

# ELLESMERE MEDICAL CENTRE

262 Stockport Road

Cheadle Heath

Stockport

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Tel: 0161 426 5276

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## PATIENT INFORMATION



# WELCOME TO ELLESMERE MEDICAL CENTRE

Ellesmere Medical Centre is a community based general practice situated on Stockport Road, Cheadle Heath, which provides high quality primary health care to over 7,000 patients in Cheadle Heath and the surrounding area. The Practice has a strong reputation and commitment to improving the health of the local community and offers a full range of services with preventive medicine playing a primary role. Patients are registered with the practice, not with an individual doctor; you can choose which doctor you would like to see on each visit, subject to their availability. Ellesmere is a training practice. Every 12 months a doctor joins us from Stepping Hill Hospital to complete their training in General Practice. At times we also have a Foundation Year 2 doctor training with us for four months. They are two years post qualifications as doctors. We also frequently have medical students from Manchester University and are grateful for your co-operation in enhancing their training.

## RECEPTION STAFF

Your first point of contact with the Practice is with our reception staff, who are always willing to help and will offer you assistance when you need it. The practice currently employs seven part-time receptionists (Jean, Denise, Debbie, Mary, Paula, Tina, Jagjit and Sue), supported by the Assistant Practice Manager Elaine Walker.

## THE DOCTORS

**Dr ABIGAIL WEBSTER** (BSc MB ChB DCH DObst DRCOG MRCGP) qualified in Liverpool in 1989, joined the Practice in 1996 and became the senior partner in October 2008. She is one of our GP trainers. She has a special interest in diabetes, joint injections and coil fittings.

**Dr PAUL McGUIGAN** (BSc(MedSci) MBChB MRCGP) qualified in Manchester in 2000, joined the Practice in August 2008 and became a partner in October 2008. He became a GP trainer in May 2009. He has a special interest in sports medicine, minor surgery and cardiovascular disease.

**Dr PHILIP TRENHOLM** (MB ChB MRCP MRCGP) qualified in Manchester in 1992, he joined the Practice as a salaried GP in 2006. He has a special interest in respiratory disease and joint injections.

**Dr MEGAN MARTIN** (MB ChB MRCGP DRCOG DCH DFFP) qualified in Manchester in 1999. She joined the Practice in 2006 and works part time (Tuesday and Friday). She performs eight week baby checks in the baby clinic and fits Implanons for contraception.

**Dr LAURA HALLS** (MB ChB DRCOG DFFP MRCGP) qualified in Manchester in 2002. She joined the Practice in 2005 and works part time (Tuesday and Thursday). She has a special interest in diabetes and Implanon fitting

For the latest information click to: [www.ellesmeremedicalcentre.co.uk](http://www.ellesmeremedicalcentre.co.uk)

Cheadle Dental Practice

Dr J M Campaigne BDS

- Cosmetic Dentistry
- White Fillings
- Tooth Whitening
- Dental Implants
- Smile Makeover
- Occlusal Rehabilitation



Quality Dental Care for all the Family

**0161 282 1367**

159-161 Stockport Road, Cheadle

*Look Good, Feel Good*

- Facial Rejuvenation
- Line & Wrinkle Removal
- Non-surgical Face-Lifts
- Dermal Fillers

In conjunction with **Cheadle Health & Beauty**  
159-161 Stockport Road, Cheadle

To advertise your business in our booklet call 0800 612 1516

## Smiles better

CHEADLE Dental Practice has been serving the local community for over 15 years and is well known for its caring, relaxed approach to dentistry for all the family.

"We offer a friendly welcome to private patients of all ages," said resident dentist John Campaigne, who qualified in 1983.

"Our experienced and professional team provide a range of general and cosmetic dentistry techniques, from traditional treatments such as checkups, cleans and fillings through to contemporary procedures including crowns, implants, bridgework and teeth whitening."

Although there is a commonly held belief that private cosmetic dentistry can be costly, John says this is often not the case.

"We offer a full range of cosmetic treatments at affordable prices that surprise many of our patients," he said. "Our aim is to help people to achieve the smile they've always wanted at realistic prices."

It's a service that takes advantage of the surgery's state-of-the-art equipment.

"We have made an investment in the latest technologies to improve the treatment we provide to our patients," added John, who promotes a preventative approach to dentistry, where his team educate their patients on how best to avoid problems with their teeth and gums.

"If someone comes in and doesn't need any work, we know we've done our job correctly."

The practice's recently refurbished premises are on the ground floor with disabled access and Cheadle Health & Beauty on the floor above.

To register or for more information on the services offered, call (0161) 282 1367.

