

**The Wilbraham Surgery  
515 Wilbraham Road  
Chorlton  
Manchester  
Tel: 881 6120**

Dr. G. Wilson, Bsc. (Hons) Mb ChB. DRCOG. DFFP, qualified in Leeds in 1994 and joined the practice in 2003. He has a special interest in psychiatry, rheumatology and elderly care.

This is not a limited or training practice.

THE STAFF

Nurse Sarah Zaidi, RGN. Diploma in Health Studies Research qualified as a nurse in 1992 after training in South Manchester and has worked in general practice since 1995. Sarah joined the practice in 2007. She is available for general health screening and advice on matters such as well-person checks, travel health/immunisations, women's health issues, elderly health assessments, chronic disease monitoring and other nursing procedures.

Michelle Kelly is the practice manager, responsible for the administration and staffing of the practice.

Anne Owens is the secretary and deals with all secretarial matters including hospital referrals and insurance reports. Any queries of this nature should be addressed to her.

RECEPTION

Our reception staff is here to help you as well as deal with all the day-to-day administration. Reception supervisor is Julia Lyons, who should be your first point of contact with any problems or queries you may have. All information given to them is treated in confidence and they are bound by the same rules of confidentiality as the Doctors and Nurse. All members of the practice form part of an active Primary Care team.

DISTRICT NURSES

The district nursing team provide general nursing care to patients who are ill at home or are housebound. You may contact directly on 0161 860 2930.

HEALTH VISITOR

These are specially trained nurses who are concerned with the health of people of all ages particularly children under five. You may contact them on 0161 860 2915/16/17.

REGISTRATION

Registration with the practice is by appointment only. Patients will be registered with the Wilbraham Surgery but may express a preference to receive services from a particular doctor, where possible such a preference will be noted in the patient's record.

Our practice boundary is within - Princess Road, Barlow Moor Road, Chester Road, Talbot Road, Seymour Grove, Ayres Road, Upper Chorlton Road and Yarburgh Street.

PRACTICE OPENING HOURS

The practice is open from 8.30am to 6pm Monday to Friday, except on Thursday when the surgery closes for a half-day at noon.

We are closed each day between 12 noon and 2pm.

SURGERY TIMES

Monday to Friday 9am to 10am. Patients are able to book in from 8.30am.

Patients can telephone the surgery before 10am on the day an appointment is required to be given an appointment for the morning surgery. Names are taken until 10am but the surgery will continue until each patient has seen a doctor.

Evening surgeries are between 4pm and 5.40pm by appointment only but medical emergencies will be accommodated.

Late evening surgery on Tuesday between 6.30pm and 7.15 pm. These surgeries are by appointment only and are to accommodate patients unable to attend during normal working hours.

Family planning/well woman clinics are on the first two Mondays of every month from 4.00pm to 5.30pm when no appointment is necessary. Both a doctor and the nurse are on duty.

Practice nurse consulting is by appointment only. Home visits by the nurse for the housebound are pre-booked. If you require a home visit by the Doctor please ring the surgery before 11am if possible to enable the doctors to plan their visits.

Access for disabled persons is provided by a ramp at the front entrance.

We have a standard limited size toilet, with no independent wheelchair access.

Once registered with the practice you can see any of the clinical staff. If you are unable to keep an appointment then please notify us so that we can offer it to someone else. Failed appointments increase waiting times and you may therefore increase your own waiting time by not notifying us.

#### SERVICES PROVIDED.

In addition to routine medical care we offer the following:

Health screening and disease prevention.  
Child immunisation.  
Comprehensive family planning services.  
Minor surgery including the treatment of warts and verrucas.  
Travel advice and immunisations.  
We are a registered Yellow Fever centre.  
Well person checks.  
Pre-conceptual, ante-natal and postnatal care.

#### REPEAT PRESCRIPTIONS.

You may order your repeat prescriptions either in person, or by telephoning the surgery after 10.30am. Your prescription will be ready for collection after 48 hours. Please make sure you are not due a medication review before you order your prescription. Your review date is found on the right hand side of your repeat prescription. Non-repeat prescriptions are NOT guaranteed to be given by the doctor; they may wish to see you before any medication can be issued.

Several local chemists offer a free service to our patients, whereby the chemist will order and collect their monthly repeat prescriptions. They will also deliver for the housebound and infirm.

#### TEST RESULTS

To obtain results from laboratory tests please telephone the surgery after 2pm.

#### ACCESS FOR YOUNG PEOPLE

The practice welcomes young people as patients. All information will be treated with strict confidence and not passed on to any other party, including parents and family.

This includes details about contraception and sexual health.

#### OUT OF HOURS ADVICE AND EMERGENCIES.

If you feel you require urgent medical attention or advice outside of normal surgery hours please phone 0161 336 5958 and Dental emergencies 0161 337 2246. For health information or advice [www.nhsdirect.uk](http://www.nhsdirect.uk)

A Walk-in-centre is located in the Manchester Royal Infirmary on Oxford Road, telephone 0161 276 5193  
Monday-Friday 8.30am to 10pm. Saturday and Sunday 10am to 10pm

#### COMMENTS AND SUGGESTIONS

Should you wish to compliment good service, provide constructive feedback or suggestions, forms are available in the waiting room and may be placed in the suggestion box or handed into reception or visit NHS Choices or [www.iwantgreatcare.org](http://www.iwantgreatcare.org)

#### DATA PROTECTION NOTICE AND USE OF INFORMATION

We ask for and retain information about you so that you can receive proper care and treatment. This may be stored on paper or on a computer. We may share some of this information with healthcare professionals such as a referral to a hospital consultant. Only relevant information is passed on and it is assumed that you will consent to this sharing if you are in agreement with the need for the referral.

