

The Practice

Hopwood House is a purpose built centre to meet the modern requirements of both patients and staff and is equipped to give the medical team every assistance in the care of the patient.

The practice premises have suitable access for disabled patients.

Mission Statement

Our mission statement is to provide a high quality healthcare service delivered in a friendly and courteous manner which is accessible and responsive to patients.

Postal address – Hopwood House
Lees Road
Oldham
OL4 1JN

Tel: 0161 628 3628 Fax: 0161 628 4970

Website – www.hopwood-house-medical-practice.co.uk

Practice Area

We accept patients from the whole of the Oldham Metropolitan Borough

To see the records of a patient who has died, if you are acting as their personal representative.

On behalf of someone who is not capable of giving their permission because of, for example, age or illness. You would have to be appointed by a court to do this.

To apply for access to your own records

Write to the Practice Manager giving your name, address, date of birth and if you have it your NHS number. Say that you are applying for access to you health records, give approximate dates of any treatment for which you want to see the record, and say what your treatment was for. There is no charge for this service.

Online access:

You can now register for online access to your medical records. You will be able to view a summary of your records, book appointments and order medication. Please speak to the receptionist to register for this service.

Comments or complaints

If you have concerns or comments about the health care services you are receiving ask to speak to the Practice Manager or contact NHS England on 033 311 2233, email England.contactus@nhs.net.

To make a formal complaint concerning the practice please contact the Practice Manager

Repeat Prescriptions

Patients that are on repeat prescriptions are asked to use the re-order slip and place in the box provided in reception, please allow 48 hours before collection. Request for a prescription can also be made by post, if you need the prescription returning to you please provide a stamped addressed envelope, by fax on 0161 628 4970 or e mail – repeats.hopwood@nhs.net. You can order by phone on 624 7453 between 8.00am – 11.00am

Access to patients' records/details

Healthcare professionals must not pass on information about you without your permission except to other people involved in your treatment and others who need to know the information. If there is something you do not want anyone except the people caring for you to be told, you can let them know and your confidence will be respected.

Your right to see your medical records

You can apply to see your own records but you can also apply:

On behalf of your child, with your child's consent. If the child is unable to give or unable to understand, you can see the records providing the doctor decides it is in the best interest of the child.

The Doctors

Dr Harpal Hunjan – M.B. ChB, M.R.C.G.P.,
F.D.S.R.C.S., BDS

Dr Bikesh Dongol – R.C.G.P, BSc(Hons) Bio
Medical Sciences, MBChB

Dr Mohammed Adriece – MB ChB

Advanced Nurse Practitioner (ANP)

Adele Scimone

Advanced Practitioner (ACP)

Aaron Duffy

Ian Dean

Our ANP/ACPs are highly qualified practitioners who are able to diagnose, prescribe and refer if appropriate.

Practice Nurses:

Irene Shepherd

Jill Edmonds

Our nurses are available to see patients for a wide range of services including: Exercise, Diet, Cervical smears, Chronic disease Management, Blood Pressure, Menopausal problems.

This list is not exhaustive, please speak with the receptionist who can direct you to the most appropriate clinician

Health Care Assistant :

Lindsay Rowe- NVQ3 Health Care

As part of our practice team we employ a Health Care Assistant who is available for health screening, blood tests and blood pressure checks.

We now offer appointments with a Clinical Pharmacist for medication reviews

YOUR RESPONSIBILITY TO US

You are responsible for keeping appointments with us, and for giving adequate notice if you wish to postpone or cancel. Please remember that an appointment is for **one person only**. Where another member needs to see a doctor, even if it is about children's ailments, or if their symptoms are identical, another appointment should be made. This is a common cause of delay in surgery.

Telephone – we will endeavour to answer the telephone as promptly as possible. Please keep your call brief and avoid calling at peak periods which are between 8.30 – 11.00am and 4-6pm unless necessary. Should you wish to speak to the doctor by telephone the receptionist will arrange a convenient time wherever possible.

