

**Barlow Medical Centre  
Practice Information Leaflet**

**828 Wilmslow Road  
Didsbury  
Manchester  
M210 2RN**

**0161 445 9000  
[www.barlowmed.com](http://www.barlowmed.com)**



## The Partners

***Dr Douglas E Jeffrey (Male)***

GMC No: 4034975

BSc 1990, MBChB (Manchester 1993), MRCGP 2001

***Dr Damian M Allcock (Male)***

GMC No: 3330508

BSc MBChB (Manchester 1991) MRCPCH 2005

***Dr Eidn Mahmoudzadeh (Male)***

GMC No: 6079917

MBChB (Manchester 2003), MRCGP 2008, DCH 2008

***Dr Toby Cartwright (Male)***

GMC No: 6145392

MBChB (Manchester 2001), MRCPsych, MRCGP 2009

***Dr Amy Ho (Female)***

GMC No: 6145392

MBChB (Manchester 2006), MRCGP 2011, DRCOG 2009, DFSRH 2010

## Salaried Doctors

***Dr Liam Aye-Maung (Male)***

GMC No: 6151033

MBChB (Edinburgh 2007), BSc Hons, MRCP 2016, DTMH 2009

***Dr Sonia Champaneri (Female)***

GMC No: 7071158

MBChB (Dundee 2010) RCGP 2017

***Dr Sadif Rafiq (Female)***

GMC No: 72904863

MBChB (Hull York 2014), MRCP 2017, DRCOG 2015

***Dr Jessica Bradshaw (Female)***

GMC No: 7072661

MBChB (Sheffield 2010), MRCP 2017

***Dr Jennifer Barclay (Female)***

GMC No: 7072661

MBChB (Sheffield 2010)

***Dr Hayley Medlock (Female)***

GMC No: 615779

MBChB MRCP

## Salaried Doctors cont .....

***Dr Tara Breslin (Female)***

GMC No:6157615

MBChB 2007 Manchester

***Dr Catherine Gomes (Female)***

GMC No: 7420058

Nottingham 2013 BMBS BMedSci MRCGP (2019)

***Dr Bruce Gerry (Male)***

GMC No: 4342292

Manchester 1996 MB ChB

***Dr Naazyia Sayed (Female)***

GMC No; 6128494

Leeds 2005 MB ChB, MRCGP, DFRSH

***Dr Helen Roberts (Female)***

GMC No: 7454252

BM BCh 2014 Oxford University

***Dr Fadillah Haq (Female)***

GMC No: 7526974

MB ChB 2016 University of Liverpool

## Nursing Staff



***Sister Leola Taylor***

Nurse Practitioner



***Janette Ford***

Healthcare Assistant

***Sister Helen Chetham***

Practice Nurse

***Sister Lamia Kawalit***

Practice Nurse

***Sister Nicky Morgan***

Practice Nurse

***Sister Eleanor Owen-Jones***

Practice Nurse

# Management & Administration Team



## **Practice Manager**

Mrs Jacqueline Stewart-Martin

## **Assistant Practice Manager**

Mrs Carol Harrison

## **Office Supervisor**

Kerry Black

## **Reception Team Leader**

Katie-Louise Sainsbury

## **Receptionists**

Lesley O'Brien, Pamela Graham, Susan Mullan, Una Jameson, Isabelle Parkin,  
Emimily Jaggar, Gemma Dixon, Tamara Borzieva, Neasha Pinnock,

## **Data Input Clerks**

Alison Brook, Isabelle Parkin

## **Secretaries**

Georgie Lees Rachel Newton

## **Prescribing Team**

Cassandra Clarke, Marco Carosini, Charity Boachie, Cameron Stewart,  
Rachel Newton

# Overview

The practice is based in modern, purpose-built premises with a large car park for both staff and patients. The practice covers any persons living within the M20 postcode as illustrated on the map below:



Co-located within the practice is the Lloyds pharmacy, which has a clinical pharmacist who offers advice and treatments for a range of minor ailments during normal working hours.

The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients.

The waiting room offers a range of literature for all patient groups as well as an area for children. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

## How to Register

We are pleased to accept most patients from M20 area but please check on our website first as NOT all M20 postcodes are within our catchment area.

We will register you with your chosen GP, should you have a preference, but you do have a right to request to see a GP of your choice. It is recommended that you routinely see the same clinician for continuity of care.

All patients will have a named GP. You can find out who your named GP is by asking at reception; this information is also shown on your repeat prescription form .

We encourage patients to register online, and further information can be found at [www.barlowmed.com](http://www.barlowmed.com)

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at [www.barlowmed.com](http://www.barlowmed.com) or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online at [www.barlowmed.com](http://www.barlowmed.com) . For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.