In all other circumstances we will never disclose any data that can be identified as relevant to you without your prior written consent, unless required to do so by law.

The information we hold about you may be used for secondary purposes. This includes planning health services, clinical audit and disease monitoring etc. Only relevant clinical data is provided and never your personal details. We are required to share certain identifiable data about you to other parts of the NHS in relation to financial claims. This will usually be your NHS number. We also share relevant clinical details within the NHS for the purpose of operating recall systems such as cytology, childhood immunisations and diabetic retinopathy programmes.

#### PATIENTS CHARTER

Patients have a right to be greeted courteously.

Patients have a right to absolute confidentiality.

Patients with urgent problems should be seen immediately, or as soon as medical needs indicate. Such patients are given priority.

Patients can make an appointment with the practice nurse for a health check.

Patients have the right to full information about their health. All decisions about management are made jointly. The patient's wishes are respected.  
There is open access to health records within the limits of the law and further information on request.  
All patients over the age of 75 will be offered an annual health check.  
If a patient feels he or she has grounds for complaint, an invitation will be made to discuss the matter.

### PRACTICE COMPLAINTS PROCEDURE

#### Verbal Complaints

Verbal complaints are assessed at once by Julia Lyons, the complaints manager. The matter is dealt with immediately, and the doctor informed later if the matter is simple and not serious in the manager's judgement. If the matter is more complicated, the complainant is asked to put the complaint in writing.

#### Written Complaints

A written complaint is acknowledged no later than 3 working days after the complaint is received, either by post or orally. The complainant may be contacted by the practice manager to discuss the complaint or invited to the surgery for a full discussion and changes made where necessary. A written statement may be drawn up later for the patient, especially where further investigation is necessary. Whichever method is followed, complaints should be dealt with within 28 days, except where holiday, illness or staff changes make some delay inevitable.

#### Violent or Abusive Patients

Any patient who behaves in a violent or abusive manner towards the staff or other patients will receive notification of removal from our practice list. We operate a zero tolerance policy.

### USEFUL INFORMATION

#### Health professionals and services

|   |                     |
|---|---------------------|
| District Nurses   | 0161 860 2930       |
| Health Visitors   | 0161 860 2915/16/17 |
| Chorlton Health Centre Dressing Clinic  | 0161 860 2928       |
| Midwives Wythenshawe Hospital   | 0161 291 2942       |
| Midwives St Mary's Hospital   | 0161 276 6246       |
| Walk in centre M.R.I Oxford Road  | 0761 276 5193       |
| NHS 111 Service (less urgent than 999)  | 111                 |
| Patient Advice + Liaison Service ( <a href="mailto:PALS@manchester.nhs.uk">PALS@manchester.nhs.uk</a> ) | 0161 212 6270       |
| Expert Patient Line   | 0161 371 2105       |
| Patient Services Medical Records  | 0161 765 6500       |

#### Hospitals

|                                   |               |
|-----------------------------------|---------------|
| Wythenshawe Hospital              | 0161 998 7070 |
| Manchester Royal Infirmary        | 0161 276 1234 |
| Withington Community Hospital     | 0161 434 5555 |
| St Mary's Hospital                | 0161 276 1234 |
| Hope (Salford Royal) Hospital     | 0161 206 7373 |
| Trafford General Hospital         | 0161 748 4022 |
| North Manchester General Hospital | 0161 740 2241 |

#### Local authority departments

|                           |               |
|---------------------------|---------------|
| Benefits Agency           | 0161 256 6000 |
| Greater Manchester Police | 0161 872 5050 |
| Manchester Town Hall      | 0161 234 5000 |
| Social Services           | 0161 225 9293 |

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
0300 311 22 33 Monday to Fridays 8am to 6pm  
[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Patient Services  
NHS Central Manchester Commissioning Group  
3<sup>rd</sup> Floor St James House  
Pendleton Way  
Salford  
M6 5FW  
0161 212 6270

Important information about the use of your medical records

NHS England has commissioned a programme of work that will soon start extracting identifiable data about patients from their GP practice. You can read more information about the programme at the following websites (please note we are not responsible for the content of these other websites)  
NHS Choices – Your records <http://www.care-data.info/>

If you wish to prevent your data being used as part of this programme then please submit a completed decision form to us.

Visit [www.wilbrahamsurgery.nhs.uk](http://www.wilbrahamsurgery.nhs.uk) , NHS Choices or [www.iwantgreatcare.org](http://www.iwantgreatcare.org) to comment and view other feedback about us.

Patients who wish to have online access to make appointments or to order repeat prescriptions must bring photographic evidence ie passport or driving licence and proof of address ie bank statement or council tax bill to reception and they will provide you with a password to access online.