



ROCHDALE ROAD MEDICAL CENTRE

PRACTICE LEAFLET

Information for patients

PARTNERS

Dr. S. Shahid MBBS, MRCP, MRCGP, Msc Health and Social Care Management

Dr. O. Khan MBBS MRCGP

SALARIED GPs

Dr Latif MBBS MRCGP

Practice Opening Hours

8.00am – 6:30 pm Monday to Friday

(The surgery closes at 1pm on the second Thursday of the month for staff training)

Visit our website at:

<https://www.rochdalemedicalcentre.co.uk/>



Welcome to Rochdale Road Medical Centre.

We are an award winning GP practice that gives equal

importance to physical and mental well-being of its patients. Through our large clinical team, we aim to see patients in the shortest possible time with many same day appointments available upon request.

We not only provide NHS general practice services but also unique in that we have our own charity called **Healing Humanity International** that can help with social issues, food and befriending for those in need. This means that whatever the issue, we will have somebody to help you.

APPOINTMENTS

Patients are able to make appointments with the doctor, nurse and health care assistant. For all appointments, please ring on **0161 643 9131** and speak to our reception team.

You can also book appointments using our online booking system. Kindly speak to reception for more information and log in details.

PRACTICE STAFF

Practice Manager	Jack Cochrane
Asst. Practice Manager	Khawer Khan
Prescriptions Manager	Faiza Salman
Practice Nurse	Deborah Moss
Receptionists	Alesha, Anna, Katie, Maria, Maria, Ryan, Sara

DATA PROTECTION

The Practice is registered with the Information Commissioner's Office and is committed to keep your data safe. For information on how we meet the requirements of the GDPR, your rights, how we handle your information, privacy and fair processing, please see our 'How we Use Your Health Records' leaflet or visit our website. You can contact our Data Processing Officer.

DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs. Disabled toilets in the waiting room. Lift.

HOW TO REGISTER AS A PATIENT

The practice welcomes new patients from within its catchment area. To join the practice, all that is required is the completion of a straight forward joining form - you do not need to inform your current GP that you are leaving - your notes will be transferred straight to our practice.

URGENT APPOINTMENTS

The practice has a number of urgent appointments each day for the Dr and the Nurse Practitioner. (Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness. They should be requested before 10.30 if at all possible. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room, we can make alternative arrangements.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

PRESCRIPTIONS

If you are on repeat medication, please use the reordering slip attached to your repeat prescription. Remember to tick the boxes for the items required.

Requests for medication can be submitted:

Online

By hand to the reception

By Post (Include a SAE if you want us to post it back to you)

You can also nominate your pharmacy to electronically receive your script

SERVICES AVAILABLE

The practice offers the following services:

- Childhood Immunisation
- Influenza Vaccinations
- Travel Vaccinations
- Minor Surgery
- Family Planning,
- Cervical Screening
- Weight Management Support
- Well Person Checks
- Chronic Disease Management Clinics
- Private Medicals including HGV, Taxi Medicals

COMMENTS, COMPLAINTS and COMMITTEES

Comments on any aspect of the practice are always welcome. If you have any suggestions or are unhappy about any aspect of our service, write them down and drop them in our suggestion box in the reception. The practice also has a patients' committee who can be contacted through our suggestion box – details from reception. If you wish to make a formal complaint against us, we operate the NHS complaints procedure: any letters of complaint should be addressed to the Practice Manager. A leaflet outlining the procedure in more detail is available from reception.