

# The Maples Medical Centre



## Practice Leaflet

**0161 498 8484**

[www.themaplesmc.co.uk](http://www.themaplesmc.co.uk)

[SMCCG@MaplesMedical@nhs.net](mailto:SMCCG@MaplesMedical@nhs.net)

WE CARE ABOUT EVERYBODY

# The Maples Team

## GP Partners

**Dr. Tasneem Ahmad**

**Dr. Ingrid Fichardt**

**Dr. May Aldean**

**Dr. Peter Fink**

**Dr. Clare Lake**

**Dr. Emily Paterson**

**Dr. Elizabeth Eakin**

## Pharmacists

**Mrs Gill Ridley-Fink  
Mrs Penny Harrison**

## Secretaries

**June Gregory  
Lynn Roberts**



## Nursing & Health Care Assistants

**Sister Elaine Richards – Nurse Manager  
Sister Abigail Contos,  
Mrs Diane Evans,  
Mrs Hannah O'Neill  
Miss Christine Evans**

## Management Team

**Practice Manager: Jayne Comer  
Reception Manager: Sue Mills**

## Administration Team

Chloe Chapman	Sophie Comer
Chantel Sommers	Leanne Daniels
Gay Ashcroft	

## Receptionists

Clare Whittle	Kimberly Blidgeon
Sarah Folks	Norma Shingleton
Georgia Contos	Sarah Grandison-Blythe

# About The Maples Medical Centre

## Facilities for people with disabilities

- Disabled access is via the main doors.
- Parking for disabled patients is available in the front car park.
- Toilet facilities are available.

## Facilities includes –

- Reception & waiting area
- 6 GP consultation rooms
- Practice Nurse & HCA rooms
- Large Health Education room
- Baby change, and baby feed facilities
- Patient/disabled toilets
- As well as accommodating our own clinical team, we offer space to other healthcare professionals to run clinics such as Best Care, Iris and Working Well.



We also operate from our sister site – The Lakes Medical Centre, in Timperley, where you could also go for an appointment if suitable for you to do so.

## Practice Boundary



## Manchester Health and Care Commissioning (MHCC)

For information on other medical services in your area you can contact:-

**MHCC**, 2nd Floor, Parkway 3, Parkway

Business Centre, Princess Road, Manchester M14 7LU

Telephone: 0161 765 4051

# New Patients and Patients Charter

## New Patients

To register at this Practice, you must live within our Practice catchment area. Once you have decided to register you will need to complete a New Patient Registration, and you where possible you must have to hand your NHS number.

This can be done at the practice or they can be downloaded from our website.

Once we have accepted your registration which could take up to 2 weeks to process based on the information received, your medical records will be transferred to the practice. You will then be invited to attend a New Patient Check when your medical needs will be discussed with you.



You must make sure you are in our catchment area to be registered at our practice.

Please check on this link to see if you are in our catchment area

[www.nhs.uk/service-search/GP/LocationSearch/4](http://www.nhs.uk/service-search/GP/LocationSearch/4)

## Patients Charter

### We aim to provide the following standards:-

1. The best possible medical care.
2. Non-urgent appointments with a Doctor or health professional within 2 working days.
3. Urgent problems seen the same day.
4. Home visits when medically necessary.
5. Repeat prescriptions within 48hrs, except weekend.
6. Prompt start to surgeries and clinics, information explained if unavoidable delay occurs.
7. A quick, full and fair response to any suggestions or complaints.

### With these rights come responsibilities, and for the patient this means:-

1. Courtesy to staff at all times.
2. Attend appointments on time or give adequate notice if you wish to cancel.
3. Home visits should be requested before 10.00am wherever possible and should be medically indicated.
4. Patients give at least 48hrs notice for repeat prescriptions.
5. Out of hours calls should only be requested if absolutely necessary e.g. an emergency and the problem cannot wait until the surgery is next open.

# THE MAPLES

Medical Centre



## Zero Abuse

This practice will not tolerate any aggressive or violent behaviour whether **physical or verbal** to any Doctor, member of staff or persons attending the surgery.

Any patient found in breach of this policy may have to find alternative care.

1. We expect courtesy to our staff at all times.
2. Serious incidents will be reported to the police.
3. Patients may be removed from our practice list immediately.

