

**Kearsley Medical Centre**

***Providing NHS services***

**Kearsley Medical Centre**

**Jackson Street**

**Kearsley**

**Bolton**

**BL4 8EP**

01204 462200

[gmicb-bol.kmc@nhs.net](mailto:riverport.medicalpractice@nhs.net)

www.kearsleymedicalcentre.nhs.uk

Welcome to Kearsley Medical Centre

Practice staff

GP Partners – General Partnership

* + **Dr Rebecca Cruickshank-** MBChB MRCGP
  + **Dr Sumit Guhathakurta –** MBChB MRCGP PGDip Cardiology
  + **Dr Charlotte Moran-** MBChB nMRCGP
  + **Dr Liaqat Natha -** MBChB
  + **Dr Carly Pope-** MBChB nMRCGP
  + **Dr Matthew Yelland-** MBChB MRCGP

Managers

* + **Stacey Walsh** Practice Manager
  + **Sammie Wardle** Assistant Manager

Salaried GPs

* + **Dr Tahlia Cooke-** MBChB MRCGP
  + **Dr Caroline England-** MBChB DRCOG

Advanced Care Practitioners

* + **Nicky Guhathakurta-** NMC 91D0152E
  + **Maz Zacharska-Hirsch-** NMC 06F0067C

Paramedic

* + **Madeline Farrow –** HCPC PA48964

Nursing Team

* + **Samantha Wheatley –** NMC 01I3540E
  + **Imogen Shasby –** NMC 22H1388E
  + **Charlotte Sigley –** NMC 23E1387E
  + **Sarah Watkins** Nursing Assistant

Allied Health Professionals

* + **Asad Hussain-** Musculoskeletal Practitioner- HCPC PH119902
  + **Jonathan Hill –** Pharmacist – GPhC 2066019
  + **Hannah Lowe-** Pharmacy Technician- GPhC 5109188
  + **Lindsay Yates –** Pharmacy Technician – GPhC 5022710
  + **Jill Cropper –** Care Home Pharmacy Technician- GPhC 5005795
  + **Tyler O’Neill –** Social Prescriber
  + **Jayne Spotswood – Social Prescriber**
  + **Matthew Wood-** Mental Health Practitioner- NMC 01Y0115E
  + **Aaron Taylor- Hildebrandt -** TAPP

Opening Times

|  |  |
| --- | --- |
| Monday | 8 am – 6 pm |
| Tuesday | 8 am – 6 pm |
| Wednesday | 8 am – 6 pm |
| Thursday | 8 am – 6 pm |
| Friday | 8 am – 6 pm |
| Weekend | closed |

Requesting an appointment

Online

Telephone

Website

Front Desk

Routine Appointments

To book a routine appointment please complete an **Online Form** with a brief description of your problem, a GP will then triage this request and will contact you within 48 hours with an outcome. Appointments

Emergency Appointments

Emergency appointments are available every day for medical problems which will not wait for the next available routine appointment.  Please call before 10am or submit an [**online form**](https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=P82007) with a brief description of your problem.

If you have a non urgent medical problem please do not telephone the surgery but complete an [**Online Form**](https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=P82007) for a doctor to triage.

Our triage team review your request and will contact you to offer a suitable care pathway. This may be:

* An appointment at the practice with an appropriate clinician.
* Advice and information to support you with your query.
* Signposting to a more appropriate NHS service.
* A request for more information to help the triage process.

Routine appointments will be offered as quickly as possible. We will usually send you a text message containing a link so that you can select your own appointment date and time.

The choice of face-to-face or a telephone consultation is yours. However, there may be times when only a face-to-face appointment is suitable.

Evening and weekend appointments

We have worked closely with Bolton GP Federation (who provide these appointments on our behalf) to make sure they meet your needs too.

 Evening and weekend appointments are:

* Monday to Friday, 6:30pm to 9:30pm
* Saturdays 9am to 5pm
* Sundays 9am to 5pm (Farnworth & Kearsley PCN only)

The Enhanced Access Team is made up of lots of different specialists, that have been specially selected to meet patients’ needs, and appointments will be booked for with the most appropriate clinician, which could include a GP, Advanced Nurse Practitioner, Nurse, Health Care Assistant, Mental Health Practitioner or Physiotherapist.

Patients will be offered the choice of both face-to-face and telephone appointments.

To book an appointment, patients should contact the GP practice 01204 462200.

Here at the practice we will be offering extended access appointments on Thursday and Friday mornings, 6.30am - 8.00am with GP and nurse appointments available.  Please contact the surgery to book.

When the practice is closed

If you require urgent medical assistance while we are closed, please ring the practice telephone number 01204 462200, where you will be guided to the Out of Hours Service.

