

# Dial House Medical Centre



DIAL HOUSE  
Medical Centre  
131 Mile End Lane  
Stockport  
Cheshire  
SK2 6BZ  
Tel: 0161 426 5777  
Fax: 0161 426 5789

**Welcome to Dial House Medical Centre, which is a lovely brick-built period house, which has been modernised and extended to provide a pleasant environment to enable us to offer the best possible patient care.**

### **THE PRACTICE TEAM**

#### **The Doctors**

Dr Stewart T Lund BA MSc MB ChB DFFP  
MRCGP Manchester 1991  
Dr Kanwalprit S Gill MB ChB MRCGP Dip Sports  
Med FFSEM (I) Liverpool 1989  
Dr Jane Whittaker BSc MB ChB MRCGP  
DRCOG Manchester 1990  
Dr Alison C Shaw MB ChB DRCOG MRCGP  
DFSRH Manchester 2002  
Dr Deborah Wilkes MB ChB MRCGP  
DRCOG Leicester 1986

#### **Nursing Staff**

Sister Carolyn Hallworth RGN2

Michelle Platt Healthcare Assistant

Nichola Barratt Healthcare Assistant  
The role of the practice nurse has expanded greatly in recent years. An increasing part of your routine healthcare will be provided by our practice nurses.

#### **Reception Staff**

Our present reception staff comprises eight receptionists. Your first point of contact with the practice is with our reception staff who will offer you every help and assistance at all times.

#### **Business Manager**

Tanya Humphreys is responsible for the organisation and administration of the practice.

#### **Assistant Manager**

Gill Eggleston

#### **Repeat Prescription Adviser**

Linda Hallworth (Tel: 426 5771)  
Patients with repeat prescription queries can telephone Linda on the above number. All prescription requests must be in writing. There is also a facility to order your prescriptions on-line. Please contact the surgery for more information.

#### **Secretary**

Jane Facer (Tel: 426 5772)

### **ATTACHED STAFF**

Health Visitor

Our health visitor can be contacted on 0161 426 5397, she will monitor the development of your child and offer guidance on all aspects of child health and childcare. The health visitor will visit your home after your baby is born.

District Nurses - (Tel: 426 5397)

The district nursing team are based at Hazel Grove Clinic and can be contacted on the above number. The nurses provide a service designed to help anyone requiring nursing care at home. You can request a visit or the doctor can refer you. The nurse will visit, assess your needs and discuss them with you. She will arrange for an appropriate member of the team to visit you.

### **OPENING HOURS**

Monday	8.30am - 6.00pm
Tuesday	8.30am - 6.00pm
Wednesday	7.00am - 1.30pm
Thursday	8.30am - 6.00pm
Friday	8.30am - 6.00pm

#### **Doctors' Surgeries**

Monday	9.00am- 10.30am 13.30pm - 5.30pm
Tuesday	9.00am -11.30am 1.30pm - 6.00pm
Wednesday	7.00am - 7.45am 9.00am - 11.30am
Thursday	9.00am- 10.30am 1.30pm - 6.00pm
Friday	9.00am- 10.30am 1.00pm - 6.00pm
Saturday	9.00am- 11.00am

(one Saturday per month)

#### **Practice Nurse Surgeries**

Monday	8.30am- 11.30am 1.30pm - 4.30pm
Tuesday	8.30am- 11.30am 1.30pm - 4.30pm
Wednesday	8.30am- 11.30am
Thursday	8.30am- 11.30am 1.30pm - 4.30pm

#### **Health Care Assistant Surgeries**

Each morning Monday to Friday.

# HOW TO SEE THE DOCTOR

The doctors hold an open surgery every Monday to Friday morning 9.30 - 10.30am, which is for urgent conditions that cannot wait for a routine bookable appointment.

We also have morning, afternoon and evening surgeries by appointment only. Please telephone for an appointment.

Each patient is free to consult with any of the doctors, not only the doctor with whom they are registered. Urgent cases will always be seen by the doctor the same day. If you are unable to keep an appointment, please let the reception staff know as soon as possible.



## HOME VISITS

If you need a home visit, please try and phone before 10.30am. Home visits are for those who are housebound or too ill to go out. It would therefore be a great help if you could come to the surgery whenever possible.