Test results – for the result of tests arranged by the practice, please ring between 12 -2pm or 5-6pm, when you will either be informed of the result or asked to make an appointment with the doctor or nurse who will explain the results. Please note the receptionists are not qualified to do this.

- **Named GP** – all patients will be allocated a named GP.

Information – we will give all information on request about the services we offer and ensure that you receive the information which directly affects you and the care being offered.

Appointments – we operate an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. We will try to ensure that you will be seen on time. However some consultations take longer than others and we have no way of knowing this in advance. If there is a long delay, an explanation will be given. **If you feel your condition will not wait until the next available appointment, please tell the receptionist and you will be seen for that problem on the same day.** You can make appointments online, please ask for registration details

We provide same day tel/face to face appointments for children 5 years of age and under.

Remember you are largely responsible for your own health and it is up to you to take the action, and or advice recommended to you.

We will remove from our list immediately patients who are violent or seriously abusive to any of the practice staff.

If you change your name, address or telephone number please inform the receptionist

Practice Manager

Jill Berry – A.M.S.P.A.R Dip. P.M.

The Practice Manager is responsible for the smooth running of the practice and is available should you have any problems, suggestions or complaints, she will be more than happy to help you.

Receptionists

At present we employ eight receptionists. They are here to assist you in making appointments, requesting home visits and any other enquiry. They have been trained to guide you to the most appropriate member of our team, please help them to help you. One member of the reception staff has been trained to take blood samples and blood pressure. This is to enable the practice to provide a more convenient service for our patients.

The receptionists are bound by the same rules of confidentiality as the doctors and nurses

District Nurses

The District Nurses are a team of skilled and knowledgeable nurses based in the community, working in collaboration with GP's, other health care professionals and social services. District Nurses only visit patients at home when patients are unable to attend clinic due to their disability or illness. Encouraging people to attend clinic promotes and supports their independence.

New babies

We will contact you with an appointment for a post natal check and baby's 8 weeks assessment and first immunisations. If you cannot attend on these days please let us know as this is quite a lengthy appointment. The Practice Nurse will then make you an appointment for baby's next immunisations.

Online Registration

You can register for online access to access your medical records, order prescriptions and make appointments.

Requests for Home Visits

The doctors can see many more patients in surgery than when visiting. Please make every effort to attend the surgery for appointment unless your illness prevents this. Distance from the surgery, age, weather and financial circumstances would not be a factor in making this decision, (exceptional circumstances will be taken into consideration). It is for the doctor to decide if a visit is necessary (including out of hours visits), based on the information given. Therefore, please give as much information as possible when you phone. Only use the out of hours service for emergencies that cannot wait for the next surgery. If you do need to telephone us please have a pen and paper handy to note details of any advice given, and a telephone number if possible where we can contact you.

Out of hours visits – the practice uses a deputising service for out of hours work. The doctors request that you restrict calls to this service to **EMERGENCIES ONLY**. This out of hours service is not to be used for repeat prescriptions.

PRACTICE CHARTER

Our patients charter sets out what you can expect from us and what we, in return, expect from you. Your health care is a partnership between yourself and the team. Only by co-operation will we be able to improve our services and provide better care for our patients. We welcome any comments, suggestions or complaints you may have.

OUR RESPONSIBILITY TO YOU

This practice will provide and maintain premises that are clean, comfortable, safe and easily accessible to all it's patients.

People involved in your care will give you their names and ensure that you know how to contact them. You will be treated as an individual in the care and attention you receive and will be given courtesy and respect. Confidentiality is assured at all times.

Please ask for a home visit by the doctor **ONLY** when the person is **TOO ILL** to visit the surgery.

We will not accept any other reason for a home visit request, because we will always endeavour to see you on the same day in surgery. Please try to ensure that the request for a home visit is received before 10.00am, unless a genuine emergency occurs later. Doctors work as a team and care sometimes has to be shared.

