

INTERPRETERS

Family members are no longer able to interpret at appointments . If you require a interpreter please let the receptionist know when booking your appointment. Please note failure to do this may result in you having to make another appointment to be seen.

TEST RESULTS

Please ring after 09:00am when phones are not busy .

CAR PARK

The car park is for patient use and is at your own risk.

DISABLED ACCESS

This is at the side of the building and also has 2 disabled parking spaces.

OUT OF HOURS

If you require help after the surgery has closed please ring 111 who will be able to advise you or arrange for you to be seen or they can arrange a home visit if needed. Please only ring 999 if you have had a accident or it is an emergency.

DATA PROTECTION

The Practice is registered with the Information Commissioner's Office and is committed to keeping your data safe.

The Freedom of Information Act

Gives you the right to request information held by public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please ask the receptionist for more information.

PPG

This group meets quarterly. A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. Please note complaints can not be discussed at this group meeting.

COMMENTS AND COMPLAINTS

Comments on any aspect of the practice are welcome. If you have any suggestions or are unhappy about any aspect of our service , write them down and drop them in at reception .

If you wish to make a formal complaint ,we operate the NHS Complaints procedure ,any letters of complaints should be address to the Practice Manager . A leaflet outlining the procedure in more detail is available from reception.



ALEXANDRA GROUP MEDICAL PRACTICE

GLODWICK PRIMARY CARE CENTER

137 GLODWICK ROAD

GLODWICK OLDHAM

OL4 1YN

TELE: 0161 271 3050

www.alexandrapractice.org.uk

SURGERY TIMES:

THE SURGERY IS OPEN

Monday to Friday 08:00am to 06:30pm

Closed Saturday and Sunday

Alexandra Group Medical Practice Team

Partners

Dr A Gulzar (Female) MBBS (Lahore 1996)
MRCGP

Dr S Moghal (Female) MB ChB (Manchester 2003)
MRCGP DFFP

Practice Manager Mrs Jane Stansfield

Advanced Clinical Practitioners Jackie Morrison
Peter Smith.

Practice Nurses Anita Shuttleworth,
Claire Wright.

Office Manager Janice Cork

Secretaries Julie Reed, Kate Entwistle

Reception/Admin: we have several admin and reception staff.

The practice also has a first contact physiotherapist that the receptionist can book up to 2 weeks in advance.

We also have a focus care worker who works 2 days a week in the surgery. Who can help with when things become too much and you need a little help this could be helping complete forms, arrange hospital appointments introduce you to social groups ect

HOW TO REGISTER AS A PATIENT

The practice welcomes new patients. To the practice, all that is required is the completion of a registration form please ask the receptionist or log onto our webpage. You don't need to tell your current GP that you are leaving, your medical notes will transfer straight to our practice, once you have completed and given in the registration form, please allow 48 hours for this to be completed. Once you are registered and aged 18 or over, you will receive a text asking you to make an appointment for a new patient health check. If you are on any regular medication, please bring this with you. Children aged 10 and under we ask the parents to bring in a copy of all vaccinations that have been completed.

Appointments

Appointments are available on the day from 08:00am a few selected appointments are pre-bookable in advance up to 4 weeks. All GP's and Advanced Clinical Practitioners appointments are also available to book via Patient Access, if you would like more information re this service please ask the receptionist.

Home Visits

Home visits should only be requested for those who are unable to come to surgery because of a serious illness and infirmity. They should be requested before 10:00am. Where possible we prefer to see patients at the surgery, if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

PRESCRIPTION

If you are on repeat prescriptions, please use the reordering slip on the back of your repeat prescription. Remember to tick the boxes of the medication required. Other ways you can reorder medication are via your nominated chemist, Post (included a self addressed envelope) By hand and drop into the mail box in reception. Patient Access .WE DO NOT ACCEPT REQUEST VIA THE TELEPHONE FOR REPEAT MEDICATION. Please allow 48 hours from ordering . This doesn't include weekends or bank holidays.

Services Available

- Childhood Immunisations
- Influenza Vaccines
- Cervical screening
- Over 75 health checks
- New patient health checks
- Annual long term conditions health checks. If you have a long term condition ie Diabetes, Asthma, COPD, Hypertension . The surgery will invite you for a review with the nurse on your birthday.

If you are unable to keep your appointment please cancel as soon as possible .