

YORKSHIRE STREET SURGERY



**188-190 Yorkshire Street Surgery
Rochdale
OL16 2DN**

Tel: 01706 390243

Email: gmicb-hmr.yorkshirestreetsurgery@nhs.net

Website: www.yorkshirestreetsurgery.co.uk

Opening Times

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm
Saturday	Closed
Sunday	Closed

DOCTORS

Dr Khurrum Ahmed

MBBS MRCP MRCGP

GP Partner – Male

Dr Nayazulla Guttoor

MBBS MRCGP PG Dip (Diabetes)

GP Partner – Male

Dr Naeem Hassan (MRCGP)

GP – Male (Wednesday and Thursday)

Practice Manager

Mrs Halima Bari

Practice Nurses

Mrs Kirsty Margetts

Health Care Assistant

Mrs Sharon Harris

Routine Appointments

The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone, online or at reception. Please remember, **appointments are 10 minutes long**, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. A separate appointment is necessary for each member of the family wishing to see the doctor or practice nurse. You are free to arrange an appointment with any doctor but please bear in mind this may not always be with the doctor of your choice if booked at short notice.

Urgent Appointments

If you feel your problem is urgent, and you need to be seen on the same day, please let the Care- Navigator know when you call. Emergency appointments are dealt with each morning, so please phone at 8:00am. If you need an appointment on the day, the receptionist will ask some basic information about your problem, so the doctor can see the most urgent cases first. In urgent cases, we cannot guarantee an appointment with the doctor of your choice.

Cancellations

If you are unable to keep your appointment, please telephone the surgery as soon as possible to allow the appointment to be used for another patient. Please note that if you arrive more than 10 minutes late for an appointment, you will be asked to re-book for another day.

Home Visits

Home visits are reserved only for the very elderly, frail and housebound patients, and are based on clinical need at the discretion of the doctor. If you feel you need a home visit please contact reception team before 10.00am. The doctor may telephone you back to obtain more information. We expect children to be brought to the surgery where they can be seen quickly and examined in the most appropriate surroundings. Lack of transport or other inconvenience is not a valid reason for a house call. In such cases you may be offered a review at the surgery at short notice, if appropriate.

The receptionist will ask you for some details of the problem to allow the doctor to assess the urgency of the visit. Please remember that home visits are time consuming and should only be requested where medically necessary. If the patient has a temperature or a rash, coming to the surgery will do no harm and will not endanger others. Please do not request repeat prescriptions during home visits.

Out Of Hours Calls

If you require a doctor in a medical emergency outside surgery hours please ring the usual surgery number. A recorded message will give the number on the doctor on-call.

Prescription Requests

We regret that we cannot accept prescription requests over the telephone. Please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form, or order online. In order for us to process the large amount of requests each day, please note that **48 hours' notice** is needed for repeat prescription orders. Please ensure that prescriptions needed over the weekend are ordered by Wednesday and are collected before the surgery closes on Friday evening.

Clinics and Services Available

Contraceptive Services, Childhood Immunisations, Vaccinations and Immunisations, Minor Illness, Spirometry, ECG, Phlebotomy, Case Management For Patients With Long-Term Conditions, e.g. Asthma, Diabetes, Hypertension, Epilepsy, Heart Disease And COPD, Cytology (Smear) Clinic, Travel Vaccine Advice, and chargeable Non NHS Services e.g. HGV Medicals/insurance reports etc.

Private Medicals and Other Non NHS Services

Medicals for pre-employment, HGV/PSV and insurance purposes are not covered by the NHS and a fee is payable. There is also a charge for private medical certificates. Details of these fees can be obtained from reception.

Practice Area

You can register with us if you live within the **Rochdale** area. Please see a detailed map on our website. If you move outside of the practice area you should register with a new practice. If you would like to register, please come into the surgery and complete the relevant registration forms.

Patients' Rights and Responsibilities

Patients have the right to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential. Patients also have a responsibility to:
 - Be courteous to the staff at all times - remember they are working under doctors' orders
 - Respond in a positive way to questions asked by the reception staff
 - Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
 - An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the medical record be made available
 - Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience
 - Patients are asked to give 48 hours' notice for repeat prescriptions to allow us to process your request correctly
 - Out-of-hours calls (e.g. evenings; nights and weekends) should only be requested if they are felt to be truly necessary. More details can be found in the Patients' Charter leaflet, which is available to download from our website or is available from reception.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. All patient information will be treated in strict confidence. Access to all records will be limited to the people caring for the patient, including medical secretaries. Sometimes other professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/Data Protection Act and Caldicott Principles in the use of information.

Use Of Information Act 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

Equality and Diversity

Yorkshire Street Surgery strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion. or age. All patients and staff will be treated fairly and with respect.

Please contact the Practice Manager if you have any concerns that Equality & Diversity issues have not been respected.

Practice Premises

The practice premises has disabled access and complies with the Disability Discrimination Act.

How to Make a Complaint

We are always pleased to receive patients' compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint but if you do, we have a Complaints Procedure to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner. You can download a copy of the full Complaints Procedure on our website. This document lays out the steps involved in making a formal complaint.

The practice manager will contact you within 3 working days. We will ask you about the issue and agree the best way to investigate the complaint. We will give you timescales for a response.