Advertising Feature

## PRACTICE NURSES

Our highly qualified Nurses deal with a wide range of conditions and health concerns and are responsible for the running of our chronic disease management clinics, as well as being able to provide patients with general advice. They are experts in many areas of disease management such as diabetes, asthma and cardiovascular disease and also offer services such as spirometry, contraceptive services, cervical cytology and travel and childhood vaccinations and immunisations. When making an appointment please give enough details to ensure we book you into the correct clinic.

**Sr VIV HALLOWS** RGN BSc Hons Nursing Practice. Sr Hallows is our senior prescribing nurse. She has special interest in diabetes.

**Sr CAROLINE HILL** RGN BSc Hons Nursing Practice. Sr Hill has special interest in asthma and COPD.

## HEALTH CARE ASSISTANTS (HCA)

Our Health Care Assistants carry out blood clinics, blood pressure checks, heart disease screening, ECGs and provide advice on smoking cessation.

**JO HALLOWS** NVQ Level III in Health & Social Care

**CAROLE THORPE** HCA Qualification - Stockport PCT

## ADMIN STAFF

Tanya Humphreys is the Business Manager and she may be able to help you with any administrative or non-clinical aspects of your health and treatment. She is responsible for managing the smooth running of the Practice, ensuring that all patients receive a professional, efficient and clinical sound service. We have our own practice-based complaints procedure and Tanya is available to discuss any suggestions, queries or complaints you may have concerning the Practice.

Tanya is supported by all the above and by a skilled team of administrative staff; including our two medical secretaries, Gill and Angela.

## OTHER STAFF ATTACHED TO THE PRACTICE

### DISTRICT NURSES

They provide nursing care at home, which includes nursing for terminal illness, health advice and assessment for housebound patients. Should you require their assistance, please contact them on (0161) 426 9570.

### HEALTH VISITORS

They provide health care advice to all patients but especially to expectant mothers, families with young children and our elderly patients.

### MIDWIVES

They run a surgery twice a week (Monday and Thursday) at Ellesmere Medical Centre, during which they offer specialist advice in all aspects of antenatal care.

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
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To feature your business in our booklet call 0800 612 1516

Visit our website on: [www.ellesmeremedicalcentre.co.uk](http://www.ellesmeremedicalcentre.co.uk)

## COUNSELLOR

Nicola Coleman provides help to patients with regards to bereavement counselling and stress-related problems. Patients are referred by the doctor or the practice nurse.

## HOW TO REGISTER

Please contact our reception staff who will advise you about our new patient pack, which will need completing before you can make your first appointment. The pack includes an NHS doctor services registration form, a data collection form and a release of registration details consent form, which will allow you to access our on-line appointment booking and repeat prescription services. If you have your medical card available, please attach it to the form. Please note that in order to register you will also be asked to produce two forms of ID, such as a driving licence or passport, and proof of residency, eg a utility bill. If you have recently arrived to the UK you will need to provide a valid visa. If you are taking regular medication or need a follow-up for a medical condition, please make an appointment at the time you register. Once your registration form is received, the Primary Care Trust will send you a new medical card for you to keep. Should you wish to become an organ donor, please tick the appropriate option on the back of your registration form and your name will be added to a central register.

## OPENING HOURS

Monday	8.00am - 6.00pm (6.00 - 8.00pm by appointment only)
Tuesday	8.00am - 6.00pm
Wednesday	7.00am - 8.00pm (8.00am - 6.00pm appointment only)
Thursday	7.00am - 8.00pm (8.00am - 6.00pm by appointment only)
Friday	8.00am - 6.00pm
Saturday	10.00am - 12 noon (only one Saturday per month)

Please note that Ellesmere Medical Centre is not open on Bank/Public Holidays. Should you need to see a doctor outside our opening hours, please ring the surgery and your phone call will be automatically transferred to the out-of-hours service.

If you require any advice and do not necessarily need to speak to a doctor, you can ring NHS Direct on **0845 4647**, or visit **[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

In an emergency (eg severe chest pain, sudden disabling breathlessness, collapse, severe injury, etc) please telephone the emergency services on **999**.

### *Surgery Closure For Our Staff Training And Development Day*

The Practice closes one Wednesday afternoon, usually every three months for training purposes. These dates are advertised in the practice.

### *Lunchtime*

Phone calls are on transfer to the Out-of-Hours Service between 12.30 - 1.30pm daily.

In the event of an emergency the out-of-hours service will contact the practice.

**For 24 hour information click to: [www.ellesmeremedicalcentre.co.uk](http://www.ellesmeremedicalcentre.co.uk)**

## APPOINTMENTS

It is our aim to offer our patients an appointment with a primary healthcare professional (eg a HCA or nurse) within 24 hours and with a doctor within 48 hours. We also allow bookings for appointments to be made up to one month in advance (21 days for on-line booking). Telephone appointments with a doctor are also available and can be appropriate if you need medical advice but do not require face to face contact. If you would like a telephone appointment with a doctor, please speak to a receptionist who can arrange this. You will be asked to leave your telephone number and told that a doctor/nurse will call you within half an hour of your booked time.