## TELEPHONE ADVICE

The doctors are happy to give advice over the phone on request. If no doctor is available when you phone, the receptionist will take your name and telephone number and the doctor will ring you back.

## WHEN THE SURGERY IS CLOSED

In the event that you require urgent medical attention, which cannot wait until the next surgery re-opens, please telephone 0161 476 2299 and the Mastercall services will take your call. This service is staffed by local GPs. You may be asked to attend the treatment centre. The telephone number is on our answering machine when the surgery is closed.

# Other information



## **REPEAT PRESCRIPTIONS**

Your prescriptions will be available within 48 hours (except weekends). If you arrange for a pharmacy to collect your prescriptions please inform the surgery. If a chemist delivers your medication and a consignment fails to arrive, please contact the chemist and not the surgery. If you wish to leave a stamped, addressed envelope we will return your prescription to you. All patients on repeat prescription must be seen by a doctor once a year.

## **TEST RESULTS**

We have a dedicated results line which opens at 2pm every day.

The number is **0161 426 5784**

## **NEW PATIENTS**

If you wish to register with the practice, please come in to reception where you will be asked to fill in a patient registration form and to produce two types of identification, one being a photo ID (ie passport or driving licence), the other should be a utility bill etc.

All newly registered patients over the age of 16 years are invited to a health check with the practice nurse. Please bring your completed questionnaire and a specimen of urine.

## **FACILITIES FOR THE DISABLED**

We have an access ramp, lift and toilet facilities for the disabled. We also have limited parking at the rear of the surgery.

# SERVICES PROVIDED

## **Childhood Immunisations**

This immunisation clinic is held every Tuesday afternoon.

## **Family Planning**

Family planning advice is available from any of the doctors.

## **Minor Surgery**

We offer a range of minor surgery procedures including cryotherapy, joint injections and aspirations.

## **Sports Medicine**

Dr Gill has a fellowship in sports medicine and has experience in looking after elite and international athletes over a range of sports.

## **Stop Smoking**

Advice is available from the doctors or practice nurse.

## **Travel Immunisations**

These are available by appointment with our practice nurse.



## **STUDENT TEACHING**

The practice is involved in the undergraduate teaching of medical students and we are grateful to those of you who agree to help. There is no compulsion involved in this and you are always asked beforehand if you mind.

## **SICKNESS CERTIFICATES**

If you are absent from work for less than seven days you may self-certify. Forms are available from your employer. If you are absent from work for more than seven days you will require a medical certificate from the doctor.

## COMPLAINTS PROCEDURE

If you have a complaint or concern about the services you have received from anyone working in the practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. It is a procedure designed to help you. We hope that most problems can be sorted out easily and quickly, preferably as soon as they occur. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. If you are not happy with the way we have dealt with your complaint, medical complaints should now be directed to the NHS England Customer Contact Centre, either **via email** at [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please write 'For the attention of the Complaints Manager' in the subject line or **by post** at NHS ENGLAND, PO Box 16738, Redditch, B97 9PT

**By telephone** 0300 311 22 33

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

## CONFIDENTIALITY

All our services are confidential. We share information with other health professionals involved in your care unless you request otherwise. We need your consent to release information to other parties.

Sometimes we are asked to release information to outside organisations eg the Health Authority, to enable monitoring of services etc. In these cases we try to anonymise the information.

## ACCESS TO MEDICAL RECORDS

In accordance with the Data Protection Act 1998, patients have right of access to their health records provided:

- Application is made in writing (form available from reception)
- A fee is paid
  - Access only £10.00
  - Access and copies £10.00 up to £50.00 (dependent upon work involved)

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

# **ZERO TOLERANCE**

In line with the rest of the NHS, we have a Zero Tolerance Policy towards violent or aggressive patients. Aggression is taken to include verbal aggression or threatening behaviour. Any patient behaving in an aggressive or threatening manner towards any member of the practice team, other patients or visitors will be removed from the practice list.

An act of violence by a patient to a member of the practice team, another patient or visitor or damage to practice property will result in the police being called, removal of the patient from the premises, possible criminal proceedings and immediate removal from the practice list.

**Stockport CCG  
7th Floor, Regent House  
Heaton Lane  
Stockport  
SK4 1BS**

**Tel: 0161 4269900  
Fax: 0161 4265999**

**Patients can contact the SCCG to obtain details of primary care services in the area.**