**In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency.**

Cancelling an appointment

If you cannot keep an appointment, please cancel it as soon as you can so we can offer it to another patient. You can cancel your appointment using the NHS App, the form on our website, or by calling us on 01204 462200.

Home visits

If you do need a home visit, you can help us by calling the practice **before 10:30.  DO NOT USE THE TRIAGE HEALTH FORMS for a home visit request, please ring the reception team and ask for a home visit.**

You may only request a home visit if you are housebound. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls

You can also be visited at home by a community nurse if you are referred by your GP.

Accessibility

* The surgery is designed to allow easy access for wheelchairs.
* We have disabled parking spaces
* An induction loop system is fitted at reception for those with hearing aids
* Electric doors will open automatically when you approach the surgery main entrance
* There is a lowered counter in the centre of our reception desk

Repeat prescriptions

**Please note, we do not accept telephone requests**

We ask you to ensure you submit your order in good time to avoid running out of medication. We require **TWO full working days’ notice** to produce a prescription.

Unless otherwise requested, your prescription will be sent

electronically to your nominated community pharmacy.

Practice Boundary & How to Register

If you live within our practice area you are welcome to register with us. Our boundary area covers postcodes

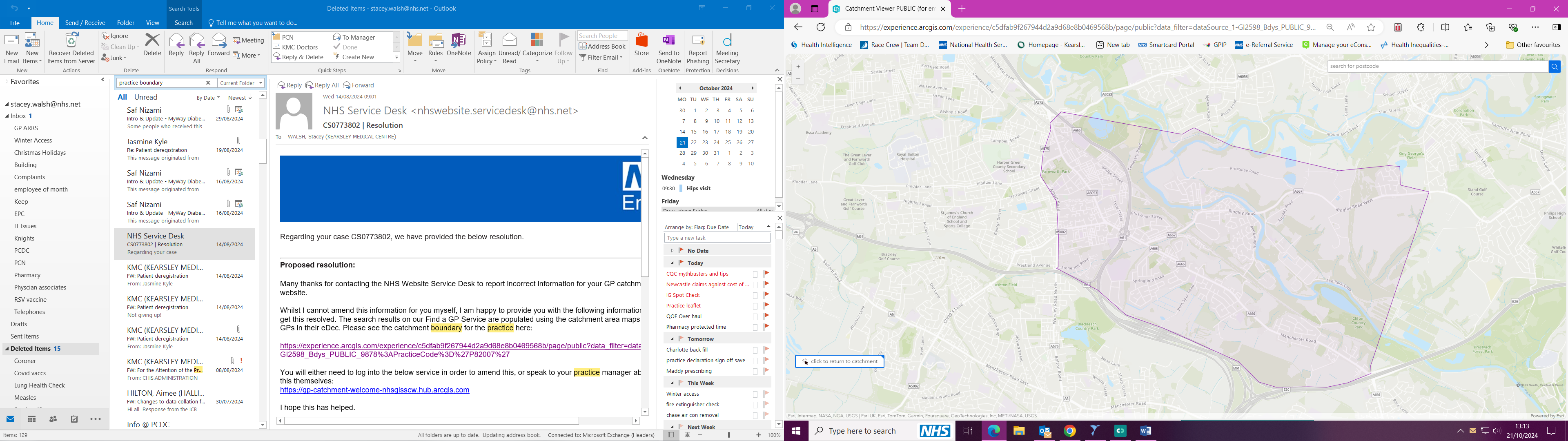
* **BL4 Kearsley and Farnworth**
* **M26  Stoneclough,Prestolee,Ringley, Outwood**
* **M27 Clifton (up to M62 slip road)**

Reception staff will be happy to guide you through the procedure.

You will need to complete a registration form (GMS1) and the appropriate health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor.

All new patients are offered a health check with a member of the healthcare team to ensure that any required tests are up to date and that we have an accurate note of any repeat medication you may be taking.

Patients may specify a GP of choice and should inform the practice when registering. Please note that this is not absolute and depends on availability, appropriateness and reasonableness. You can register online through our website or by collecting a form from reception.



Your GP

You will be allocated a named GP on registration at the practice, however, you are welcome to see any GP you choose, subject to availability. Please let our team know if you have a preference when you request an appointment.

Patient information

All patient information is treated with the utmost confidentiality and is held in accordance with NHS guidelines and under the data protection act 2018.

Within the practice your medical history is recorded in an electronic medical record. No one else is permitted to see your medical records unless they require it for your ongoing care and you have given your consent.

Training Practice

Kearsley Medical Centre is pleased to be a training practice for post graduate doctors who have worked in hospitals and are gaining experience of general practice. GP registrars and FY2 doctors are all fully qualified doctors and are an essential part of the team. We also have Physician Associate trainees.