Reception open 7.30 – 18.30

Surgery Appointments

Doctors

Mon - Fri 9.00 – 12.00 14.00 – 18.00

Nurses

Mon – Fri 7.30 – 12.30 13.00 – 18.00

ANP

Adele – Tues - Fri 08.00 – 17.30

Aaron –Tues– Fri 8.00 – 17.30

Ian – Tues – Fri 8.00 – 17.30

Health Care Assistant

Tue 9.00am – 12.30pm, 14.00 – 18.00

Wed 9.00am – 12.30pm, 13.00 – 16.00

Thu 9.00am – 12.30pm, 14.00 – 16.00

Fri 9.00am – 12.30pm

We have appointments available every day for patients aged 5 and under and will always try to see them on the day.

7 DAY ACCESS – 0161 934 2827

GP appointments available evenings and weekends. This service is for routine appointments at various locations within the Oldham area.

We provide a telephone triage service. This is for problems that are urgent for the day. This is booked as a telephone appointment and a clinician will contact you although a definite time cannot be given. If you need an examination you will be given an appointment the same day. The clinician will only try twice to contact you, if you do not answer your telephone and then contact the surgery to say you have missed the call you will be asked to make a routine appointment

When requesting an appointment you have the right to request a specific doctor or nurse. We will try our best to accommodate your request but due to holidays etc., this may not always be possible. If you feel you need more time to speak to the clinician please make a double appointment.

All surgeries have an appointment system, you can arrange an appointment by telephone, face to face or online. Please ask at reception to register for the online service.

We offer telephone consultations with a clinician. This service was introduced to enable patients to have a consultation without having to attend the surgery.

This will help the practice to offer appointments promptly.

What to do in time of bereavement

If death occurs at home:

Telephone the doctor. The doctor will visit to confirm death has taken place.

Contact the Funeral Director.

Collect the death certificate from the surgery.

When death occurs in hospital:

Contact the Funeral Directors

Collect Doctor's death certificate from the hospital

Take this to the Registrar's for the area in which the death took place

Take the green form to the Funeral Director who will take over complete responsibility for arranging the funeral

In An Emergency

During normal hours please ring the normal surgery number **0161 628 3628**

Outside normal surgery hours ring **1-1-1**

Give the patient's name, address, the name of the doctor and a brief description of the problem.

A doctor or nurse will either ring you back and either give advice, arrange a home visit or ask you to attend an out of hours centre

IT IS VERY IMPORTANT THAT THE SERVICE IS NOT USED FOR PROBLEMS THAT WILL WAIT UNTIL THE SURGERY IS OPEN

NHS England

P.O. Box 16738

Redditch

B97 9PT

0300 311 22 33

(Mon – Fri 8am – 6pm excluding Bank Holidays)

england.contactus@nhs.net

Patients aged 16 to 75 have a right to an appointment regardless of whether they have been seen or not over the last 3 years. Patients aged 75 years and over have the right to an appointment regardless of whether they have been seen or not over the last year. Patients may be asked to attend for a patient health check.

Additional services

Hopwood House provide the following additional services:

Cervical Screening (smears), Smoking Cessation, Vaccinations & immunisations, Joint injections, Child health services, Minor Surgery and Family planning.

Home Visits

If a patient is too ill to be brought to surgery the doctor will visit them at home. Babies and children with temperatures can safely be brought to surgery. Please contact the surgery before 10.00am if you need a home visit.

Repeat Prescriptions

We need 48 hours notice for repeat prescriptions. You can order by email, fax, post, in person or via online access.

Children and Young People

The Oldham Child Illness app is now downloadable for free from the App store by searching Oldham Child Illness, or you can scan this QR code to access it on your smartphone.



The app includes information on common issues which most parents will come across when bringing up young children, including sickness, rashes and dry skin, sticky eyes, coughs and colds, upset tummy, constipation, earache, allergies and bumps and bruises.

