

## Other Services

Baby Clinic  
Diabetic Clinic  
Travel Vaccinations, including Yellow Fever and Advice  
Minor Surgery, Joint Injections and Cryotherapy  
Advanced Contraceptive Care  
(Implants, Injections and IUCDs)  
GpWsi services in Ophthalmology

## Our Team

### Partners

Dr Katie Clifford (F) MB ChB (Manchester 2003) MRCP  
Dr Sahar Dawson (F) MB ChB (Manchester 2004) MRCP  
DRCOG DFFP FMERSA  
Dr Richard Guy (M) MB ChB (Witwatersrand SA 1993)  
DRCOG DFRH DFFP  
Dr Simon Minkoff (M) MB ChB (Manchester 1998) MRCP  
Dr Linda Sandle (F) MB ChB (Manchester 1982) DFRH  
MRCP DRCOG  
Dr Mobeen Shahbaz (M) MB ChB (Liverpool 2009)  
MRCP  
Dr Martin Whiting (M) MB ChB (Manchester 1983) MRCP

### Salaried GP

Dr John Coleman (M) MB ChB (Leeds 2005) MRCP  
We also have a number of other doctors working with the partners shown above – see our website for more details

### Practice Nurses

Rebecca Bezzina  
Jennifer Senior

### Healthcare Assistant

Ms Karen Travis

### Practice Management

Mrs Linda Hardacre, Practice Manager

## Practice Area

Comprises of Postcodes

M25, M9, M8, M7 and parts of M4,  
M40 and M45

**There is a map located in reception**

## The Practice is contracted with NHS England

NHS England  
PO Box 16738, Redditch, B97 9PT

0300 311 2233 (Monday to Friday 8.00am – 6.00pm  
excluding English Bank Holidays)

England.contactus@nhs.net

Other NHS Facilities see our website (links page) for more details and full listing. The more local ones are listed here.

Prestwich Walk In Centre, Fairfax Road, Prestwich, M25 1BT  
open 7 days per week 8am – 8pm

City Health Centre, 2<sup>nd</sup> Floor, Boots Market Street, Manchester, M1 1PL  
Open 7 days per week 8am - 8pm

**Don't forget you can also call NHS 111**

### Fair processing of information, our commitment to your information.

Under some circumstances your information will be electronically shared within the NHS.

This can include, when we refer you for NHS services, for example a hospital appointment.

We will also share information into the Manchester Care Record for the purposes of supporting direct health and social care. This will be coded information only, so will include diseases, allergies, investigation results and medication.

The GP record will be made available via the Manchester Care Record (MCR) to members of Multi-Disciplinary Care Teams for patients who have an Integrated Care Plan or End of Life Care Plan.

GP information will be extracted to support Risk Stratification in accordance with Section 251 of the Health and Social Care Act 2012. We also allow the use of anonymised information by analytical staff to support commissioning and health intelligence.

We may also allow NHS workers to access our clinical records system (EMIS) directly (examples may include district nurses and members of the medicines management team).

The practice considers your data important and only shares it in the interests of your care. If you would like to opt out of part or all of this arrangement please either write to the practice manager or let reception know and we will code your records so that they are not available and confirm it in writing to you.

**NHS** General Practice



## Collegiate Medical Centre

407 Cheetham Hill Road  
Manchester M8 0DA

Tel: 0161 205 4364 Fax: 0161 203 5511

The building is accessible to disabled patients. A loop is available for hearing impaired.

Surgery Open: 8.00am – 6.30pm

Closed for Lunch: 12.00pm – 1.00pm

Clinic Times

8.45am – 11.05am, 1.35pm – 3.55pm, 3.35pm – 6.00pm

Telephone Triage – Calls for the Telephone Triage for urgent medical treatment should be made between 8.30am – 10.00am daily. Contact the surgery by telephone.

The doors are locked at 6.00pm, we can still be contacted by telephone and pre-booked appointments will still be seen.

Appointments are for 10 minutes, multiple problems may need you to book further appointments.

### The Partners

Dr Katie Clifford  
Dr Richard Guy  
Dr Linda Sandle  
Dr Martin Whiting  
Dr Sahar Dawson  
Dr Simon Minkoff  
Dr Mobeen Shahbaz

We practice as a partnership

This leaflet is a summary, complete information is available at reception or visit our website

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

## Welcome

We aim to provide a full range of medical services and deliver up to date, modern general practice in a sensitive, personalised and caring way.

### Appointments

Telephone, online (see patient access) or ask at reception. Appointments are for 10 minutes, multiple problems may need you to book further appointments. Please let us know as soon as you can if you cannot keep an appointment. We operate a Telephone Triage service, requests for this should be made via telephone between 8.30am – 10.30am daily and you will be called back by a senior doctor who will either give you advice or arrange for you to be seen.