# How to contact The Maples

Our phone lines are open from 8am to 12.30, and then from 1.30 to 6pm

If your call is for test results, forms to be completed, prescription or general enquiries – please ring after 11am.



Reception: 0161 984 8484

Press 1 – for information about ordering online

Press 2 – Prescriptions enquiries

Press 3 – Test results

Press 4 – Continuation of a Fit Note

Press 5 – Referral Enquires

Press 6 – to speak to a Receptionist



**SMCCG.MaplesMedical@nhs.net**



## On-line Appointment System

To order your prescriptions on-line or book a telephone consultation with the Doctor, check your symptoms on line.

You can register with Patient Access or the NHS app.

Contact reception to register for this service, or more information visit our website.



## Surgery Opening Times

Mon	8am – 6.30pm
Tues	8am – 6.30pm
Weds	8am – 6.30pm
Thurs	8am – 6.30pm
Fri	8am – 6.30pm
Sat/Sun	Closed

We do have early and late appointments, please speak to Reception for more details

## Out of Hours Treatment and Advice

**For all life threatening emergencies call 999**

For non-emergency medical treatment or medical advice call 111

The Maples Medical Centre –Out of Office contact number 0161 336 5958



**For announcements about the surgery be sure to look us up on Facebook**

The Maples Medical Centre  
2 Scout Drive  
Newall Green  
Wythenshawe  
M23 2SY

# Appointments at The Maples

## GP Telephone consultations

- Our appointment system allows quick and easy access to a doctor.
- Our phone lines are open from 8am for an on the day telephone consultation with a Doctor.
- Our Receptionists will check your contact details.
- Our receptionists are asked to triage your calls in order to direct your call to the right person.
- You will be contacted by a GP, who in consultation with you, will decide on the best treatment for you.
- If necessary, you may be asked to come in to see the doctor.
- Please note if there are no more telephone consultations left for the day, you will be asked to ring back the next day; unless you have a medical emergency and you will be advised accordingly what action to take.
- We do have late night appointments; please speak to a receptionist for more information.
- We ask our Receptionists to respond to any non-emergency enquiries when the surgeries are finished.
- For information – all calls are recorded for monitoring/training purposes.

We will provide reasonable adjustments for patients with Learning Difficulties, deaf, language difficulties, physical disability or communication problems that prevent a Patient from contacting via phone. (They will still be able to book appointments with reception).

## Home Visits

Home visits are intended for patients that are house bound through ill health. If your health genuinely prevents you from leaving your house, you can request a GP visit by calling before 10am. The GP will telephone you first to assess the urgency of your request

We are aware that some patients are housebound, and we are always happy to visit them at home. However, wherever possible we would ask that you try to attend the surgery.

## Waiting for appointments to see the GP/Nurse/Pharmacist

Please let a receptionist know if you have been waiting for 20 minutes or more.

We ask you to bear in mind that some appointments may overrun due to unforeseen circumstances, and your patience would be appreciated.

## Online Consult

You can use our online triage system to obtain medical advice about a whole range of medical conditions. We can also deal with health queries online too, it could help make sure you see the right person at the right time, or even save you a trip to the Practice!

Speak to a Receptionist or visit our website for more information.



# Appointments at The Maples

**PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS**

## How to Make, Check and Cancel Appointments

- 1) In person at the practice
- 2) Telephone our receptionists during practice hours
- 3) Email: [SMCCG.MaplesMedical@nhs.net](mailto:SMCCG.MaplesMedical@nhs.net)

## Can't make an appointment?

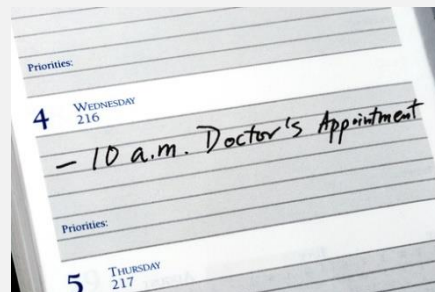
We know plans can change, if you can no longer make your appointment, please let us know as soon as possible so we can re-schedule and make that place available to others.

If you miss more than three appointments in six months, and then keep missing appointments we may take the decision to refuse to treat you in future.

On average 135 appointments are wasted each month.

