

828 Wilmslow Road  
Didsbury  
Manchester  
M20 2RN

BARLOW  
MEDICAL  
CENTRE



## Practice Information Leaflet

0161 445 9000

[www.barlowmed.com](http://www.barlowmed.com)

# The Partners



**Dr Douglas E Jeffrey (Male)**

*GMC No: 4034975*

*BSc 1990, MBChB (Manchester 1993), MRCGP 2001*

**Dr Damian M Allcock (Male)**

*GMC No: 3330508*

*BSc MBChB (Manchester 1991) MRCPCH 2005*

**Dr Eidn Mahmoudzadeh (Male)**

*GMC No: 6079917*

*MBChB (Manchester 2003) MRCGP 2008, DCH 2008*

**Dr Toby K Cartwright (Male)**

*GMC No: 6029141*

*MBChB (Manchester 2001) MRCPsych MRCGP 2009*

**Dr Amy Ho (Female)**

*GMC No: 6145392*

*MBChB (Manchester 2006) MRCGP 2011, DRCOG 2009, DFRSH 2010*

**Dr Louise Hilton (Female)**

*GMC No: 6101647*

*MBChB (Hons) (Liverpool 2004) MRCGP (2011) PGDip Pall Med*

# Salaried Doctors

**Dr Liam Aye-Maung (Male)**

*GMC No: 6151033*

*MBChB (Edinburgh 2007), BSc Hons, MRCGP (2016), DTMH 2009*

**Dr Sonia Champaneri (Female)**

*GMC No: 7071158*

*MBChB (Dundee 2010) RCGP 2017*

**Dr Sadif Rafiq (Female)**

*GMC No: 72904863*

*MBChB (Hull York 2014) MRCGP 2017, DRCOG 2015*

**Dr Jessica Bradshaw (Female)**

*GMC No: 7083172*

*MBChB (Nottingham 2010) BMBS, BMedSci, DRCOG, MRCGP 2018*

**Dr Jennifer Barclay (Female)**

*GMC No: 7072661*

*MBChB (Sheffield 2010), MRCGP 2017*

# Nursing Staff



**Sister Leola Taylor**  
Nurse Practitioner



**Mrs Lesley O'Brien**  
Healthcare Assistant

**Sister Madi Joscelyne**  
Practice Nurse

**Mrs Janette Ford**  
Healthcare Assistant

**Sister Karen Breislin**  
Practice Nurse

**Sister Annie Joseph**  
Practice Nurse

**Sister Helen Chetham**  
Practice Nurse

# Management & Administration Team



## **Practice Manager**

Ms Jayne DaBell

## **Assistant Practice Manager**

Mrs Jacqueline Stewart –Martin

**Office Supervisor** Mrs Carol Harrison

**Team Leader**

Mrs Rachel Newton

## **Receptionists**

Patricia Lambert

Pamela Graham

Susan Mullan

Marsha Wade

Anne-Marie O'Driscoll

Rachel Dowd

Cassie Greene

Maisie Coulson

## **Data Input Clerks**

Alison Brook, Jean Woodhouse

## **Secretaries**

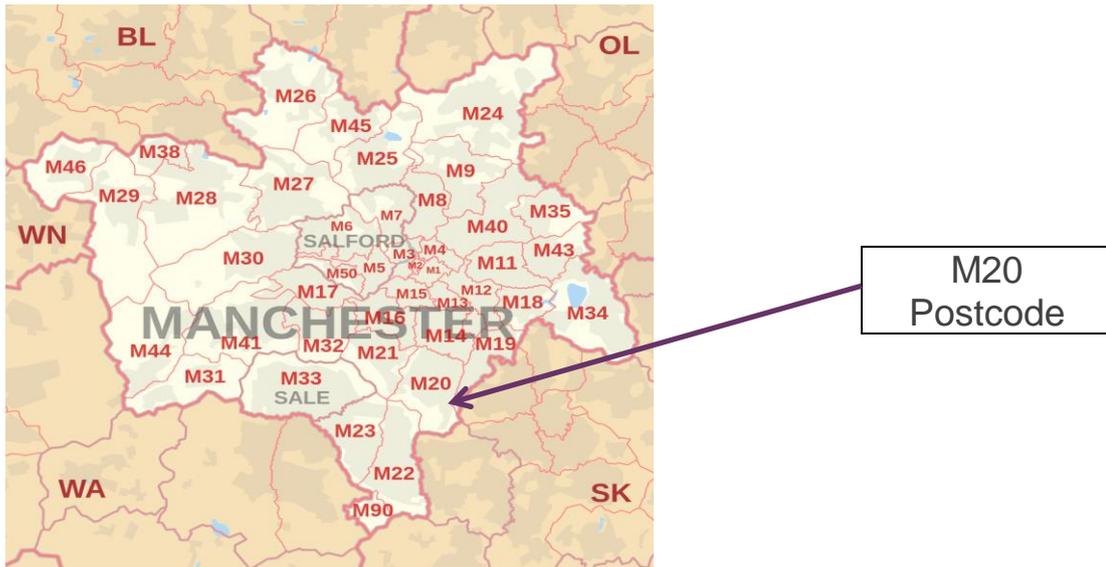
Christine Connor, Amanda Hopkins

## **Prescribing Team**

Christina Lee, Cameron Stewart

# Overview

The practice is based in modern, purpose-built premises with a large car park for both staff and patients. The practice covers any persons living within the M20 postcode as illustrated on the map below:



Co-located within the practice is the Lloyds pharmacy, which has a clinical pharmacist who offers advice and treatments for a range of minor ailments during normal working hours.

