



ST ANDREWS MEDICAL CENTRE

Practice Information Booklet

2017 edition



Welcome to St Andrew's Medical Centre

St Andrew's are a friendly team whose aim is to provide you with the best possible health care for you and your family. The GPs based at St Andrew's Medical Centre are split into three practices. The practices are:

- Dr Peter Budden, Dr Helen Sutherland, Dr Tom Tasker and Dr Marie Tyrrell
- Dr David Casey, Dr Tom Regan, Dr Alison Walker
- Dr Mhairi Yates, Dr Andrew Fletcher, Dr Chioneso Mafunga, Dr Mo Mafunga

Our mission is to provide and deliver outstanding general practitioner services to the patients registered at St Andrew's Medical Centre.

We strive to do this to the best of our ability and to the highest possible standards in a caring, supportive and professional environment.

Our vision is to achieve this mission statement, addressing patients' needs and those of the wider community, committed to achieving these shared aims. We work collaboratively as a team to serve the community. We will make the best use of talents and resources and work together to make advances; take on new challenges in order to provide an outstanding service to you.

PRACTICE HISTORY

The early 1970s saw the beginnings of St Andrew's Medical Centre. Opening as Eccles Health Centre, 6 GPs who had previously all worked independently in small local surgeries were invited to work together in the new health centre. As Dr J Borkin, Dr MS Behardien, Dr I Cambell, Dr P Mort, Dr R Million and Dr J Broxton all began to retire, their practice was taken over by new doctors and slowly Eccles Health Centre started to expand. By the mid-1990s, the existing premises were deemed too small for the growing number of patients. In 1995, St Andrew's Medical centre as we know it today opened its doors on the site of the Old Conservative Club.

OPENING HOURS

Our practice is open 5 days a week (Monday to Friday) from 8am to 6pm. Our telephone lines are open from 8am until 6.30pm.

CONTACT

The Practice can be contacted by telephone: 0161 707 5500 or by Fax: 0161 787 9159 where one of our trained members of staff will be willing to assist with any queries. You can also email the practice at salccg.samc@nhs.net

The latest news and updates about our practice and the local area can be found on our website: www.standrewsmc.co.uk

INTRODUCING OUR PARTNERS

Dr David Casey	<i>Male</i>	MBChB(hons) MRCP(UK) BSc(hons) MRCGP LLM	2006 Warwick
Dr Tom Regan	<i>Male</i>	MBChB MRCGP BSc (Hons)	2008 Leicester
Dr Alison Walker	<i>Female</i>	MBChB MRCGP DRCOG	2007 Manchester
Dr Peter Budden	<i>Male</i>	MBChB MRCGP DRCOG	1987 Manchester
Dr Helen Sutherland	<i>Female</i>	BMedSci BMBS MRCGP DRCOG	1993 Nottingham
Dr Tom Tasker	<i>Male</i>	MBChB MRCGP DRCOG	1991 Sheffield
Dr Marie Tyrrell	<i>Female</i>	MBChB MRCGP DRCOG	1982 Manchester
Dr Mhairi Yates	<i>Female</i>	MBChB MRCGP	1991 Liverpool
Dr Andrew Fletcher	<i>Male</i>	MBChB MRCGP	2002 Manchester
Dr Chioneso Mafunga	<i>Female</i>	MBChB MRCP MRCGP	2001 Liverpool
Dr Mo Mafunga	<i>Female</i>	BMS MRCGP	2007 Southampton

OTHER CLINICAL STAFF

Sr Emma Jacobs	<i>Female</i>	RGN Nurse Prescriber
Sr Kirsty Brown	<i>Female</i>	RGN Dip Health Studies
Sr Sarah Rust	<i>Female</i>	RGN Dip Health Studies
Sr Katharine Harris	<i>Female</i>	RGN Dip Health Studies
Patricia Mickleburgh	<i>Female</i>	Assistant Practitioner
Christine Pulo	<i>Female</i>	Phlebotomist

Our Clinical Teams are supported by our dedicated team of Non-Clinical Staff overseen by Practice Manager Clare Lancaster and Admin Service Manager Dianne Wenmouth. We have a team of devoted reception and administrative staff who are always glad to assist the practice and its patients.