We may not be able to offer you an appointment with the doctor of your choice within these challenging timescales due to annual leave, sickness or if they are fully booked. However, we will endeavour to accommodate your requests where possible. We would suggest you book a follow-up appointment with a specific doctor two weeks in advance.

To continue to maintain this high level of access to our clinicians it is imperative that you inform us as soon as possible if you are unable to keep an appointment so that we can offer it to another patient.

Should you wish to book an appointment with one of our clinicians online, please visit our website: [www.ellesmeremedicalcentre.nhs.uk](http://www.ellesmeremedicalcentre.nhs.uk). Please note that you will first need to register for our online services by asking a receptionist for a personalised registration document. You may also request this in writing, sending a stamped addressed envelope.

## HOME VISITS

Home visits are exclusively for patients whose medical condition prevents them from being able to attend the surgery; this includes patients in residential and nursing homes. Explaining the symptoms to the receptionists will help the doctor see the most urgent cases first. In almost all cases we will ask you to bring your child to the surgery where we have the best conditions for examination. This is safer for your child as urgent problems can be referred to hospital quickly. In most cases, patients will be expected to come to the surgery. If you require a home visit please telephone the surgery before 11.00am as this will help the doctors to plan their visits, which they will carry out mostly early in the afternoon. If your visit is of an urgent nature please advise the receptionist accordingly.

## DENTAL PROBLEMS

If you are not registered with a dentist and need urgent dental treatment please contact NHS Direct. GPs are not trained to deal with dental problems.

## REPEAT PRESCRIPTIONS

Prescriptions previously authorised by a doctor may be re-ordered either in person or online, via our website. The date of your medication review will be printed underneath your medication on the right hand side of the script. You will need to arrange an appointment with reception for the review. This often involves having blood tests and then seeing a nurse or doctor for a review with the results; reception will advise you of this. After that, a review may be required. For reasons of safety, we regret we cannot accept repeat prescription requests over the telephone. If you wish us to post your prescription back to you, please provide us with a stamped envelope with your full details. Please allow 48 hours for your request to be processed.

**Click to: [www.ellesmeremedicalcentre.co.uk](http://www.ellesmeremedicalcentre.co.uk) for latest practice information**

## TEST RESULTS

Please call the Practice after 2.00pm for test results, one week after having the tests. It is **YOUR** responsibility to find out the results of your tests. The majority of results for tests that are performed in the surgery are available in the practice a week after the test, although some tests such as x-rays and scans taken outside the practice, take longer.

## LETTERS FROM HOSPITALS

Please check that any correspondence from hospitals has been received by the Practice before making an appointment with your usual doctor. This avoids wasting your time and ours. If you receive a letter from the hospital asking you to consult your GP, please confirm that we have received communication from them before making an appointment.

## SPECIAL NEEDS

Our surgery is accessible to patients using a wheelchair. If you have difficulty communicating in English, we would ask you to bring an English speaking friend with you when visiting the Practice. Alternatively, please speak to one of our receptionists, who will be able to book an interpreter to assist you during your visit with the doctor.

We can also offer an online communication tool to assist patients who are deaf. You can access this at [www.signhealth.net](http://www.signhealth.net)

Please tell us if you want someone to accompany you during an examination or if you need a private room to discuss any matters.

## COMPLAINTS PROCEDURE

Ellesmere Medical Centre aims to give a professional service to all patients. However, if you have any concerns about any aspects of our service then we would ask that you speak or write to the Practice Manager who will be able to assist you in your concern.

All complaints received will be acknowledged in writing within two working days. Complaints will be fully investigated within 10 working days. If this cannot be achieved, the patient will be given regular information on progress and the reason for the delay. We do analyse and review complaints received to ensure we learn from mistakes and improve our services where needed.

The PCT also operate a Patient Advice and Liaison Service (PALS) which can offer help to resolve any problems before they become formal complaints. To speak to a PALS officer, ring 0161 426 5888.

Please note: all patient complaint records are kept separate from medical records.