## What happens if you arrive late for your appointment

If you are more than 10 minutes late for your appointment, you will be asked to take a seat whilst the Receptionist speaks with the relevant clinician to see if you can still be seen.



## Fit Notes

### Fit Notes

If you need a Fit Note as you have been ill for more than 7 days, for work or benefit purposes, please ring for a telephone consultation with the Doctor.

For information only - a Doctor can only backdate a Fit Note, so please ring on the day when your Fit Note is due to end if you need it to be extended.

For a continuation Fit Note press option 4 on the phone system and leave a message.

## Patient/Letters Forms

Any letters, or forms that you wish a Doctor to complete please allow 7-10 working days for them to be completed. Please note there may be a charge - speak to a receptionist for more details.



# Repeat Prescriptions

## WE DO NOT TAKE A REPEAT PRESCRIPTION REQUESTS OVER THE PHONE

### Repeat prescriptions

We ask for you to make sure that you order your repeat prescription in plenty of time, as we can not always guarantee that it can be authorised in time.

We ask you to give **48 hours notice** when requesting repeat prescriptions, and when collecting your prescription, please leave **48 hours and collect after 2.00pm**.

If your medication is on repeat prescription you will be given a computer printout with the details of your repeat medication on it if you do not have your repeat to hand.

Please use this to order a repeat prescription by marking the items required on the printout.

### Contraceptives and HRT prescriptions

A full range of contraception services are available including the pill, injection and morning after contraception; however, these are not available on repeat prescription, and you will need to make an appointment to see the Practice Nurse for a blood pressure check before they can be given.

Please, therefore, bear in mind to give plenty of notice when booking appointments for your contraceptives as there may not be appointments available at the last minute.

Advice and prescribing for emergency contraception is available at this practice, via telephone triage.

### How to order a repeat prescription:-

You can either:-

1. Tick items required on your repeat prescription form, and place the printout in the black post box in reception.
2. Post the printout to the practice, with a stamped addressed envelope. (please allow plenty of time due to delays with the post).
4. for house bound patients and frail patients we can assist you with your ordering.
5. **Register for online ordering - please speak to a member of staff about how to register**



# Important information

## Samples

All samples must be brought to the surgery in the sterile containers and sealed in the bags provided by the practice. Your full name and date of birth must be written on all bottles and must be handed in at reception before 1pm to be included in our specimen collection from the hospital.

## Results, X-rays and hospital post

If you have been sent for an investigation by the practice then we will contact you via phone/mail, unless otherwise arranged with the Doctor/Nurse. If you have not received your result within 10 working days please contact the surgery.

## Blood Taking Service

Please telephone 0800 092 4020 to make an appointment to have your blood taken.

**Please obtain a blood form from the surgery prior to attending the appointment.**

## Medical equipment

All equipment used in this practice is "single use" therefore it is disposed of immediately into medical bins after use, and then disposed of by a registered carrier.

## Storage of Vaccines

All vaccines stored at the practice are kept in fridges and stored at the manufacturers recommended temperature. The temperature of the fridge is checked daily and logged. Batch numbers are recorded in the patient's notes when a vaccination is administered.

## Chaperone

All patients are entitled to have a chaperone present where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

Patients are advised to ask for a chaperone at the time of booking an appointment, if possible, so that arrangements can be made

## Interpreting Service

The Interpreting and Translation Service is to provide equity of access to health services for patients whose first language is not English. It is completely impartial and aims to offer an accurate and confidential communication between health professionals and patients. If you require an Interpreter, please inform Reception,

# Choosing the right treatment

Self care using your local Pharmacist.



**The best choice to treat very minor illnesses, ailments and injuries.**

Self care is how you can treat everyday minor illnesses and injuries in your own home by simply combining a well stocked medicine cabinet with support and advice from your Pharmacist and the services below when required.

Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your local pharmacist.

Make an appointment with your GP for medical advice.



**For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.**

Your GP can treat your illnesses or injury that has been treated with self-care but just won't go away. Call your GP Practice to make an appointment.

We can also provide urgent appointments and will see a child quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.

**For serious illnesses, injuries and conditions that may be life threatening choose A&E**



**Do I really need to attend A&E or call 999?**

Many visits to Accident & Emergency can be resolved by other NHS services. If your condition is not critical then please choose another service to get the best possible treatment.

