



## **Patient Handbook**

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## **Mission Statement**

*The purpose of Wilmslow Health Centre is to provide registered patients with personal health care of high quality and seek continuous improvement in the health status of the practice population overall.*

*We aim to achieve this by developing and maintaining a happy, sound practice, which is responsive to patient's needs and expectations and which reflects whenever possible the latest advances in primary health care.*

*We also aim to provide patients across Cheshire with timely access to secondary care diagnostics and consultants in order to reduce waiting times and to improve the experience of our patients.*

### **Health Centre Opening Hours**                      **Telephone Access**

Monday	8am to 6:30pm	8am-6:30pm
Tuesday	8am to 6:30pm	8am-6:30pm
Wednesday	8am to 6:30pm	8am-6:30pm
Thursday	7:30am to 6:30pm	8am-6:30pm
Friday	7:30am to 6:30pm	8am-6:30pm
Saturday	8:15am to Noon*	(Phones to 111 )
Sunday	Closed	

\*Pre-booked appointments only on Saturday.

We also have access to appointments up to 8pm each weekday and also weekend appointments at hubs across the area

## **Doctors**

**Dr Mark Brennan** (M) MA MB CHB MRCP DFFP

Dr Brennan qualified from Manchester in 1989 and joined the practice in January 1997. Dr Brennan has interests in all aspects of General Practice with special interests in Paediatrics, Family Planning and Patient Education. He is a GP Trainer.

**Dr Amar Ahmed** (M) MBBS DCH DRCOG DFFP MRCP

Dr Ahmed graduated from Guys & St. Thomas' Medical School, London in 1996. He holds further postgraduate qualifications from the Royal College of Pediatricians (DCH), the Royal College of Obstetricians and Gynaecologists (DRCOG) and the Royal College of General Practitioners (MRCGP). He is a GP Trainer, a GP Appraiser and a Quality and Outcome Framework Assessor. He has been a partner at Wilmslow since 2000.

### **Dr Tarek Aziz (M)**

Dr Aziz was a registrar at the practice and was a locum doctor before becoming a part time doctor at Wilmslow Health Centre in 2009. He is a qualified Surgeon and a Fellow of the Royal College of Surgeons. He trained in gastrointestinal, heart and lung surgery prior to joining the practice. Dr Aziz also provides surgeries on Saturday mornings.

### **Dr Nidhi Saran (F)**

### **Dr Abigail Hitchen (F) MBChB MRCGP DFFP**

Dr Hitchen graduated from the University of Manchester in 2005. After working at Macclesfield Hospital and Wythenshawe Hospital she qualified as a GP in 2010. She has worked at Wilmslow Health Centre since May 2016. Dr Hitchen has a special interest in Sexual Health and is able to fit and remove contraceptive implants.

### **Dr Eddie Shaffu (M)**

### **GP Registrars**

These are qualified doctors in their final year of GP training and are fully supervised.

### **GP Locums**

The practice employs locum (temporary) doctors to stand in for its own doctors. All locum doctors are registered on a National Performers List. This register shows any persons practising within the NHS are suitably qualified, have up to date training, have appropriate English language skills and have passed other relevant checks

such as with the Disclosure and Barring Service. Locums have full access to your medical record.

### **Nursing Services**

The nurses offer the following services:

Hypertension, Asthma, COPD, Diabetic, Family Planning, Childhood immunisations, Flu Vaccinations, Holiday Vaccinations, Wound Care, Blood tests, Cervical Smears, Health checks & Smoking cessation.

#### **Sr Jane Gaskell (F)**

Jane is a fully trained nurse practitioner & prescriber and is able to deal with many acute ailments that don't necessarily need the attention of a doctor. Jane runs a daily minor illness clinic.

#### **Sr Lorraine McNally (F)**

Lorraine has a special interest in Diabetes and Travel Medicine. Lorraine runs the child immunisations and travel immunisations clinics.

