

## **Surgery opening times**

Monday-Friday	8.30am - 6pm
Except	
Wednesday	8.30am - 7pm
Thursday	8.30am - 1pm

## **Doctors' consultations -by appointment only**

	am	pm
Mon	8.30-10.30am	3 - 6pm
Tues	8.30-10.30am	2 - 6pm
Weds	8.30-10.30am	3 - 7pm
Thurs	8.30-10.30am	CLOSED
Fri	8.30-10.30am	3 - 6pm

## **Making an appointment**

To make an appointment: telephone, call into the surgery or book on-line (for GP appointments). You can ask to see a specific practitioner if you wish. For medical emergencies within surgery hours, appointments are released at 8.30 each morning. A telephone triage service operates between 11.00-11.45am for afternoon surgeries. You may be assessed by one of the nursing staff if you ask to be seen on the same day. The nurse will seek doctor's advice if she feels this is necessary.

## **Telephone advice**

A doctor will be available to take your call between 11am-11.45am Monday to Friday. A nurse is available for calls between 11.15-11.45am Monday to Friday.

## **Services**

We provide all services normally associated with general practice. Further details can be found on our website at [www.thedocsmanchester.co.uk](http://www.thedocsmanchester.co.uk)

## **We also offer**

Travel clinic  
Yellow fever centre  
Confidential same day HIV testing  
Sexual Health screening

We work closely with community services such as the Midwives, District Nurses, Health Visitors, Community Psychiatric services and Drug and Alcohol teams.

## **Home visits**

If you are too ill to attend surgery we would appreciate it if you could ring before 10.30am to inform us. A contact telephone number will be requested so that the doctor can ring to assess the need for a visit.

## **Repeat prescriptions**

Written requests for repeat prescriptions will be ready in 48 hours. We do not accept requests by telephone or email. Requests can be sent by on-line access, repeat slip or fax. The doctors may ask you to make an appointment to review your condition.

## **Emergencies – out of hours**

Please telephone the surgery number outside normal surgery hours. A recorded message tells you how to contact the out of hours' service.

Clinical advice can be obtained from NHS 111 (dial 111) or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **On-line access**

For repeat prescriptions, GP appointments and to view your test results, apply with photo ID at reception. See our website for more details: [www.thedocsmanchester.co.uk](http://www.thedocsmanchester.co.uk)

## **Patient data**

All data is kept securely and confidentially. You have the right to see your records for which there may be a charge. Access application forms are available at reception or may be downloaded from our website. Anonymised data may be disclosed to national health bodies for statistical purposes. Please ask to speak to the Practice Manager if you have any concerns about this.

## **Patients' comments**

Our aim is to provide a service that will attend to your medical and non-medical needs in a way that is both efficient and friendly. However, problems do sometimes occur. We operate an in-house complaints procedure. Complaint forms are available from reception or may be downloaded from our website. You may also ask to speak to the Practice Manager if you have encountered difficulties.

## **Violent or abusive patients**

Being rude, aggressive or violent to ANY member of staff, or to any other person on the premises will NOT be tolerated and may result in your immediate removal from our practice list.

## **Patients' responsibilities**

If you miss your appointment you waste our time and prevent us from seeing people with more urgent needs. Let us know if you cannot attend so that someone else can use the appointment.

**Frequent failures to attend may result in your removal from our list.**

## **How to register**

### With a medical card

- Amend any changes of address
- Date and sign the card

You will receive a registration letter from the NHS Agency approximately one month after registration.

### All registrations

Essential information we require:

- Name and address of your last doctor
- The address at which you were registered with that doctor
- If you are from overseas, your place of birth and the date you arrived in the UK
- Proof of your identity and your address
- Your signature

## **To complete registration**

You will also be given a health questionnaire to fill in and Summary Care Record Consent Form.

Hand all forms in to reception. You may tell the receptionist with which doctor you prefer to be registered.

You may be offered a 10 minute appointment for a health check if you have ongoing medical problems. This allows us to perform a health screen, to gain accurate information about any medical condition you may have and record any medication you might be taking.

## **Patient Choice Scheme**

The GP Choice 'Out of Area' Patient Registration Scheme commenced in January 2015 but we have suspended applications from new patients for now. Further information is available at reception and on the NHS Choices website: [www.nhs.uk](http://www.nhs.uk)

## **Practice Area**

We cover Manchester city centre within the inner ring road, an area bounded by Great Ancoats St, the Mancunian Way and Trinity Way (the map is on our website).

If you move out of our area but your postcode is still M1, M2, M3, M4 or M15 then if you wish to remain registered with us you can ask the GPs if this would be possible

## **Training Practice**

The Docs is a training practice for doctors who are training to become GPs and for medical students.

## **Walk-in Centres**

The walk-in centre at Boots the Chemists, 32 Market St, M1 1PL, is open 8 am to 8 pm every day of the year. There is a Primary Care Emergency Centre at Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL, Tel: 0161 276 5193

## **Practice philosophy**

We are fully committed to the NHS; however we will refer you to a private specialist if requested. We work closely as a multi-disciplinary team.

We operate an equal opportunities policy and we are committed to serving the needs of all our clients, regardless of race, creed, sexuality or disability.

We have full disabled access.

## **NHS England**

Primary care services are supplied by:  
NHS England, PO Box 16738, Redditch  
B97 9PT 0300 311 22 33 (Monday to  
Friday 8am to 6pm, excluding English Bank  
Holidays) [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

# **The DOCS NHS Practice**

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