If the condition is not serious and the surgery is closed you may wish to consider ringing 111 for advice.

For any eye problems – we recommend that you go to Manchester Eye Hospital

**Address: Oxford Rd, Manchester M13 9WL**

**Phone: 0161 276 5533**

For tooth ache, jaw problems – we recommend that you telephone the

**Emergency Dentist on 01625403673**

# Choosing the right treatment



## Pharmacy Advice

We encourage patients with minor ailments to use the pharmacy for advice and treatment, instead of a visit to the doctors. This service is available at most pharmacies.

This will relieve pressure on current appointment schedules and allow patients with more urgent or serious needs to see the GP sooner.

## Walk-in Centres

Forum Health  
Forum Health Simonsway,  
0161 435 3500

Community Treatment Room – Appointment only  
Simonsway  
0161 435 3694

Cornishway Group Practice  
Forum Health Simonsway  
0161 490 2293

Wythenshawe Forum  
Forum Centre, Simonsway  
0161 935 4020



## The Maples Medical Centre

0161 498 8484

Mon-Fri 8.30am - 6.30pm  
Sat/Sun Closed

Out of Hours calls will be answered by  
**Go2Doc**.

Alternatively call **111** for non-life threatening conditions.



## Out of Hours Help

The emergency service in this area is run by **GotoDoc**, and is staffed with local GP and nurses from Greater Manchester.

**Go2Doc** offers phone advice, appointments at the GP Centre in Wythenshawe Forum or at Manchester Royal Infirmary, and if necessary, will provide home visits.



## When to go to A&E

For all serious conditions such as broken bones, burns or blood loss go straight to your nearest Accident & Emergency.

**A&E Means Accident & Emergency  
NOT Anything & Everything!**



## When to call 999

Always call 999 if someone is seriously ill or injured and their life is at risk. Examples of when to call 999 include (but not limited to):

unconsciousness  
fitting/choking  
chest pains  
concussion

severe loss of blood  
severe allergic reactions  
severe burns or scolds  
severe breathing problems

# Annual Check Ups

If you have been diagnosed with....

- High Blood Pressure
- Diabetes Kidney
- Disease Heart Disease
- Mental Health Problems
- Stroke or Mini Stroke (TIA)
- Asthma
- COPD (Smoking Related Lung Disease)
- Dementia or Alzheimer's Disease
- Epilepsy Vascular Disease
- Rheumatoid Arthritis
- Child Asthma
- Learning disability

We would like to offer you an annual comprehensive review of your condition(s) and medications. This will be mostly nurse-led.

Most people will need to have a urine test, and blood test with the healthcare assistant

Please speak to reception about booking your annual appointment.



## Arranging your annual check

Please telephone or visit after 11am or visit when we are less busy taking telephone consultation appointments.

If you intend to discuss this at reception please be patient whilst we book your appointment.

## Community staff who work with the practice

**Health Visitors** - give advice, monitor health and development in children and families. Available on Telephone: 0161 946 9278.

**District Nurses** - Attached to the practice, and give a variety of home nursing care.

## Other members of the Health Care Team

**MacMillan Nurses** - Specially trained in caring for and counselling the terminally ill, their relatives and or carers.

Community Psychiatric Nurses | Dieticians | Community Drugs Team

# Health Promotion & Chronic Disease Management

Screening of our practice population, offering health promotion and disease prevention is a vital part of our service to you. We offer regular monitoring for our patients with chronic diseases such as Heart Disease, Circulatory problems, Diabetes and Asthma.

Other services available are Health Checks, Well Woman or Well Man Advice, Cervical Smears, Travel Advice, Blood Pressure Checks, Diet Advice, Family Planning, Contraception, HRT and Smoking Cessation.

When making your appointment with the nursing team please inform the staff which service you require so we can ensure you are seen by the appropriate professional.

## NHS Health Checks

If you are over 40 you can request an NHS Health Check. This involves an appointment with the healthcare assistant who will take blood samples, weight and blood pressure.

You will then have a follow up appointment with a nurse, who will explain the results and if required refer you to your doctor



## Chronic Disease Management

Patients with chronic diseases such as Diabetes, Chronic Heart Disease, Ischemic Heart Disease, COPD are provided with a care plan that outlines the annual list of appointments they should attend.