## FREEDOM OF INFORMATION

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## PRIVATE SERVICES

Some services, such as medicals, completion of private claim forms and holiday vaccinations carry a charge. Please see table below:

Item	Charge
- Private Sick Note	£14.00
- Private Prescription	£14.00
- Statement Of Facts Letter	£15.00
<b>Access To Records</b>	
- Immunisation History (from paper notes)	£15.00
- Full copy of Records (£10 + £1 per sheet)	£50.00 maximum
- To view Medical Records (appointment required)	£10.00
<b>Form Completion (WITHOUT Exam)</b>	
- Fitness To Travel	£15.00
- Fitness For Sport/Exercise	£15.00
- Extract From Medical Records	
Health Insurance Forms	£35.00
Travel Cancellation Form	£25.00 - £35.00
Child Minder (Ofsted health form)	£80.00
<b>Taxi Medical (including eye test)</b>	£80.00
<b>Heavy Goods Vehicle Medical</b>	£120.00
<b>Full Medical</b>	up to £140.00

## GP RESPONSIBILITIES

We are committed to provide you with the best possible care:

You have the right to privacy and confidentiality. Everyone working in the NHS has a legal duty to keep information about you confidential.

We aim to keep waiting time to a minimum and wherever possible to less than 30 minutes. However if this is not possible, our receptionists will let you know when the surgery is running late.

You will be given accurate information and answers to questions about your health and, in particular, about any illness and its side-effects, prevention and avoidance of the illness recurring, details of proposed investigations etc.

You have the right to see your medical record, subject to the limitations of law (Data Protection Act 1998 and Access to Health Records Act 1990).

## YOUR RESPONSIBILITIES

Once you register with us the care of your health is a partnership between you and the staff at the practice. The success of such partnership will depend on both parties fulfilling their role. We will endeavour to provide you with a satisfactory service at all times and we ask you to:

Be courteous and polite to all staff. Patients who are aggressive or abusive to any member of our staff or any other person in the practice premises may be removed from the list.

Plan your repeat prescription request with plenty of time.

Attend appointments punctually.

Be patient if a clinician is running late as they may be dealing with complex problems.

If you no longer require to see one of our clinicians or are unable to attend your appointment, please let us know as soon as possible and even if it is at short notice so that we can offer your appointment to somebody else.

Only request a home visit if you are too ill or infirm to attend the surgery.

Use emergency appointments responsibly and considerately.

Keep us informed of any changes in your personal details, such as name, address, telephone number, etc.

Please remember that you are ultimately responsible for your own health and the health of your children. We will provide you with professional help and advice but only you can act on it.

## NOTES

# WHAT HAVE YOU GOT TO LOSE?

**Jean has lost 12 inches and 30lbs since joining in September...**

“ Since joining my blood pressure has gone from dangerously high to near normal. My stamina has improved and I can walk much longer distances. Exercise has stopped the pain in my legs and hips too. The staff make it a friendly, relaxed place to be, so you continue to attend long after you would have given up at a conventional gym.”

**Sally, 47 has never looked back!**

“ In the month that I have been at Shape Up & Go not only do I feel better but my physiotherapist has noticed the difference in my muscle tone. Prior to coming here I had been seen 3 years after my stroke, but now I am able to walk without my leg brace because of the difference in leg strength.”

Many ladies find traditional gyms intimidating and full of fit bodied young people. That's why **SHAPE UP & GO** is an ideal environment. Our fully air-conditioned, ladies only centre is for the more mature user who wants to lose weight, inches and improve their figure in relaxing and luxurious surroundings.



**shapeup & go**

**CALL NOW FOR YOUR FREE GUEST VISIT: 0161 282 7317**

2-4 Eden Place, Cheadle, Stockport, SK8 1AT (above Costa Coffee)  
www.shapeupandgo.com

**10% OFF MEMBERSHIPS FOR ALL PATIENTS**

Ladies Only • Slim Down, Firm Up, Look Good, Feel Great

## Slim down, firm up!

Shapeup & Go is a Ladies Only exercise centre that has been designed for ladies who feel intimidated by conventional fitness centres. Not all women want to exercise in an environment of loud music, surrounded by men and complicated equipment, so Shapeup combines the best of leading exercise concepts, with calm and luxurious air-conditioned surroundings.

Each visit offers a comprehensive exercise programme using power-assisted exercise machines which tone and strengthen muscles in less than half the time of more traditional methods. This form of exercise programme is suitable for people who may be lacking in muscle tone, the elderly who need to improve strength and mobility, and people who are generally out of shape with weight to lose.

Unlike conventional gyms, there is always someone on hand to help and to give encouragement. All clients receive a full health and fitness assessment before an exercise programme begins with regular re-assessments to monitor progress.

The assessment includes a full body composition analysis, measuring body fat, muscle content, water content and BMI, along with general healthy living and nutritional advice. Shapeup is also the official supplier of Dietplate for those wishing to lose weight in a controlled manner.

The centre is ladies only and is situated above Costa Coffee in Cheadle's High Street. Ladies are welcome to call in to see the equipment, have a coffee and talk to the friendly, female staff, who will gladly offer help and advice.

Telephone 0161 282 7317 for details.

## REGISTERING WITH ELLESMERE MEDICAL CENTRE

You may register with the Practice as long as you live within our catchment area:

