

**The Jalal Practice**

**1st Floor Integrated Care Centre**

**New Radcliffe Street**

**Oldham**

**OL1 1NL**

**Tel: 0161 621 3443**

**Fax: 0161 621 3444**

Practice website address: [www.jalalpractice.co.uk](http://www.jalalpractice.co.uk)

**USEFUL PHONE NUMBERS:**

The Jalal Practice: T: 0161 621 3443

 F: 0161 621 3444

Royal Oldham Hospital 0161 624 0420

Lloyds Pharmacy, ICC 0161 626 5426

Community Midwives 0161 652 5811

District Nurses out of hours 0161 621 3524

District Nurses in hours 0161 621 3496

Health Visitors 0161 344 8172

Emergency Dentist 0161 909 8115

Manchester Royal Infirmary 0161 276 4799

Rochdale Infirmary 01706 377 777

Tameside Hospital 0161 331 6000

Wythenshaw Hospital 0161 998 7070

Oldham CCG 0161 622 6500

This practice is contracted to Oldham CCG and NHS England.

Oldham CCG

Ellen House

Waddington Street

Westwood

Oldham

OL9 6EE

Tel number: 0161 622 6500

NHS England

PO Box 16738

Redditch

B97 9PT

Tel number: 0300 311 2233



**Health promotion and disease management:**

These services are provided by the clinical team at the practice and accessed via the Practice Nurse:

They include:

* Health Promotion
* Family planning
* Cervical smears
* Well man and Well woman clinics
* Lifestyle advice
* Healthy eating advice
* Weight management
* Flu/pneumonia/Shingles/Whooping cough vaccinations (where eligible)
* Seasonal influenza vaccination programme
* Travel vaccinations and advice
* Over 75 health checks
* Asthma clinics
* COPD clinics
* Diabetes clinics
* Cardiovascular risk assessments and advice
* Hypertension monitoring
* New patient checks
* Learning Disability annual health assesments
* Mental Health reviews
* Dementia Screening
* Bably clinic (Childhood immunisations)
* NHS Health checks

**MIND Clinic:**

This Clinic is available every Tuesday for anxiety, stress and mental health issues.

Please book at reception to see Karen, our MIND practitioner.

**Mission Statement**

We aim to provide patients with high quality health care. We have a well-trained motivated and committed health care team. We operate within an ethical framework and are passionate about enhancing care for our patients.

**Values and Aims**

* To involve our patients in practice development and services
* Consult our patients on the needs and demands of the demands practice
* To treat everyone as an individual without prejudice
* To base our service provision on patient needs
* To ensure all members of the clinical and non-clinical team undertake continuous professional development to ensure their knowledge and skills are up to date for their role
* Undertake regular audits of both clinical and non-clinical practice
* Work effectively with the multidisciplinary teams and record care
* Continue to have a close relationship with secondary care

**Your responsibilities**

* To treat doctors and practice staff with civility and understanding
* To be punctual for your appointments or cancel if you are unable to attend
* Arrange more than one appointment if you believe you need a lengthy time with doctor for numerous and complicated problems
* To be patient if appointment times are running late- it may be you who needs the extra time on a different occasion

**Staff Training Days**

We are closed for half a day once per month to facilitate staff training. During this time all calls will be diverted to GOTODOC.

**Patient contact details**

Please provide the practice with an up to date phone number and email address to enable us to send information regarding health campaigns, appointment reminders etc.

**Friends and Family Survery**

Every month we conduct friends and family survey for The Jalal Practice. This is to provide us with the information on how our service is being provided to our patients and help us improve our service. Please can you take the time to fill in a friends and family questionnaire which is located on reception as well as the doctors room.

**Patient Participation Group (PPG)**

The Jalal practice has started a PPG. This is a chance for the patients to get involved and voice their opinion about the practice to help improve severices and quality of care. Please ask at reception for details regarding this meeting. All are welcome to attend.

**How to register:**

We accept patients who live within a one mile radius of the practice. Patients need to complete a new patient registration form, show one form of photo ID (passport, driving licence or similar) and proof of address. **To complete registration, an appointment must be made with our Practice Nurse for a new patient health check.**

**Temporary Residents:**

Short stay vistors to the area can be registered on a temporary basis for up to 3months. We forward any information to the patient usual GP.

**Our Practice Team:**

**General Practitioners:**

|  |  |
| --- | --- |
| Dr Zia Jalal (Senior Partner)Male MbChB | Dr Atifa JalalFemaleMbChB, MRCGP |

**Practice Manager:** Irene Kilroy-Power

**Practice Nurse:**  Helen Cassidy

**Health Care Assistant:** Monuwara Begum

**Reception/Admin manager:** Tania Begum

**Office Administrator:** Antik Chowdhury

**Reception/Admin Team:** Mallory Greenhalgh

 Kirsten Thornton

 Wahida Begum

 Hazera Rahman

**Clinical Pharmacists:**  Ayeema Naeem

**Practice opening hours:**

Monday 08.00 – 19.30 and Tuesday – Thursday 08.00- 18:30

**Surgery Times:**

|  |  |  |  |
| --- | --- | --- | --- |
| **DAYS** | **Dr Atifa Jalal** | **Dr Zia Jalal** | **Mr V Agarwal** |
| Monday | 09.30 - 12.15 | 09.30 - 12.15 14.45 - 18:0018.30 - 19.30 | NO CLINIC |
| Tuesday | 09.30 - 12.15 | 14.45 - 17:45 | NO CLINIC |
| Wednesday | 09.30 - 12.15 | 14.45 - 17.45 | NO CLINIC |
| Thursday | NO CLINIC | 09.30 - 12.1517.00 - 18.00 | NO CLINIC |
| Friday | 09.30 - 12.00 | NO CLINIC | 16.30 - 18.30 |

We have extended hours on Monday evenings, between 18.30 and 19.30

We are usually closed for staff training (12.00 - 13.30) every first Monday afternoon of the month.

**Nurse/HCA Clinics:**

|  |  |  |
| --- | --- | --- |
| **DAYS** | **Sister Helen Cassidy** | **Mrs Monuwara Begum** |
| Monday | 13.30 - 18.00 | NO CLINIC |
| Tuesday | NO CLINIC | NO CLINIC |
| Wednesday | 09.30 - 12.30 | NO CLINIC |
| Thursday | NO CLINIC | 09.00 - 12.00 |
| Friday | 10:30 - 13:00  | 09.00 - 12.00 |

**Clinics:**

|  |  |
| --- | --- |
| Baby Clinics  | Fridays 13:30 - 15:00 |
| Drug Misuse Clinic | Mondays 13:00 - 14.30 |
| Mind Clinic | Tuesdays 10:00 - 13:30 |

**Suggestions, compliments & complaints**

We aim to provide a high quality, accessible and patient friendly service.

We appreciate nothing is perfect so if you have any suggestions on how to improve our service please let us know, this can be done by informing the reception team verbally or via the friends and family feedback questionnaire.

Compliments will be gratefully received either verbally or in writing.

If you have any complaints about the practice or the health care services you are receiving, please speak to the practice manager.

The practice operates its own in house complaints procedure. Any formal complaint should be addressed in writing to the complaints manager.

If your complaint is about the care at the practice and you do not wish to speak to anyone at the practice, please contact the NHS Commissioning board on the following telephone number: 0300 311 2233.

**Access to patient details**

Health care professionals must not pass on your information without your written consent except to other people involved in your care. If you wish to request your health records please use the appropriate form available at reception.

**Solicitors**

The surgery receives requests from solicitors for access to copies of full medical records, in respect of various claims arising from accidents etc. In the event of a request being received copies are not sent out without the written consent of the patient.

**Disabled access:**

The Integrated care centre car park has designated parking spaces for disabled patients and a disabled entrance to the building.

A wheelchair is usually available on request by phoning the welcome desk at the Integrated Care Centre.

Lifts are available to all floors in the building and there are disabled toilets on all levels.

**Zero Tolerance Policy**

The practice will not accept violence or aggression to any member of the health care team or any person on the premises. In such instances the police will be called and the patient will be removed from the practice list immediately. The premises are monitored by CCTV cameras at all times.

**Breast feeding facility:**

There is a designated aread for breast feeding on the lower ground floor level. **(Level -1)**

Practice Procedures

**Repeat prescriptions:**

* Please note request by phone only be ordered between 10 am-12 pm by telephone on the direct prescription line 0161 621 3448, Monday- Friday.
* Repeat prescriptions can be requested by post, in person, by telephone or online via the practice website.
* To reduce errors, please use an up to date repeat prescription list.

Items can be requested by ticking the appropriate boxes.

* To enable the online access to request prescriptions a security code is

needed which can be requested in person at the reception desk.

This normally takes 48 hours to process.

* Please enquire at the reception desk for more details if you wish to order

your prescriptions online.

* All repeat prescriptions requested before mid-day will be ready to collect

**by 3pm the following day.**

* The practice offers electronic prescription service (EPS)
* Pharmacies can only order prescriptions for patients if they are on blister packs.

**Home visits:**

Home visit requests need to be made before 12:00pm for on the day visits. The receptionists will take relevant information regarding the request and pass it to the GP for assessment. The GP will usually ring the patient, and if a visit is thought necessary, they will advise what time of day the GP will attend. Home visits are reserved for housebound patients or those who are too unwell to travel. Seeing patients at home is time consuming and does not have the advantages of being seen in the surgery so we ask patients to respect our visiting criteria.

**Out of Hours**

When the surgery is closed and you need urgent medical attention or advice please ring NHS 111.

**Walk in Centre**

This is situated on the ground floor of the Integrated Care Centre.

It is open daily including weekends 0800hrs to 2000hrs. This service is for minor ailments and all patients are seen by a trained health professional. No appointment is needed to use this service.

**District Nurses:**

Clinics are based at the Integrated Care Centre (Mon – Fri)

Patients can only be seen with a pre-booked appointment.

Clinics include ear syringing, wound dressing, stitch removal.

**Midwives:**

Midwives are located at Westwood Medical Centre. Please call 0161 652 5811 to arrange an appointment with the midwives.

**Carers:**

If you are a carer for a relative or friend, please inform the practice so that we can offer you appropriate support and advice. You can also get further support from

The Link Centre

140 Union Street

Oldham

OL1 1DZ

Tel 0161 770 14786

**Appointments:**

All GP appointments are of 10 minutes duration. Patients can book appointments up to 6 weeks in advance. Routine appointments can be booked by telephone, in person or online via the practice website. Please contact reception if you wish to be set up to use online booking.

A certain number of appointments are also reserved for on the day urgent appointments. Urgent appointments should only be used for acute illness as there are a limited number available per day. These appointments can be booked by phoning on the same day.

We offer health care professional appointments within 24 hours and GP appointments withing 48 hours. If you are requesting to see a specific GP your waiting time may be longer.

Under 5 year old appointments are available on the same day, Morning and afternoon.

**All patients are to note that only one problem can be discussed in a single 10 minute consultation and further appointments can be made to discuss additional problems.**

**A double appointment can be booked if you feel you need a longer consultation.**

**Missed appointments:**

Patients are reminded of their appointments via mobile text messaging or email. Please ensure the practice has an up to date mobile phone number and email address for you. Appointments can be cancelled by texting the surgery, emailing or by telephone. It is important to cancel appointments you cannot attend as soon as possible.

**Please note if you are more than 10minutes late for your appointment you may not be seen.**

**Electronic prescribing services (EPS)**

The practice does offer EPS services. Patients can register for this service with their chosen pharmacy or at the practice

**Chaperone:**

A chaperone is available to patients/doctor when requested. If no chaperone is available at the time the appointment will need to be rescheduled according to the chaperone policy.

If you require a chaperone during your consultation please advise the receptionists at the time of booking.