

***Stockport***

***Chadsfield Medical Practice***

**SURGERY OPENING TIMES**

Monday 7.00am – 7.30pm

Tuesday 7.00am – 6.30pm

Wednesday 7.30am – 6.30pm

Thursday 7.00am – 6.30pm

Friday 7.00am – 6.30pm

Tel: 0161 983 9388

Email: stoccg.info.chadsfield@nhs.net

[www.chadsfieldmedicalpractice.co.uk](http://www.chadsfieldmedicalpractice.co.uk)

Romiley Health Centre

Chichester Road, Romiley, Stockport SK6 4QR 

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More details can be found at: [www.chadsfieldmedicalpractice.co.uk](http://www.chadsfieldmedicalpractice.co.uk)

**WELCOME TO CHADSFIELD**

Welcome to Chadsfield Medical Practice.

Chadsfield Medical Practice provides the full range of GP services to patients. Working with our primary care partners, we are committed to providing high quality and professional care for our patients. We provide child health surveillance, immunisations, family planning, coil and contraceptive implant fitting, minor surgery, travel vaccinations, joint injections, chronic disease clinics, sexual health screening, COPD Screening and Ultrasonic Diagnostic Imaging Services.

Our premises have free onsite parking, disabled access and a nearby pharmacy.

**New Patients**

New patients must be within our catchment area. If you are uncertain about whether you are in the catchment please ask at reception or check online. You can obtain registration forms from reception or complete an online registration form – see our website for more details [www.chadsfieldmedicalpractice.co.uk](http://www.chadsfieldmedicalpractice.co.uk)

If you move home to an area outside of our catchment we will ask you to seek a GP closer to home.

The practice asks all new patients to book a new patient check with a health care assistant prior to making routine appointments with a GP. This is useful for health information until we receive your records.

**Practice Confidentiality Statement**

This practice recognises the right of every patient to have information about them kept secure and private. Any information given to any member of staff will remain confidential.

In exceptional circumstances permission form the patient will be sought before information is disclosed.

The practice has a confidentiality policy which is adhered to by every member of staff.

**Violence Policy**

The NHS and Chadsfield Medical Practice operate a zero tolerance policy with regard to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

**Complaints Procedure**

We always try to provide the best services possible, but there may be times when you feel this has not happened. The practice operates its own complaints procedure as part of the NHS system for dealing with complaints.

A leaflet giving full details is available from the surgery. If the complaint cannot be resolved using the in house procedure, then you will be directed to the appropriate authority i.e. The Patient Advice and Liaison Service or Independent Complaints Advocacy Service.

If you wish to complain please contact the Practice Manager, **Mrs Sarah Griffiths** at stoccg.info.chadsfield@nhs.net or **0161 983 9388**

**When We Are Closed In an emergency please dial 999**

Chest pains or shortness of breath constitute an emergency

**NHS 111**

If you are feeling unwell and need a telephone health assessment you can call **NHS 111** to speak to a triage nurse.

Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

When the surgery is closed and you need a doctor urgently please call **0161 426 9388.** This will put you through to Mastercall out-of-hours service.

In an emergency, your pharmacist is able to advise and issue a prescription for 3 days of medicine.

**Prescription Requests**

Repeat prescriptions can be obtained through the receptionist, by giving **48 hours`** notice **in writing** of the items you require. Please enclose a stamped addressed envelope if you wish the prescription to be posted to you**.** Online Prescription Re-ordering Services – the Password can be obtained at Chadsfield Medical Practice Main Reception.We now operate electronic prescribing allowing your repeat prescription to be requested by the Pharmacist.

**Prescriptions Clerk:** 0161 983 9388 Mon to Fri 8.00am to 12.00pm

**SUMMARY of Repeat Prescription Options**

3 ways to arrange repeat medication:

* via **e-access** through our **website** (please ask for help if needed)
* via written communication (including SAE if want posted out)
* via slip handed in a reception.

You can nominate deputies (ie pharmacy or family) to request your prescription using methods as above.

**CLINICIAN SURGERIES-** **Doctors and Practitioners**

**Dr M Gor** *(female)*

Wednesday, Thursday and Friday

**Dr R Kilroy** *(female)*

Tuesday, Wednesday and Thursday

**Dr M Mather** *(female)*

Monday, Wednesday and Thursday

**Dr Tim Higgs Bayliss***(male)*

Monday, Tuesday, and Friday

**Dr Helen Flynn** *(female)*

Monday, Thursday and Friday

**Dr Laura Summersell (female)**

Monday, Tuesday, Wednesday and Friday

**Mrs Fiona Roscoe, Advanced Practitioner** *(female)*

Monday, Tuesday, Thursday and Friday

Our Advanced Practitioners work alongside the GP’s and see a wide variety of medical problems in primary care.

**Nursing Staff**

**Michell Adshead, Practice Nurse** (*female*)

Monday, Wednesday and Friday

**Emma McConnell. Health Care Assistant** *(female)*

Tuesday, Wednesday and Friday

**Susan Cripps (female)**

Wednesday and Thursday

**Other Clinics we Offer:**

* Child Health Surveillance
* Diabetic Clinic
* Asthma/COPD Clinic
* Contraceptive Implant & Coil Clinic
* Well Person Clinic
* Heart and Stroke Prevention Clinic
* Smoking Cessation Clinic
* Vaccinations Clinic
* Minor Surgery Clinic
* Family Planning Clinic
* NHS Health Check Clinic
* Ultrasound Imaging Clinic
* Physiotherapy
* Health and well being

**Medical Students**

Chadsfield works with the University of Manchester to provide training for student doctors and nurses, who may be present in consultations or conduct their own surgeries under supervision. We ask that patients who are not willing to be seen by students inform reception staff.

**Patient Participation Group**

The practice is always keen to hear from patients regarding the running of the practice and any improvements that may be made. If you are a registered patient and wish to contribute to the patient participation group then please leave your details at reception or email stoccg.info.chadsfield@nhs.net

**Urgent Problems, Emergency Appointments and**

**Requests for Visits**

If you are confronted by a serious problem such as severe chest pain or severe bleeding, **call an ambulance (999)** before calling the surgery.

If you require an emergency appointment please speak to reception. The Receptionist will ask for a brief description of your problem and allocate you an appointment or visit if available. All our reception staff understand the importance of confidentiality. A doctor will triage all other requests and advise accordingly.

Home visits are provided for **house bound patients only**.

Please advise the surgery as early as possible if you think you need a visit, ideally before 10.30am.

**HOW TO BOOK AN APPOINTMENT**

**Routine Appointments with the clinician**

We offer telephone appointments for follow ups or queries that don`t require examination. Please do not request a telephone appointment for new or urgent problems.

We also offer pre-bookable appointments and appointments at commuter surgeries.

You may not see your own GP

**Disabled Access**

Reserved car parking spaces are marked near the front door. Patient services are provided at ground floor level and are wheel chair accessible. A disabled patients WC is provided near the front entrance. If access proves difficult for any of our disabled patients we would be happy to consider any suggestions for improvement.