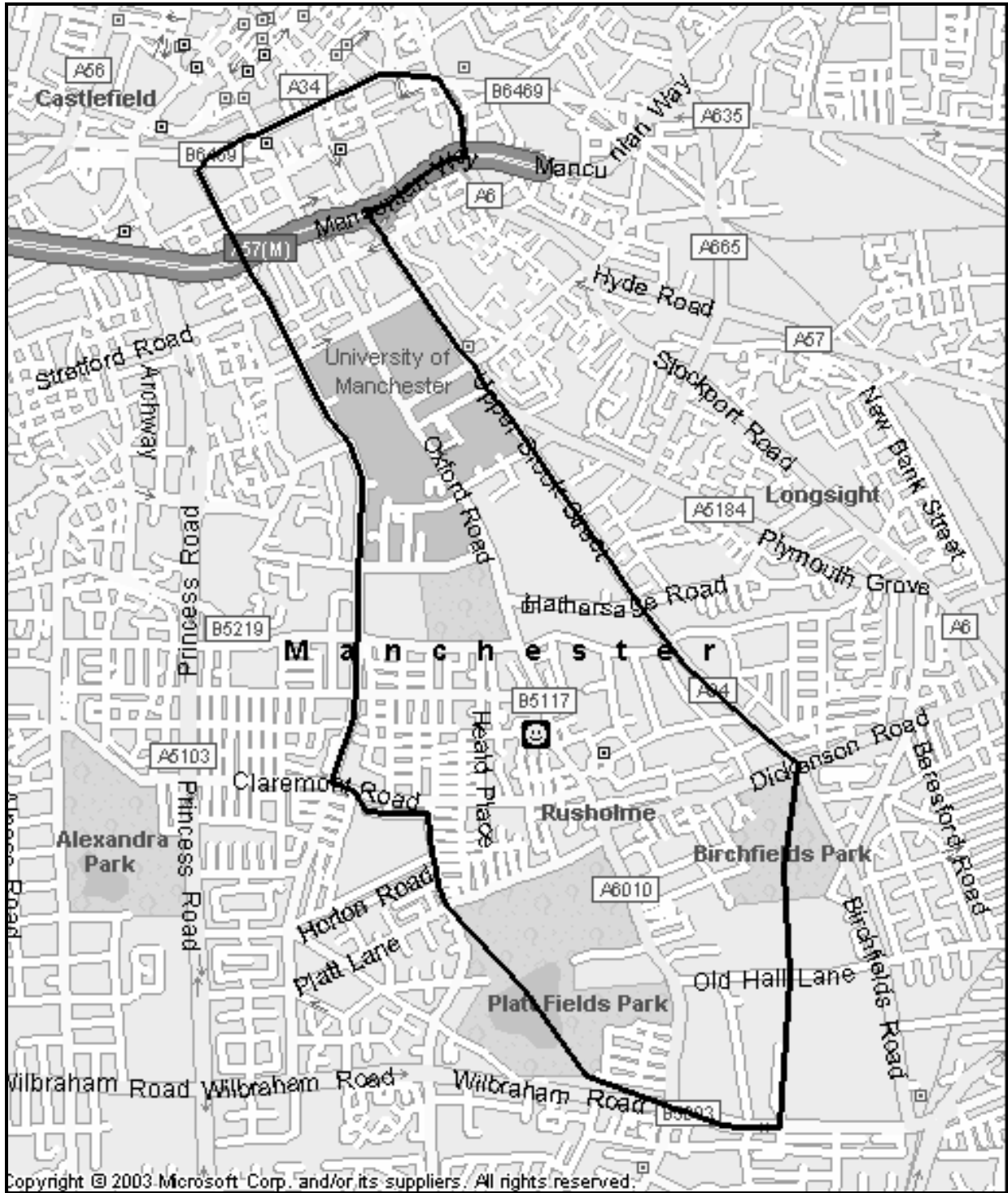
Most of our patients treat Practice staff very well, but a small minority are violent and abusive towards us. Their behaviour is unacceptable and often upsets other patients. We will not tolerate this sort of behaviour and such patients will be removed from our lists. In serious cases we will involve the police. This will result in the immediate removal of the offending patient (and their family) from our lists and could result in a police caution or prosecution.

YOUR OBLIGATIONS AS A PATIENT:

We expect you to help us provide an effective and caring service by....

- Treating members of the Primary Care Team with courtesy and respect - just as they will treat you.
- Treating other patients and users of the health centre with consideration and courtesy - just as they should treat you.
- Looking after your children at all times and ensuring that they treat other people and the building with respect.
- Remembering that an appointment is for one person only. *Please book separate appointments if more than one person needs to be seen.*
- Keeping appointments and being on time, or giving as much notice as possible if you wish to cancel or alter an appointment. *We can give an appointment you no longer want to someone else who needs it, if you let us know in time.*
- Coming to the surgery, during surgery hours whenever possible and only requesting a home visit if you are not well enough to get to the surgery. *If you do need a home visit please try to ask before 10am.*
- Requesting out of surgery hours home visits, or advice, only when truly necessary. *Please provide a contact 'phone number and leave the light on at night to help the visiting doctor.*
- Informing the practice of any change of address and making sure we have your telephone number. If you are attending for outpatient appointments, please also inform the hospital/clinic.
- Making requests for repeat prescriptions at least two working days before you need your medication.
- Not smoking in the waiting room or anywhere else in the health centre, as we have a no smoking policy.

THE ROBERT DARBISHIRE PRACTICE



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_____ Acceptance area boundary

The map shows the area from which we accept new patients. If you live outside this area with someone who is already one of our patients, you may still be able to register with us; please ask a member of staff.