The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients.

The waiting room offers a range of literature for all patient groups as well as an area for children. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

# How to Register

We are pleased to accept all patients from M20 area. Please bring with you proof of identify and ensure you allow sufficient time to complete the registration process.

We will register you with your chosen GP, should you have a preference, but you do have a right to request to see a GP of your choice. It is recommended that you routinely see the same clinician for continuity of care.

All patients will have a named GP. You can find out who your named GP is by asking at reception; this information is also shown on your repeat prescription form .

You can pre-register online, and further information can be found at [www.barlowmed.com](http://www.barlowmed.com)

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at [www.barlowmed.com](http://www.barlowmed.com) or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online at [www.barlowmed.com](http://www.barlowmed.com) . For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

# Hours of Business

Monday, Tuesday, Wednesday, Thursday, Friday: 08:00 – 18:30

GP appointments are available between the following hours:

08:30 – 11:00 and 15:00 – 17:30

An appointment with a GP is ten minutes. Should you have complex or multiple health concerns, please ask the reception staff to arrange a double appointment for you; this will help us to adhere to our appointment schedule and avoid undue delays to other patients.

Appointments with the nursing team are available between the following hours

08:30 – 11:30 and 13:30 – 17:30

To book an appointment, please call the reception team. In order to allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment.

# Home Visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the call-back system, logging a call before 10am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 and 14:30, Monday to Friday.

# Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning** – All of our GPs and the Practice Nurse offer a full range of family planning services.

**Immunisations** – The nursing team are responsible for the administration of both adult and child immunisations. The practice nurse has set vaccination clinics, which are held on Monday mornings and Thursday afternoons. If you are unable to attend these clinics, please enquire at reception and book an alternative appointment.

**Travel Immunisations** – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. There will be a charge associated with travel immunisations. Please review our website or book an appointment with the nurse to discuss your requirements.

**Minor Operations** – Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. At this practice Toby Cartwright is the lead for minor operations. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

**Cervical Smear Testing** – This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

**Well-Man & Well-Women Clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population, whilst also encouraging patients to regularly carry out self-examinations. Speak to a member of the nursing team for more information.

**Chronic Disease Management** – We hold a range of clinics to help our patients manage the following:

- Asthma
- Hypertension
- Diabetes
- Heart disease
- Kidney disease

We also offer the following services:

- Antenatal clinic
- Baby clinic
- Post-natal checks
- Smoking cessation
- Counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

# Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Within this area, the local walk-in Centre is located at:

Hawthorn Medical Centre  
Unit K Fallowfield Retail Park  
Birchfields Road  
M1 1PL

Telephone: 0161 220 6080

Mon-Fri: 08.30-10.30, 1pm-3pm, 4.30pm-6.30pm

Additionally, there is a GP walk-in service located at:

Manchester Royal Infirmary  
Oxford Road  
M13 9WL

Telephone: 276 5193

Mon- Fri 8.30am – 10pm

Saturday, Sunday and Bank Holidays 10am-10pm

# Prescriptions

Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located adjacent to the pharmacy.
- Online – Please log in and order via our website [www.barlowmed.com](http://www.barlowmed.com).

**Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.**

Should you run out of your medication when the pharmacy is closed, visit your local pharmacy who may be able to give you an emergency supply.

Urgent requests for medication should be made by speaking to a member of the pharmacy team. If you are unable to speak to the pharmacy team, call reception who will take your details and ask a member of the pharmacy staff to call you back.

You will usually be able to collect your medication after your appointment with the GP or Nurse; if this is not possible, a member of the team will advise you accordingly.

Boots the Chemist, 717 Wilmslow Road, Manchester, M20 6WF, 0161 445 4285

Cockers Pharmacy 155 Fog Lane, Manchester, M20 6FJ, 0161 445 1999

Tesco Pharmacy, Burnage Lane, M19 1TF, 03456779869

Lancewise, Pharmacy, Queensway, Burnage, 0161 432 3467

# Training

Although we are not a training practice, we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

It is our aspiration to become a training practice, which will see qualified doctors training to be GPs present in the practice for prolonged periods of time. We will communicate this to our patients when the time comes.

# Complaints & Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Assistant Practice Manager Mrs Jacqueline Stewart-Martin, who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception and are discussed at practice meetings. We display all comments cards on the dedicated noticeboard in reception. Please ask for a card at reception.

# Patient Responsibilities

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

## Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

## Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

# Virtual Patient Group

Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your practice?

Do you have access to a computer?

**If you answered yes then join our Virtual Patient Participation Group  
'Friends of Barlow'**

As a member of the Virtual Patient Participation Group we will send you emails asking for your opinion on a range of topics

You decide how often and when you would like to answer.

The Virtual Group provides the wider patient population with the means and the opportunity to get involved in the discussions and actions being taken helping to improve and increase the healthcare services at Barlow Medical Centre

We would be delighted if you would join our mailing group "Friends of Barlow Medical Centre". By leaving your email details we can contact you every now and again to ask you a question or to pass on information regarding medical services and any changes and news at the Barlow Medical Centre

# Clinical Commissioning Group

The local Clinical Commissioning Group (CCG) for this area is:

Manchester Health and Care Commissioning

Parkway 3, Parkway  
Business Centre  
Princess Road  
Manchester  
M14 7LU

0161765 4000

[www.manchestercommunitycentral.org](http://www.manchestercommunitycentral.org)

Further information about local services can be found by visiting the NHS Choices website.