LINDLEY MEDICAL PRACTICE

Your doctors’ surgery and a walk-in-centre provider

a positive difference, every time
Lindley Medical Practice

The practice offers primary care services to registered patients living within the Oldham area as well as non-registered patients visiting, living in, or working in the area. Services are available between 8am and 8pm (registered patients) and 8am-8pm (walk-in patients) seven days a week including all Bank Holidays (365 days a year!)
Services Provided for OUR Registered Patients

- Treatment and care for illnesses and injuries
- Chronic disease management
- Elderly care
- Men’s health
- Women’s health (ante and postnatal care, maternity care, menopause, breast screening and cervical screening/smears)
- Child health (development and immunisations)
- Contraception and sexual health (emergency contraception, coils and implants)
Services Provided for OUR Registered Patients

- Counselling
- Mental health support
- Personalised care plans
- Weight management and support schemes
- Health trainers and advice
- Stop smoking service
- Palliative care
- Minor surgery and joint injections
- Flu and pneumococcal vaccinations
- Travel vaccination and advice
- Blood tests

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Services Provided for all Unregistered Patients (Walk-In Patients)

• Urgent care, assistance and advice for patients unable to obtain appointments with their own GP

• Minor illness

• Minor injuries
PATIENT ACCESS

We provide excellent access for our registered patients
We offer:

- Appointments seven days a week between 8am-8pm
- On-line appointment booking
- On-line access for prescription ordering
- Telephone consultations
- Same day appointments
- Pre-bookable appointments at least four months in advance
- Same day emergency appointments for children under five years of age
- Appointments with a GP of your choice – male or female
Choose the way you want to order your repeat prescriptions:

You can order your repeat medication via the following routes:

• Handing in a repeat slip of your prescription
• Email
• Fax
• Post
• Via the pharmacy of your choice
• On-line
Appointments – Did You Know:

• You can book appointments with doctors and the practice nurse at least four months in advance.
• You can book your appointment on-line (please ask at reception for details).
• You will receive a text message reminder 24 hours before your appointment.
• You can pre-book your appointments or request an urgent on-the-day slot.
• You can book an appointment with our prescribing pharmacist to discuss any medication issues.
• You can request an urgent on-the-day appointment for children under five years old.

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Polite Notice – missed appointments

• The number of missed appointments are on the raise; in March there were 72 GP and 34 practice nurse appointments wasted

• If you cannot attend, or no longer need an appointment, please ring us beforehand and cancel it so that we can offer it to another patient

• Remember - your missed appointment stops another patient seeing a doctor or nurse
Quality care

• We pride ourselves on providing exceptional customer service and being patient focused
• We deliver high quality care along with a wide variety of services tailored to our patients’ needs
CHAPERONE

• You are entitled to have a chaperone present for any consultation, examination or procedure where you feel one is required. It could be a family member or friend. Also, you may prefer a formal chaperone to be present, i.e. a member of staff.

• Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and your appointment is not delayed in any way.

• Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

• Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.
• Please let us know if you are a carer or have a carer
• We have links with many services and organisations and would be happy to point you in the right direction and provide you with the information
• Oldham Carers’ Centre 0161 770 1275
Patient Participation Group

• A group of patients who are registered with the practice come together on a regular basis, to look at how they can positively influence the development of the practice and local health service.

• We are actively seeking expressions of interest from registered patients who may be interested in joining the group.

• Please ask at reception for more details
• The NHS Summary Care Record contains information about medications you are taking, allergies and medical conditions to ensure that those caring for you have enough information to treat you safely.

• Please ask for an information leaflet from the receptionist should you wish to opt out of the summary care record.
Patient Satisfaction Questionnaire

• Results of the patient satisfaction questionnaire are available
• We are engaging in a discussion with our patient participation group members on how we can improve / change our services following the feedback received
• Please join our group to help shape the future of our practice
We are Responsive to Our Patients NEEDS

**YOU SAID**

More GP appointments through the week, easier access to urgent appointments”

**WE DID**

Extra clinics and appointments available on different days, along with pharmacist appointments to deal with medication queries. Clinics have been re-arranged to allow more ‘On the day’ slots for patients”

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We are Responsive to Our Patients NEEDS

YOU SAID

• Need more variety for evening appointments and at weekends for those who work week days and need to see the nurse”

WE DID

• We now have a healthcare assistant working alternative weekends and late evenings to allow more patients to attend their appointments”
We are Responsive to Our Patients NEEDS

YOU SAID

Too busy as only one desk for walk in and registered patients and I end up being late for appointments because I’m stood in the queue”

WE DID

We have separated the registered and walk in centre desk to ease congestion and provide better customer service”
PATIENT Online ACCESS

• We recognise the importance of utilizing information technologies as a tool to improve clinical standards and services.
• We are keen to promote our on-line services such as on-line appointment bookings, repeat prescription requests and providing online access to your medical records
• Please ask in reception for more details
Confidentiality Statement

• Lindley Medical Practice is committed to the delivery of a first class confidential service. This means ensuring that all patient information is processed fairly, lawfully and as transparently as possible so that the public:
  – understand the reasons for processing personal information
  – give their consent for the disclosure and use of their personal information
  – gain trust in the way we handle information
  – understand their rights to access information held about them.
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# Equality and Diversity at Lindley Medical Practice

## The 9 Protected Characteristics

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<thead>
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<th>Gender</th>
<th>Sexual Orientation</th>
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<td>Ethnicity</td>
<td>Faith &amp; Belief</td>
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<tr>
<td>Disability</td>
<td>Age</td>
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Helping the Homeless

If you see a homeless person trying to sleep rough in freezing temperatures, you're urged to ring these emergency numbers:

**Manchester:** 0161 2345339
**Liverpool:** 0300 1232041

Outreach teams say it could save someone's life.