### Home Visits

Are only for patients who are too ill to travel, they are at the doctors discretion and you will probably be contacted by the doctor prior to the visit. We are that requests for visits are made before 10.30am

### Out of Hours

If you need a doctor ring our usual number (0161 205 4364). You will be given a contact number for the GP out of hours service who cover the practice from 6.30pm until 8.00am.

### Repeat Prescriptions

Must be agreed in advance with the doctor. They can be ordered at reception, online, by post or fax (0161 203 5511). We offer electronic prescribing at the surgery – please inform reception if you would like to nominate your prescriptions to be sent electronically to your usual pharmacy. (Please note – some medications cannot be sent electronically)

In the interests of safety we will not accept telephone prescription requests. This is because there are many similar sounding drug names and serious errors can occur. We do accept them by fax and online via patient access.

### Specialist Interests

All the doctors are involved in routine medical care but in addition we offer a range of specialist expertise. Areas of interest include Child Health, Full Contraceptive Services, Eye Disease, Diabetes and Minor Surgery. Please ask at reception.

### Test Results

Please contact the surgery via telephone or attend in person between 9.30am – 4.30pm for test results.

### Registering

If you would like to register please attend the practice and speak to the receptionist on duty. There is a boundary map in reception and on our practice website.

### Emergencies

If you have a serious problem such as severe chest pain call an ambulance before calling the surgery.

### Telephone Consultations

We offer routine telephone consultations with some of the doctors. These can be booked and are for patients who do not need a face to face appointment or require examination

### Patient Access

Patients can now book appointments, request repeat prescriptions and view their medical record online using patient access. Patients are required to provide photographic ID and proof of address in order to access their medical record. Please ask the receptionist for more information.

### Interpreters

We can arrange interpreters for many languages but we need 48 hours' notice so make sure to arrange an appointment in advance and inform the receptionist if an interpreter is needed.

### Carers

If you are a carer please inform the surgery so we can add this to your medical record.

### Confidentiality

All staff and doctors are bound by strict rules of confidentiality, which also apply to people under 16, see our website for details of the Fraser Guidelines. Information will only be released with your consent and in accordance with the data protection act. All staff have access to patient information unless specified by you.

### Training

We are both a teaching and training partnership, approved by the University of Manchester. Medical students are attached to the practice, but you do not have to agree to a student being present at any consultation. Please inform reception if you would rather not have a student present. We also train doctors in General Practice. The will be available for appointments and their work is supervised at all times.

Our ST2 and ST3 doctors are fully qualified and have a great deal of hospital experience. ST3 doctors are attached to our practice for 12 months and become general practitioners after completing their training.

### Charges for Non NHS Services

If work is not an NHS service then a fee will be levied. We publish a scale of charges on-line, and one is available in the waiting room (Practice Information noticeboard)

### Complaints and Suggestions

Are always welcome. With suggestions please speak to reception or you can fax us. Complaints will be dealt with promptly, please direct any complaints to the Practice Manager. The receptionist will be able to help you. The NHS also operates a Patient Liaison Service from Patients Services North West CSU, who also advises on any other NHS enquiries.

### Freedom of Information

The publication scheme is available on our website

### Patient Participation Group

The surgery has an active Patient Participation Group who meets on a regular basis to discuss news, issues and suggestions for the surgery. If you would like to join the group please provide your Name, Telephone Number and/or Email address to reception.

### Rights and Responsibilities

We do not tolerate violent or abusive behaviour. Patients have the right to express a preference of practitioner. We will usually be able to accommodate this if appointments are book sufficiently in advance. On the day access to a preferred practitioner cannot be guaranteed.

We have a full Patient Charter on the Practice Website.

### What we will do for you

You will be treated in a polite and respectful manner. The surgery will be clean and comfortable as far as facilities permit. When necessary your doctor will refer you to a consultant appropriate to your condition.

You have the right to confidentiality at all times.

The doctors endeavour to see their patients on time, but at least, within a minimum of thirty minutes of their appointment time. However, should there be an additional delay; you will be advised of the reason by the receptionist.

You can expect to be given your own registered GP – within one working day.

You are able to see your medical records subject to the limitations of the law.

### What we ask of you

That you attend all of your appointments on time.

Should you need to cancel your appointment, to give as much notice as possible, BUT ALWAYS LET THE PRACTICE KNOW, so that we can fit in and help other patients.

You should treat all practice staff with courtesy.

Request help or advice, on non-urgent matters, only during surgery hours.

Not to request a home visit if you are fit to travel to the surgery. (Home visits are made at the doctors discretion)

You should work with the practice to keep yourself as healthy as possible by following advice from the doctors and staff.

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