#### **Sr Rebecca Bezzina (F)**

**Kate Brennan (F)** Health Care Assistant and LGBT Lead  
**Alison Cooper** HCA

### **District Nurses**

The District Nurses provide nursing care to patients in their own homes, Contact number: 01625 441196. These are nurses employed by the Eastern Cheshire Clinical Commissioning Group and work out of Handforth Health Centre (ECCCG).

### **Midwives**

Midwives from Macclesfield and Wythenshawe Hospitals are nurses who work in the Community and in hospitals who care for expectant mothers

through their Antenatal, delivery and immediate postnatal periods. To find out more, please contact 01625 374180

### **Health Visitors**

The Health Visitors are concerned with the healthcare and development of babies and young children. They are based at Handforth Health Centre. Contact number 0300 1234263

### **The Practice Team**

Jeffrey Krell – Practice Manager

Nicola Taylor – Practice Manager

**Reception:** We have a team of trained reception staff that take telephone calls, book appointments and offer general help with enquiries.

**Administration & Secretarial:** We have a dedicated team that processes paperwork both incoming and outgoing.

### **Patient Responsibilities**

- To make a significant contribution to their own, and their families, good health and well-being, and take some personal responsibility for it.
- To treat NHS staff and other patients with respect.
- To provide accurate information about their health, condition and status.
- To keep appointments, or cancel within reasonable time.
- To follow the course of treatment which they have agreed and talk to their clinician if they find this difficult.
- To participate in important public health campaigns such as Flu vaccination.
- To ensure that those closest to them are aware of their wishes about organ donation.

- To give feedback, both positive and negative, about the treatment and care they have received, including any adverse reactions they may have had.

### **Patients who fail to keep appointments**

Patients who fail to turn up for appointments stop other patients from being seen. If patients do not attend an appointment they may be warned in writing. If this occurs three times in any 12 month period the surgery may consider removing the patient from its list.

Please ensure you cancel at least 24 hours in advance if you cannot attend your appointment.

### **Out of Hours & Emergencies**

- **In the event of an emergency, you can dial 999.**
- **NHS 111 provides Out of Hours services in Eastern Cheshire. To access Out of Hours services, telephone 111.**

### **How to Register**

Visit reception to fill out a patient registration form. You will need two forms of identification to register; one photographic or one proof of address. Once your registration has been completed by one of our receptionists, you will be able to make appointments with our doctors and nurses and request repeat prescriptions.

Registration usually takes a few working days. We will consider registration from Out of Area patients, and will notify you that you may not receive certain services from us such as Home Visits.

### **How to see a Doctor or Nurse**

You can book an appointment to see a doctor in the following ways:

1. Telephone reception on 01625 548555 during our opening hours to book an appointment with a Doctor or Nurse. The receptionist will ask you what the appointment is for, this is to better direct you to the best clinician to offer you optimum care

## 2. Using Online Patient Access

- a. Many of our appointments with our doctors are available for booking online 24/7
- b. Online Patient Access can be the simplest, easiest and quickest way of getting an appointment with one of our doctors
- c. Please speak to one of our receptionists to get more information regarding Online Patient Access and to register for the service
- d. You will need a form of photographic identification to register for Online Patient Access

### **How to attend an appointment at the Surgery**

When you arrive at the surgery you may enter your details into the automated check in screen or speak to reception.

### **How to order a Repeat Prescription**

You can request a Repeat Prescription in the following ways:

1. In writing by post or fax (01625 547788) to our address stating your full name, date of birth and address
2. By visiting reception and completing a Prescription Request Form
3. By using Online Patient Access where your repeat prescription medications are visible online 24/7. Ask reception for further details.

Your pharmacy can request your Repeat Prescription on your behalf if you are over the age of 80.

Please allow 2 working days for your prescription to be issued.

### **How to request a Home Visit**

Home Visits are for patients who are genuinely unable, through illness or infirmity, to come to the Practice. A doctor may phone the patient first to decide if a home visit is necessary. Telephone 01625 548555 before 10.30am and give the receptionist the full details.