TEACHING AND TRAINING

St Andrew's Medical Centre has a strong history in enabling the vocational training of fully qualified doctors who wish to specialise in general practice being one of the two longest established training practices in Salford. Most of these doctors work at St Andrews for one year, having previously worked in hospitals both locally and further afield. As part of their training, the doctors and nurses working in this practice may, from time to time, ask patients to allow their consultations to be video-recorded for teaching and learning purposes. Of course, you can request otherwise. St Andrew's also have links with Manchester University Medical School. Third and fourth year medical students are regularly attached to these practices for periods of up to 13 weeks as part of their medical training.

The work of these placement students is always closely supervised, and again, as the patient, you have the right to request whether or not anyone else is present at your consultation.

REGISTRATION

To register as a patient at St Andrew's Medical Centre, you must permanently reside within our practice area (see separate map) and at least one of the doctors within the centre must be accepting new patients. Doctors' lists will not always be open to new patients and staff can advise the present position. Patients can speak to a member of the reception team who will make an appointment for you to register.

To register we require you to complete a form, which will be provided to you. Proof of ID and recent proof of address will also be requested. Patients are requested to complete a medical questionnaire to allow the doctor to assess their health.

The doctor or group you register with is the doctor who will usually see you and you can express/indicate a preference as to who you wish to see. Newly registered patients will be invited to participate in a consultation with a clinician within six months of their registration if appropriate. Registered patients aged 16-75 who have not attended a clinic consultation within the last three years will, on request, be provided with a consultation with a suitable clinician. Registered patients over 75 who have not had a consultation within the last 12 months will, on request, be provided with a consultation with a suitable clinician.

APPOINTMENTS

All our surgeries at St Andrew's run on an appointments system. Appointments can be made through the telephone, in the practice at reception, or online. Appointments are offered at a range of times during the day and can be booked for the same day or in advance with some doctors offering earlier appointments starting at 7.30am on selected days. If an urgent appointment is required, adults will be asked further questions by receptionists in order to effectively plan the appropriate action to take. Children will always be seen on the same day if necessary.

Appointments can be booked or requested online through our Patient Online Services where web exclusive appointments can be booked. This service also allows patients to order repeat prescriptions online and view your own medical record online. To register for this service you must speak to a member of our reception staff in the practice. Please speak to one of our team for further guidance.

OUT OF HOURS

The practice is using NHS 111 service which is a free to call urgent care telephone number that is available 24 hrs a day, 365 days a year. The 111 service can arrange telephone advice, a doctor's appointment, and home visits where medically necessary, or direct patients to other medical services. Attendance at accident and emergency departments or dialling 999 should only occur in cases of trauma or genuine medical emergency.

Each attendance is paid for by the budget held by your practice and reduces the amount available to fund all patient services. Your doctor monitors use of this service which should be used responsibly.

HELP US TO HELP YOU

It is important that we are able to contact you. If you change your name, address or telephone number, please notify us immediately so that we can amend your records. (If you change address and move out of our practice boundary, we will have to ask you to register with another practice nearer to your new home).

We are constantly trying to improve our methods of communicating with you. Should you have an email address please let us know.

HOME VISITS

The need for a home visit must be assessed solely upon medical grounds- they cannot under any circumstances physically attend surgery. If you feel a home visit is necessary you are asked to ring the practice before 11am.

PRESCRIPTIONS

You can request a repeat prescription in writing, via email (prescription.samc@nhs.net) or website, by fax or post (if you wish to receive your prescription back by post, you **MUST** enclose a stamped and self-addressed envelope). You can also request that your prescription goes directly to a local chemist; the majority now offer a

collection service for your convenience. Your prescription will be ready for collection within 2 to 3 working days (48 to 72 hours).

WE ARE UNABLE TO TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE

PHARMACY

St Andrew's is fortunate enough to have a local Pharmacy situated onsite. Although not part of our practice, the staff are friendly, helpful and offer a wide range of services-please see website for further details.

CLINICS

St Andrews offers a range of clinics and services in the practice and offsite. Below is a list, although not exhaustive, of some of the clinics run at the surgery. If you would like any further information or details about the clinics please speak to a member of our reception team.

- **Diabetic Care**
- **Asthma/COPD Care and Monitoring**
- **Well Baby and Immunisations**
- **Well Women**
- **Well Men**
- **Young Person**
- **Hypertension and Coronary Heart Disease Prevention**
- **Diet and Exercise**
- **Stop Smoking (Smoking Cessation)**
- **Ophthalmology (Outpatient Session by referral only)**

FAMILY PLANNING

Dr Sutherland offers a service fitting contraceptive implants and coils to all women registered at St Andrews Medical Centre. Speak to your GP or one of the practice nurses to find out more about this service.