This includes medication reviews and blood tests.

We will send out reminder letter but please help us to help you by tracking your appointments in the care plan and booking yourself in when your next appointment is due.



# Sexual Health / Pregnancy

## Under 25s Sexual Screening

Sexual health screening is available to patients age 14 - 25 years who have no signs of infection.

Common sexually transmitted infection can be screened for without the need for an examination.

Please ask the practice nurse for further information.



## Cervical Smears

A cervical smear is recommended every 3 years for women from age 25 to 49 and every 5 years for women aged 50 - 64 who have ever been sexually active.

Please make an appointment with a practice nurse or, if you prefer, with one of the doctors

## HPV Vaccine

The HPV Vaccine is available to girls between the ages of 12 to 18 years offering vital protection against cervical cancer.

Girls between 12 and 13 will be vaccinated at school, older girls can book an appointment at the surgery with the nurse.

## Baby and under 5's Clinic

Thursdays:-

Doctor: 09.30am – 10.30am - 8 week checks (baby must be over 8 weeks)

Nurse: 9.30am – 11.00 am – Immunisations

## Pregnancy

You can self refer to the midwife if you think you may be pregnant.

### Midwife

Provides ante-natal care and advice during pregnancy and after childbirth. Based at Wythenshawe Hospital.

Telephone: 0161 291 2959

### In an emergency -

Telephone Day: 0161 291 2942.

Evening: 0161 291 2945

## Postnatal check

Once discharged from hospital after the birth of your baby you will be contacted by the surgery.

**Please remember to register your baby at the surgery.**

Postnatal check - Six weeks after delivery - please make an appointment with the Doctor.

# Patient Records, Feedback & Complaints

If you are happy with the service you receive at the practice, please tell your friends, or put your comments online!



If you are unhappy, then please tell us.

There are comment cards in the waiting room, and also online, and we welcome your views and the opportunity to try and resolve your concerns

If however you would like to make a complaint please telephone the Practice Manager or speak to reception.

There is a patient leaflet available at reception and online, which describes the process in detail.

If you submit a complaint, we will acknowledge the complaint in writing. We will then aim to resolve the issue within ten working days.

## Transfer of records

The practice will endeavour to dispatch any medical record required by the NHS Agency within seven working days and same day if the request is urgent.

## Access to patient records

The practice has a system to allow patients access to their records on request in accordance with current legislation. All applications for access to records, whether paper based or electronic, of living persons are now made under the General Data Protection Regulation. Ask for any further information at reception, as in some cases there maybe a charge.

This information will be supplied within 30 days.

## Confidentially

Information contained in your health record is confidential. The only times it will be shared with others are:-

1. For your health care e.g. referrals to other professionals.
2. When we have your permission in writing e.g. insurance reports etc.
3. When required by law e.g. notification of infectious diseases.
4. For verification/audit purposes in the interest of patient services by South Manchester Clinical Commissioning Group.

# Our Teaching Programme

We are a Training Practice affiliated to The University of Manchester, The North West Postgraduate Deanery for Medicine.

As a Practice, we are actively involved in helping to train qualified Doctors some of whom are training to become GPs, others who will return to their work in the hospital. We also support qualified nurses who are still training.

These Trainees are an integral part of our team, They may be present when you come to see your Doctor or nurse or you may be asked to see them directly. You are under no obligation to talk with or agree to any procedure being undertaken by our trainees. If you prefer not to meet with our trainees then please let us know. We will respect this decision and it will not affect your relationship with our team.

As part of the accreditation process for us to be allowed to teach other Health Care Professionals, we are inspected at regular intervals. Part of the inspection process and assessment of the practice will involve review of clinical notes. The notes will be anonymous (i.e. they will not be linked directly to any named patient) to maintain your right to confidentiality. The assessment process is about us and our ability to teach, not about you or your medical record. If you have any concerns about this process then please do not hesitate to contact any member of our practice team to discuss this further.



# Winter Resilience

In Winter time we aim to offer more appointments for the under 5, and for people with long term conditions.

## Flu Vaccines

Children aged 2 or 3, pregnant women, people with long-term health conditions and those aged 65 or older should get their free flu vaccines.

We will send be in touch with Patients to let them know when they can book in for their vaccines.