### **How to get a Sick Note**



Did you know, you must 'self-certify' for the first week of your sickness?

Following your 'self-certification', you will need to make an appointment with the Doctor if you have not already been seen in Accident & Emergency or other minor injury clinic. If you have already seen the Doctor regarding your illness, you can write to the practice to request a sick note or speak to a receptionist. For an extension on your existing sick note, speak to a receptionist on 01625 548555.

### **How to update your Contact Details**

**It is your responsibility to ensure we always have your latest details as it may be necessary to contact you urgently.**

**There is a form in reception which you need to complete.**

### **How to get your Test Results**

As a general rule, the surgery will not contact patients with test results that are normal. To ensure continuity of care, you may discuss your results with any of our GPs, who all have full access to your records.

### **How to book a non-emergency ambulance or patient transport**

An ambulance (or patient transport) can be booked to take a patient to routine medical appointments at the hospital. The booking of patient transport is not to be used for emergency admissions or life threatening situations. To book patient transport, please call 0345 425 0050. The surgery can't request patient transport on your behalf as the booking clerk asks you questions that we may not know the answer to.

### **Specialist Services**

We have a number of NHS treatments that work out of this Health Centre which include:

Ultrasonography, Echocardiography, Private Travel Vaccinations, Child Immunisation Clinic, General Surgery, Orthopedics, Gynaecology, Urology Gastroenterology, Palpitations, Ear Nose and Throat & Counselling.

### **Complaints Procedure**

Complaints can be discussed initially with a Receptionist or Practice Manager. If this does not resolve the issue, a written complaint should be sent to the Practice Manager for full investigation. Wilmslow Health Centre will acknowledge receipt of the complaint within three working days and will aim to provide a response within 10 working days. We will advise you if this is not possible.

If you are dissatisfied with the outcome of any investigation, you are welcome to escalate this to NHS England. A copy of our complaints form is on our website for you to download.

### **Chaperone Policy**

A chaperone can be a clinical or non-clinical member of staff who is invited by the patient and/or clinician to be present during an intimate examination of a patient. The purpose of a chaperone is to protect the clinician and patient against accusations and/or mistreatment. All of our chaperones are trained and they are aware of the extent of their role. The patient should feel reassured that all chaperones at Wilmslow Health Centre are bound by confidentiality law.

### **Carers**

The practice maintains a register of carers. If you wish your details to be added to the register please contact reception.

If you are providing ongoing help and support to someone with a disability or illness, you may also wish to register with Cheshire Carers on 0800 085 0307.

### **Patient Participation Group**

The practice aims to nurture partnership with patients by giving the highest possible standard of service. The Patients Group holds regular meetings along with practice personnel to discuss ways of improving the

quality of services to patients and assisting the practice in communicating news and information on to its patients.

### **Confidentiality**

The practice conforms to the rules of medical confidentiality. This means we cannot provide any information to anyone other than the patient without the written consent of the patient. Your Data is stored by us under GDPR May 2018. For further details ask reception

### **Zero Tolerance Policy**

The practice operates a Zero Tolerance Policy against verbal or physical aggression against its staff and retains the right to remove any patient who demonstrates threatening or abusive behavior or language from the practice list. Removal from the list will be notified by letter, giving reasons.

### **Useful Telephone Numbers**

Out of Hours (NHS 111)	111
Emergency Services	999
Wilmslow Health Centre	01625 548555
Wilmslow Clinic (East Cheshire Trust)	01625 526444
Physiotherapy & Occupational Therapy Booking Centre	01625 661875
Macclesfield District General Hospital	01625 421000
Wythenshawe Hospital	0161 998 7070
Family Planning	0300 3231300
Urgent Care Centre – Congleton War Memorial Hospital	01260 294800
Well Pharmacy – Wilmslow Health Centre	01625 535663

## Map & How to find us