COMMENTS, SUGGESTIONS AND COMPLAINTS

The doctors and staff at St Andrew's Medical Centre strive to give our patients the highest possible standard of care, and to act quickly if problems arise.

If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns and, if necessary, conduct a full investigation.

In the first instance we would ask that you contact our Practice Manager Clare Lancaster or one of the doctors, either in writing or in person, who will be only too happy to discuss the matter with you either on the phone or in person.

We are keen to encourage feedback from all our patients and are looking to recruit patients to our growing PPG (Patient Participation Group) who meet regularly on a voluntary basis providing feedback to the practice and suggesting and developing new ideas to help us improve.

CONFIDENTIALITY

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1998.

ACCESS TO RECORDS

Under the Data Protection Act 1998, you have a legal right to access your health records. If you want to see your health records, please ask and arrange a time to come in and read them. You don't have to give a reason for wanting to see your records and you are not required to make a written request.

The law states that your surgery has up to 40 days to respond. Your request will usually only be refused if your GP, or other health professional believes that information in the records is likely to cause you, or another person, serious harm.

PATIENT DATA INFORMATION

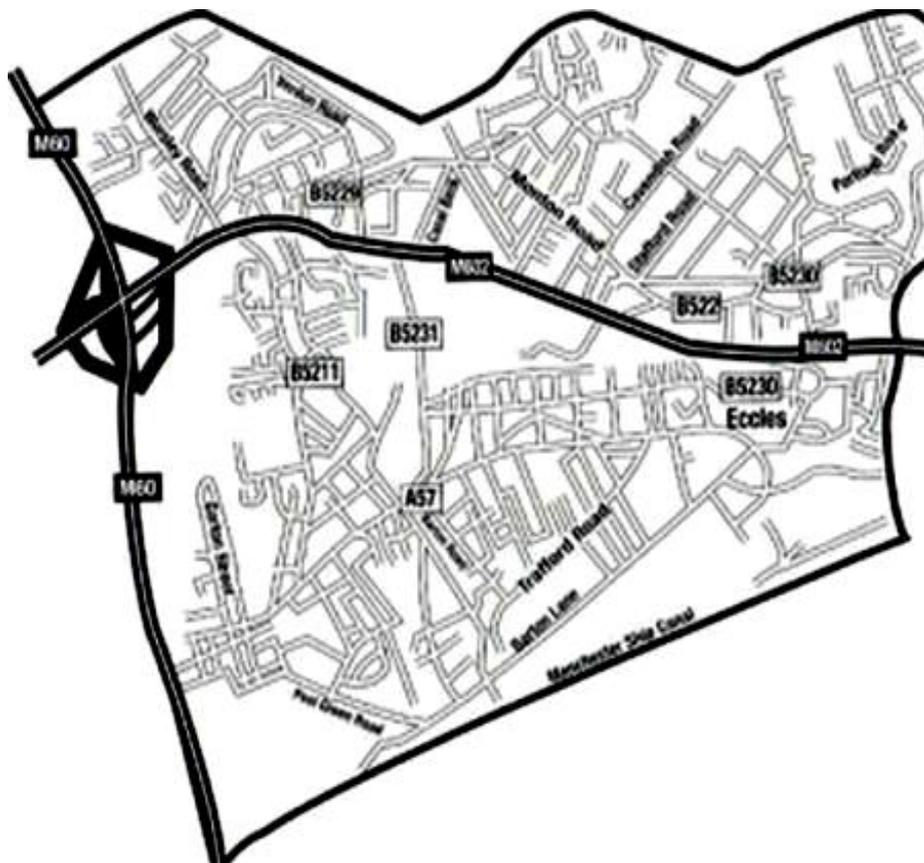
We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs; our team is responsible for their accuracy and safe-keeping. Please help to keep your records up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

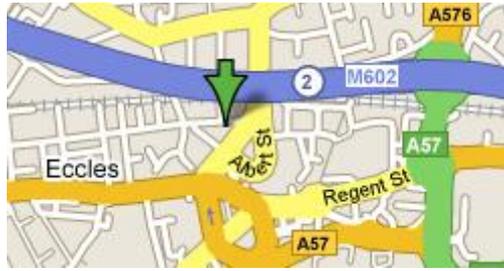
All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public issues. In other circumstances you may be required to give written consent before information is released – such as medical reports for insurance, solicitors etc.

Practice Boundary



Our Practice



30 Russell Street, Eccles
M30 0NU

Telephone: 0161 707 5500

Fax: 0161 787 9159

www.standrewsmc.co.uk