

NEW PATIENTS

If you wish to register with the Practice, please bring two forms of ID, where possible. You will be asked to fill in a registration form, alternatively you can register online.

An appointment will be made for to attend the Practice for a health check.

This practice has suitable access for disabled patients.

HOME VISITS

Patients are advised to attend surgery whenever possible. However, the G.P. will be available for home visits for those who are genuinely unable to attend the surgery. General lack of transport is **NOT** a valid reason for a home visit. Please ring the surgery before 11am for a home visit.

EMERGENCIES

If you require medical attention when the surgery is closed, please ring NHS 111 service on:

Telephone: 111

OPENING HOURS

Monday – Friday
8:00am – 6:30pm

PRACTICE PARTNERS

Dr Zahid Chauhan
MRCGP

Dr Haroon Sadique
MRCGP, MBBS

Named Accountable GP is Dr Sadique

ABUSE OF SERVICE ZERO TOLERANCE

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. The Practice observes a zero-tolerance policy regarding abuse towards doctors, practice staff or other health care professionals who work with us. Any incident of abuse may result in a patient being removed from the Practice register.

MAKING A COMPLAINT OR COMPLIMENT

If you are unhappy with any of the services we offer at the practice and would like to make a complaint, ask at reception for a copy of the practice complaints procedure, put your complaint in writing or leave a message for the Practice Manager to contact you.

If you wish to compliment us on any aspect of our services, please let us know. You can also leave feedback on our NHS Choices page.



The Dale Medical Practice

2nd Floor, Nye Bevan House
Maclure Road
Rochdale
OL11 1DN

Telephone: 01706 396299

Website:
www.thedalemedicalpractice.co.uk

PRACTICE TEAM

Practice Nurse – Trained in health promotion, screening, administering childhood vaccinations, travel vaccinations and related advice. Promotes women's health, including cervical screening, chronic disease monitoring and offers advice, including Asthma and Diabetes. Our nurses can take bloods, check blood pressure and carry out contraceptive pill checks.

Practice Manager – Oversees the running of The Practice. She is your point of contact should you have any comments or concerns regarding the services offered by The Practice.

Reception Staff – Our team of receptionists and administrators help to keep the practice running smoothly. They will assist in booking emergency and routine appointments, undertake repeat prescriptions and deal with any queries you may have, as well as undertaking wide a range of administrative duties. They are trained to do a difficult and demanding job and are here to help you.

SUPPORT TEAM

We have the benefit of a wider support team including Clinical Pharmacists, Mental Health Practitioner, Associate Psychological Practitioner, Social Prescribing Link Worker, Paramedic in Practice and First Contact Practitioner (physiotherapy).

We are also a training practice, as such you may be seen by a trainee GP or other trainee clinician. These appointments are overseen by our GP.

BOOKING OF APPOINTMENTS

Appointments can be made by ringing the surgery from 8:00am onwards. **Urgent appointments** will be given priority on the same day and patients are asked to ring at 8:00am for addition to either morning or afternoon surgery. Routine appointments can be booked in advance.

It is your responsibility to keep your appointment.

All registered patients have a right to an appointment regardless of the last time that they attended the surgery, however, you may be asked to attend a patient health check.

You may be offered an alternative to a GP appointment, such as an appointment with another appropriate clinician within the Practice or the Enhanced Access service, or you may be signposted to a more appropriate service such as Pharmacy or Dentist, or Urgent Care/A&E if your condition is more urgent. Our reception team are trained in triage and signposting.

CONSULTATION TYPES

We offer GP, Practice Nurse and other clinical appointments face to face, over the telephone and via video call, where appropriate.

CLINICS

Baby assessment/ immunisation clinic

Chronic Disease Management Clinic
Asthma, Diabetes, CHD, Vaccinations, Family Planning, etc.

ONLINE SERVICES

You can use the NHS app or our Practice PATCHS platform to access a range of online services.

For more information, please enquire at reception.

REPEAT PRESCRIPTIONS

Patients on long-term medications can order their medication using our online services, via their nominated pharmacy or by filling in a repeat prescription form and posting it in the red box at the practice reception desk.

Please allow at least 48 hours (working days) for the prescription to be ready.

RESULTS

Patients may request results of tests by telephone and should bear in mind that our receptionists will only tell you what the doctor has commented. They are not medically trained to go into detail about the test results.

CONFIDENTIALITY

All records held in The Practice are confidential and secure. Identifiable information is only released with patient's written consent. All information is covered by the Data Protection Act (2018) and GDPR. We will respect the confidentiality of young people of 12 years and over.