Service

Services at the practice include:

* Cervical screening
* Contraception
* Vaccinations and immunisations
* Diabetic clinics
* Dietary advice
* NHS health checks
* Smoking cessation
* Mum and baby checks
* Joint injections

**Chronic disease management**

* Asthma
* COPD
* Hypertension
* AF/Heart failure
* Stroke

Zero Tolerance

The Practice takes it very seriously if a member of staff is treated in an abusive or violent way, by face to face, via telephone or social media.

 A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this practice have the right to work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated towards staff, patients or other visitors to the practice. This relates to any form of abuse from patients or staff which includes (but is not limited to) sexism, racism homophobia, biphobia, transphobia and ageism, or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief.

The practice takes any bullying/threatening or undermining remarks about staff on Social Media very seriously and this will not be tolerated, any such action may result in reporting the patient to the police in regard to sections 2, 2A, 4 or 4A Protection from Harassment Act 1997, or offences under the Malicious Communications Act 1988 and Communications Act 2003.

Our Practice staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time.  The staff understand that ill patients do not always act in a

reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

 However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

 In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

* Using bad language or swearing at practice staff
* Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
* Verbal abuse towards the staff in any form including verbally insulting the staff
* any form of abuse from patients or staff which includes (but is not limited to) sexism, racism homophobia, biphobia, transphobia and ageism, or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion or belief will not be tolerated
* Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
* Causing damage/stealing from the Practice's premises, staff or patients
* Obtaining drugs and/or medical services fraudulently
* We ask you to treat your GPs and their staff courteously at all times.
* bullying/threatening or undermining remarks about staff on Social Media



We are an Armed Forces veteran friendly accredited practice. This means that we have a dedicated clinician with specialist knowledge of military health conditions and veteran specific health services.

If you are ex-forces, please let us know to ensure you are getting the best possible care.

Patient Rights and Responsibilities

Users of the National Health Service have rights. The following explains what they are. They fall into three main categories.

**Legislated Rights**

Rights that have been written into law by means of Parliamentary Acts or Bills. (For example, Access to Health Records Act 1990). As a patient of the NHS you have 10 guaranteed, Legislated Rights.

* You are entitled to receive health care on the basis of clinical need, regardless of your income.
* You are entitled to be registered with a Medical practice. If a practice is unwilling to take you on his/her list, you should be given a written reason for this decision. Primary Care Services can arrange for you to be registered with a practice. You are entitled to change your practice at any time. You do not have to give a reason for your decision.
* You are legally entitled to accept or refuse treatment as you see fit. This includes examinations, tests, diagnostic procedures, medication, operations, etc.
* You can refuse to be examined or treated in the presence of medical students.
* You can refuse to be involved in research trials. If you do not agree to be involved in research trials, you can withdraw at any time.
* You are entitled to equal treatment regardless of race, gender, age or disability.
* You have a right to information on GP practices in your area and the services they provide. All practices must provide an information leaflet.
* You are legally entitled to make a complaint about health services.
* You have a right to confidentiality. Personal information about your health is confidential and should only be disclosed to those who need that information to provide you with effective treatment.

**Access to your Health Records.**

You have a legal entitlement to see health records. All records stored on computer can be accessed. You are entitled to copies of your records however a charge may be levied. If you wish to see your records you should apply in writing to the Lead Manager.

**Guideline Rights**

* You are entitled to have reasonable access to high quality service and facilities.
* You are entitled to information on what is wrong with you and the treatment options available. Ask questions. You should be given truthful, clear answers.
* You are entitled to ask for a second opinion on your diagnosis or treatment.
* You can ask to have someone with you (friend, relative, interpreter) at any time. You may find this beneficial, particularly if you are asking questions or need moral support.

**Human Rights**

It is your right to be treated as a human being by another human being and as they would wish to be treated themselves, i.e. with dignity, politeness, respect and consideration. These may not necessarily be covered legally or even be contained in guidelines, but human rights will come into many of the areas mentioned above and are certainly just as important.

**Consent**

A doctor, nurse, or anyone else looking after your health, has to have your agreement before they can examine or treat you. This policy applies to both children and adults.

### Patient Responsibilities

Patients, too, have certain responsibilities:

* **Keeping appointments:**  Please try to arrive on time. If you are unable to attend an appointment, please inform the clinic or surgery in good time. Address. If you move house, change address or telephone number, or the postcode is changed, please inform your GP practice or outpatient clinic.
* **Treat all healthcare staff in a reasonable, courteous manner.**
* **Use emergency services in a responsible manner**. Please use the out-of-hours services for emergencies only and not for routine care.
* **Take care with medicines**. Medicines are for one person only and should not be shared. Keep them safely away from children and in the original container. Take any unwanted medicines to a chemist for safe disposal.

Our commissioners

Kearsley Medical Centre is commissioned to provide the services we do by NHS Greater Manchester Integrated Care Board.

For more information visit https://gmintegratedcare.org.uk