The app is also complemented by a handbook, available from your GP practice or health visitor

Using your local pharmacy

A quick visit to your local pharmacist can be a fast, convenient way to get minor illnesses and injuries treated closer to home. Pharmacists are fully trained health professionals and provide help and advice on a wide range of symptoms. You can visit any pharmacy without making an appointment and many are open evenings and at weekends.

Visit www.nhs.uk to find your nearest pharmacy.

Coughs, Colds & Flu

Coughs and colds are usually caused by viruses which go away by themselves. Rest, plenty of drinks and Paracetamol are usually effective in helping to soothe them.

Flu is caused by a different group of viruses and symptoms tend to start more suddenly, be more severe and last longer.

If you are otherwise fit and healthy, there's usually no need to see a doctor if you have flu-like symptoms.

The best remedy is to rest, keep warm and drink plenty of water to avoid dehydration. You can take Paracetamol or Ibuprofen to lower a high temperature and relieve aches if necessary.

If you are short of breath, have chest pain or have had a cough for more than three weeks you should contact your GP surgery.

If you are poorly but still don't feel that any of the options in this leaflet are right for you, NHS 111 is a free helpline which provides advice about symptoms and where to go for treatment.

Call **111** when it is **less urgent** than **999**

Think! Right treatment, right place

As many as 1 in 3 people who go to A&E don't need to be there.

We want to help you get the right treatment at the right place as this does not always have to be provided in a hospital building.

Your family doctor (GP) is the main point of contact for you and your family's general health care.

Make the right call

Please only dial 999 for an ambulance in a life-threatening emergency.

Common unnecessary calls to 999 include cuts, sprains, vomiting and hangovers with other examples of people calling with minor ailment such as groin pain, aching knees and a nosebleed. All of these could have been better treated by a trip to a pharmacist, GP, walk-in-service or with self-care at home.

Where to find NHS dental treatment

If you have a dental emergency or would like to register with an NHS dentist, you can contact the dental helpline number – 0333 332 3800

Useful telephone numbers:

- Low income scheme helpline – 0300 330 1343
- Queries about medical exemption certificates – 0300 330 1341
- Queries about prescription prepayment certificates – 0300 330 1341
- Queries about tax credit certificates – 0300 330 1347
- Prescription services helpline – 0300 330 1349
- Dental services helpline – 0300 330 1348
- All other enquires – 0300 330 1343

Did you know

You can check your symptoms online by going to..

www.nhs.uk or access the [NHS App](#)

We can return prescriptions if you enclose a stamped addressed envelope – please allow more time for the postal method

You can also order prescriptions by fax on 0161 628 4970 or via email at repeats.hopwood@nhs.net

Please allow 48 hours

To order a repeat prescription you must clearly mark the tear off slip with a tick against the required medication on the tear-off slip.

Your medication cannot be issued if you have not indicated what you require.

How to register

If you live in our practice area or with an existing patient you can register as a patient by completing a registration form which is available from reception.

Patients will not be removed from the list without first receiving a warning and a reason will be given for this.

Walk-in Centre

Your nearest walk-in centre is at the Integrated Care Centre New Radcliffe Street Oldham

This is open 7 days a week from 8.00am – 8.00pm

Patient Participation Group (PPG)

The practice is continually seeking ways to improve its medical services and decided to seek a group of patients with whom the doctors and staff could consult and who could put forward suggestions.

The main aims of the group are:

To provide input to the practice to improve services

To improve communication between the practice and patients

To improve understanding of services available

To improve the practice's understanding of patients needs and to support the practice in developing services.

Any patient can put forward ideas by sending them to the surgery and addressed to the PPG. The group cannot deal with any personal medical items. Please include your name, phone number and/or e mail address if you wish to have a response though it may be some time before you get one as the group only meet every 3 months.