

practice may park in the disabled bays at the front of the building and use the ramp at the entrance.

Teaching in General Practice

At various times of the year medical students and student nurses will sit with the doctors and accompany the nurses on their visits. If you do not wish the student to be present whilst you are being seen please let the receptionist/nurse/doctor know.

Practice Staff

Practice Manager- Our practice manager is able to help you with any non-medical aspects of your health and treatment and to discuss any suggestions that may help improve our service.

Receptionists- Our receptionists are here to help you. They may need to ask for further details when you telephone. They are subject to the same rules of confidentiality as the doctors and nurses.

Practice Nurses- Our practice nurses are available by appointment for advice, information and support on a wide variety of health issues including; patient health screens, diet and lifestyle advice, weight management, ECGs and blood samples, clinics for Diabetes, high blood pressure, heart and respiratory diseases, contraceptive care, cervical smears and breast screening, immunisation (childhood and for travel abroad), influenza and pneumonia.

Specialist smoking cessation advice- Our nurses are trained to advise you in all stages of this process but an appointment with them can be arranged in surgery.

Attached Staff

Phlebotomist- a trained phlebotomist is available by appointment in surgery for most blood tests.

Alcohol support team- we offer support from an alcohol team should you be referred by your GP.

Counsellor- available on a weekly basis and can be accessed through your doctor.

Health Visitors- available at Little Hulton Clinic. Please ring the clinic directly on 0161 790 4283.

Midwife- available at the antenatal clinic on Wednesday mornings. Please make appointments at reception.

Minor Surgery- the practice offers minor surgery such as the removal of small lumps and the freezing of warts.

Complaints and Suggestions

We are always willing to hear any comments, constructive suggestions or even complaints about the services we offer, and our practice manager will be happy to discuss these with you. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. We have a complaints leaflet which is available at reception, giving details of the procedure.

Please note: we do not respond to complaints posted on the NHS Choices website.

New Practice Boundaries

- *Motorway bridge at Bolton Rd towards Worsley Road North
- *Little Hulton to Watergate Toll
- *Ellenbrook, Boothstown and Mosley Common using Mort Lane and Sale Lane to mark the boundary up to the East Lancs A580 at Aman's restaurant
- *Motorway bridge at Roe Green
- *Motorway bridge at Wardley
- *A580 traffic lights at Amans restaurant
- *Walkden Road up to St. Mark's Church roundabout
- *Please note that the boundary includes the whole of Boothstown.

The Limes Medical Centre

8-12 Hodge Road
Walkden
Worsley
Manchester
M28 3AT

www.thelimesmc.co.uk
Tel: 0161 790 8621
Fax: 0161 703 8670

Dr K. McCarthy MBChB BAO
Dr G. Gregory MBChB ,DRCOG
Dr F Baldwin MB ChB, MRCGP, DFFP, DTM&H
Dr N Fernandes MBBS, MRCGP, DFRH
Dr J P Reddy MBBS, DRCOG, MRCGP, DPM

Opening Hours

Monday-Friday 8.30am to 6.00pm

Telephone: 8.00am to 6.30pm

Practice Manager-	Sangeeta Ganvir
Practice Administrator-	Dawn Langford
Assistant Admin-	Jane Jackson
Practice Medical Secretary-	Laura Whiteway Danielle Huby

Practice Nursing Team -

Sister Jeanette Taylor , Sister Jane Thomas & Debbie Clegg.

Receptionists -

Diane, Anne, Abbie
Norma, Clare, Tracy

Making Appointments

*Surgery clinic time may vary. Please check clinic times on the surgery notice board.

*Telephone the surgery during office hours.

*Appointments are available:

- On the day
- 48 Hours in advance
- up to 4 weeks in advance

*It may not be possible to see the doctor of your choice but please be reassured that all medical staff have access to your records and work to the same clinical guidelines regarding your care.

*We ask you to remember that an appointment is for one person only, so if another member of the family needs attention, another appointment must be made.

*Emergency cases will be seen on the same day.

*The practice follows a strict non-attendance policy. We ask you to attend appointments on time or give adequate notice of cancellation. If a patient does not attend on more than 3 occasions, the patient will be asked to find another GP.

*Children under 16 should be accompanied by a

responsible adult.

*Out of hours calls should only be requested in an emergency.

*Appointments for some GPs can be made online. (Please ask staff about how to register.)

Out of Hours

If you need an urgent visit between 6.30pm and 8.00am on weekdays and all day on weekends visits are made by the Salford Primary Care Trust out of hours doctors. Please phone the medical centre on 0161 790 8621 and you will be given instructions about our out of hours arrangements.

Repeat Prescriptions

Please note: we no longer accept requests for repeat prescriptions over the telephone.

You may request a repeat prescription by:

*Letter-please enclose a stamped self-addressed envelope if you wish your prescription to be posted back to you.

*Leaving a request in the repeat prescription box as you enter the surgery.

*Faxing your request to 0161 703 8670.

*Using EMIS patient Access to request Prescriptions (please ask reception staff to register)

Please give the name of the medication you require and allow 48 hours notice for the prescription to be ready for collection.

Enquiries and Test Results

Telephone calls for results and personal enquiries should be made after the end of morning surgery or in the early afternoon when the staff will have more time to help.

Home Visits

Home visits must be medically justified and are at the discretion of the doctor. Home visit requests should be made before 10am.

Telephone advice

Please ask the receptionist if you require telephone advice. A doctor will speak to you on the phone if he or she is not busy with a patient after surgery.

Newly Registered Patients

Patients will be asked to bring ID.

All new patients are required to attend a new patient medical with a nurse upon registration. Please try to bring details of past illnesses, vaccinations and smear history where applicable, and bring a sample of urine for testing.

Change of Name, Address or Telephone Number

If you change name, address or telephone number, please let one of the receptionists know. If you move outside the practice area you will need to change to another GP.

Data Protection

Patient information is stored on computer and is accessed only by The Limes Medical Centre staff. Records are subject to the Data Protection Act. Patients may have access to own their health records on payment of the current statutory fee. Other healthcare professionals who require access to those records as part of providing treatment, will also be able to access them. Other requests for access to patients' health records must be accompanied by a letter of authorisation from the patient concerned. If you do not wish your records to be used for medical auditing, please notify the