## **Hours of Business**

**Monday to Friday: 08:00 -16:30**

**Extended Hours Access Saturday 10:00 -17:00**

To book a face to face appointment or telephone consultation with a GP, Physicians Associate, Nurse Practitioner, please telephone 0161 445 9000. You will be triaged by our experienced reception team and they will allocate you the most appropriate clinician.

Appointments with the nursing team are available to book via the reception team.

## **Home Visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the triage system, logging a call before 10am. A clinician will telephone you to discuss your request.

## Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning** – All of our GPs and the Practice Nurse offer a full range of family planning services.

**Immunisations** – The nursing team are responsible for the administration of both adult and child immunisations. Please enquire at reception/ telephone and book an appointment.

**Travel Immunisations** – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. There will be a charge associated with travel immunisations. Please review our website or book an appointment with the nurse to discuss your requirements.

**Minor Operations** – Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. At this practice Toby Cartwright is the lead for minor operations. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

**Cervical Smear Testing** – This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

## Our Services cont.....

### **Chronic Disease Management**

We hold a range of clinics to help our patients manage the following:

- ◆ Asthma
- ◆ Hypertension
- ◆ Diabetes
- ◆ Heart disease
- ◆ Kidney disease

We also offer the following services:

- ◆ Baby clinic
- ◆ Physiotherapy Appointments
- ◆ Mental Health Services

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

## **Out of Hours**

If you need urgent medical advice for something which isn't life threatening when the practice is closed, please visit [www.111.nhs.uk](http://www.111.nhs.uk) or call 111 (calls are free to this number) before going to A&E to ensure you get the right help.

NHS 111 is a helpline staffed by nurses and professional advisors, giving confidential healthcare advice and information 24 hours a day. The service provides information on local health services, such as doctors, dentists or out-of-hours pharmacies and self-help or support organisations. They can advise you on what to do next.

If your problem is more serious and you need to go to hospital you may be given a booked time slot which will shorten how long you have to wait, NHS 111 can also call out an ambulance on your behalf. This will help to keep you, your family, and friends safe during the pandemic.

## **Extended Hours**

We now offer an extended hours service which is for our patients . Patients can book via reception a telephone or face to face consultation with a Doctor on a Thursday evening 18:30-20:30 and a Saturday 09:00 –17:00. You can also book in for bloods between 10:00-14:00 on Saturday.

# Prescriptions

Repeat prescriptions can be ordered in the following ways:

- ◆ In person – By ticking the required medications on your prescription and placing it in the dedicated box, located adjacent to the pharmacy.
- ◆ Online – Please log in and order via our website [www.barlowmed.com](http://www.barlowmed.com).

Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.

Should you run out of your medication when the pharmacy is closed, visit your local pharmacy who may be able to give you an emergency supply.

Urgent requests for medication should be made by speaking to a member of the pharmacy team. If you are unable to speak to the pharmacy team, call reception who will take your details and ask a member of the pharmacy staff to call you back.

You will usually be able to collect your medication after your appointment with the GP or Nurse; if this is not possible, a member of the team will advise you accordingly.

Boots the Chemist, 717 Wilmslow Road, M20 6WF, 0161 445 4285

Cockers Pharmacy 155 Fog Lane, Manchester, M20 6FJ, 0161 445 1999

Tesco Pharmacy, Burnage Lane, M19 1TF, 03456779869

Lancewise, Pharmacy, Queensway, Burnage, 0161 432 3467

# Training

## **Doctors Training in General Practice**

The practice usually has the benefit of one or more doctors training in general practice. After a substantial time spent working in hospital, they spend a year with us before entering independent practice. They are available for consultation in the same way as any GP at the practice.

## **Medical Students**

Medical students, who are not yet qualified, occasionally sit in during consultations with your GP or nurse or they may see you separately prior to your consultation. You will be informed by the receptionist when a medical student is with your GP. Please inform the receptionist if you would prefer a student not to be present during your consultation.

## **Complaints and Comments**

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Assistant Practice Manager Mrs Carol Harrison who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception and are discussed at practice meetings. We display all comments cards on the dedicated noticeboard in reception. Please ask for a card at reception.

## **Patients Responsibilities**

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

## **Zero Tolerance**

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.



## **Patient Information**

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also

## Virtual Patient Group

Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your practice?

Do you have access to a computer?

If you answered yes then join our Virtual Patient Participation Group  
**'Friends of Barlow'**

As a member of the Virtual Patient Participation Group we will send you emails asking for your opinion on a range of topics.

You decide how often and when you would like to answer.

The Virtual Group provides the wider patient population with the means and the opportunity to get involved in the discussions and actions being taken helping to improve and increase the healthcare services at Barlow Medical Centre.

We would be delighted if you would join our mailing group "Friends of Barlow Medical Centre". By leaving your email details we can contact you every now and again to ask you a question or to pass on information regarding medical services and any changes and news at the Barlow Medical Centre