Also, if you are concerned about someone sleeping rough you can contact Street Link via [https://www.streetlink.org.uk/](https://www.streetlink.org.uk/)
On Friday, 16 December, we dressed in our finest, wackiest Christmas jumpers in order to raise money for Christmas Jumper Day!

Through a number of different activities such as a cake sale, tombola and a raffle, we are proud to say we raised an amazing £342!!

The remaining cakes and treats were donated to local food banks.
We LOVE Manchester 2017

On Tuesday, 13 June, staff arranged and held a fundraising event in the aid of the ‘We Love Manchester’ emergency fund, to raise money for those affected by the awful events on 22 May, 2017.

Following on from this, we also hosted another raffle which contained some fantastic prizes!

All together we raised £260, Thank you to all patients and staff who got involved for such an amazing cause.
Staff rally together to support bereaved families

Public Health England has praised gtd healthcare staff who offered a primary care service from Lindley Medical Practice.

“This was put in place very quickly, all relevant staff were briefed and referrals were promptly managed for about two weeks following the attack,”.

“This couldn’t have been implemented without the fantastic support from the ATT team and staff working out-of-hours, clinical shift leads and senior care coordinators”.

“Also, the bereaved families and friends who were staying in Oldham were offered temporary registration at the practice.”
Wear It Pink!

On 20, October, 2017, Lindley Medical Practice organised a ‘Wear it Pink’ event in aid of breast cancer awareness. All staff were encouraged to wear something bright and pink on the day!

We raised funds by selling pink cakes, pink lemonade and of course a pink tombola! A total of £121.81 was raised for this fantastic cause.
Save The Children 2017

Staff at Lindley Medical Practice brought their finest Christmas jumpers back out on Friday, 15 December, 2017 and raised money for Save the Children. We held a raffle, tombola and a bake sale and raised an amazing £388!

Thank you to all staff and patients who participated in this event and helped a great cause!
Supporting Ovarian Cancer 2018

Another successful fundraising event from the staff at Lindley Medical Practice, wearing our finest bright clothing and even tutus!

We ran a tombola, alongside selling the official pin badges and wrist bands in the aid of ovarian cancer.
What our Patients say...

Everytime I attend this practice the ladies behind the desk are so helpful and accommodating. Nothing is too much trouble for them. Lovely girls.

DETAILS OF COMPLIMENT

I want to thank for the excellent service and treatment that was provided to me especially by Dr. Benhamida. She’s very patient and caring. Also the service of all staff who’s so accommodating and helpful. I thank you all for your good assistance, kindness and good concern for all your patients. More power.
What our Patients say...

May you are amazing to my care.

Please leave comments & suggestions ONLY for the services provided by Lindley Medical Practice which includes the walk in Centre

To all staff and manager I sincerely thank you for your kind approach and patience with my anxiety it's thanks to surgery like you why

If you would like feedback please leave a contact number below

I am in a stable environment.

Raquia was very professional in all aspects of the consultation polite, confident & efficient - she found blood where many have failed.

Details of compliment

I am writing to praise Kelly reception staff member. Whenever I have any problems with anything she always goes out of her way to solve the problem for me, even if it takes her a couple of days. She always rings back and gets things sorted. She is always polite and very good. You have a few of your staff who help out a lot but Kelly goes above and beyond to help.
What our Patients say...

Thank you to all the staff today for being understanding and patient. It has restored my faith in the NHS. If only all staff were like this, it would make a difference. Thank you.

 DETAILS OF COMPLIMENT

Had minor surgery today at Lindley

The procedure was done very professionally by Dr. Ben Hamada. I was made to feel at ease as I felt nervous coming in.

The procedure was done very quickly and professionally.

The doctor was very friendly and pleasant. I would definitely recommend this practice.

I have found the reception staff extremely helpful and friendly. Both Dr. Ahmed and Dr. Khan are both extremely attentive doctors, who never make you feel rushed, listen to what you have to say and explain everything thoroughly.

a positive difference, every
What our Patients say…

I wanted to provide some positive feedback to Lindley Medical following an initial appointment with Dr Ben Hamieda 3 weeks ago. She was very helpful, sympathetic and efficient in dealing with my problems and her referrals to other services have been very beneficial. She has also been instrumental in expediting a preop appointment for my upcoming surgery and for that I am very grateful. I would also like to thank Matt on reception as he too was involved in chasing up my appointment and his recent phone call really gave me hope.

Many thanks

DETAILS OF COMPLIMENT

DR. B. HAMIDA !!
First time I felt I am getting somewhere !!!
Excellent !!