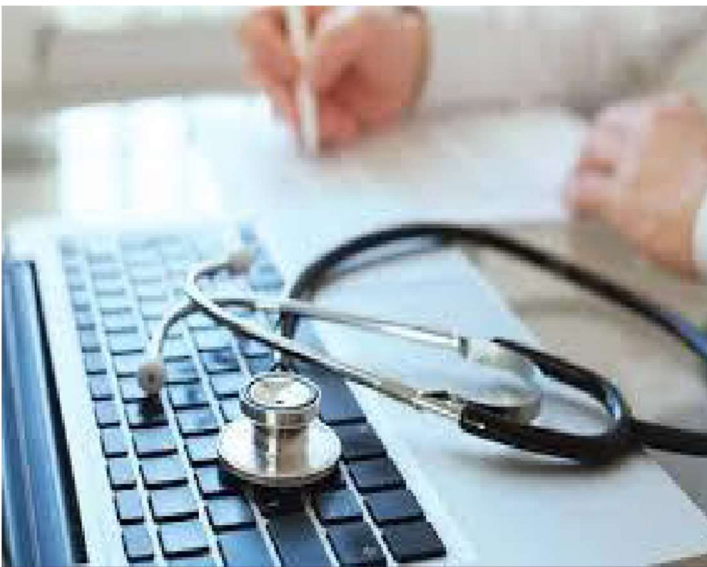


828 Wilmslow Road
Didsbury
Manchester
M20 2RN

BARLOW
MEDICAL
CENTRE



Practice Information Leaflet

0161 445 9000

www.barlowmed.com

[March 2023](#)

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 K Cartwright (Male)

GMC No: 6029141

MBChB (Manchester 2001) MRCPsych MRCGP 2009

Dr Amy Ho (Female)

GMC No: 6145392

MBChB (Manchester 2006) MRCGP 2011, DRCOG 2009, DF

Salaried Doctors

Dr Liam Aye-Maung (male)

GMC No: 6151033

MBChB (Edinburgh 2007), BSc Hons, MRCGP (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) MRCGP 2017, DRCOG 2015

Dr Jessica Bradshaw (female)

GMC No: 7083172

MBChB (Nottingham 2010) BMBS, BMedSci, DRCOG, MRCGP 2018

Dr Jennifer Barclay (female)

GMC No: 7072661

MBChB (Sheffield 2010), MRCGP 2017

Dr Hayley Medlock (female)

GMC No: 6157749

MBChB (Manchester 2007), MRCGP 2012

Dr Catherine Gomes (female)

GMC number 7420058

Nottingham 2013 BMBS BMedSci MRCGP (2019)

Dr Bruce Gerry (male)

GMC number 4342292

Manchester 1996 MB ChB

Dr Naazya Sayed (female)

GMC Number 6128494

Leeds 2005 MB ChB, MRCGP, DFSRH

Dr Helen Roberts

GMC Number: 7454252

BM BCh 2014 Oxford University

Dr Fadilah Haq

GMC Number: 7526974

MB ChB 2016 University of Liverpool

Practice Nurses/HCA's



Sister Leola Taylor

Nurse Practitioner

Sister Helen Chetham

Practice Nurse

Sister Lamia Kawalit

Practice Nurse

Sister Nicky Morgan

Practice Nurse

Sister Eleanor Owen-Jones

Practice Nurse



Healthcare Assistants

Mrs Janette Ford

Daanyaal Anwar

Mrs Mary Sloan

Administration Team



Practice Manager

Mrs Jacqueline Stewart-Martin

Assistant Practice Manager

Mrs Carol Harrison

Team leader

Katie-Louise Sainsbury

Receptionists

Susan Mullan, Una Jameson, Erin Black, Marie Cheetham, Neasha Pinnock
Tamara Borzieva, Deimante Gumuliauskaite

Care Coordinators

Kerry Black, Pamela Graham

Data Input Clerk(s)

Alison Brook

Secretaries

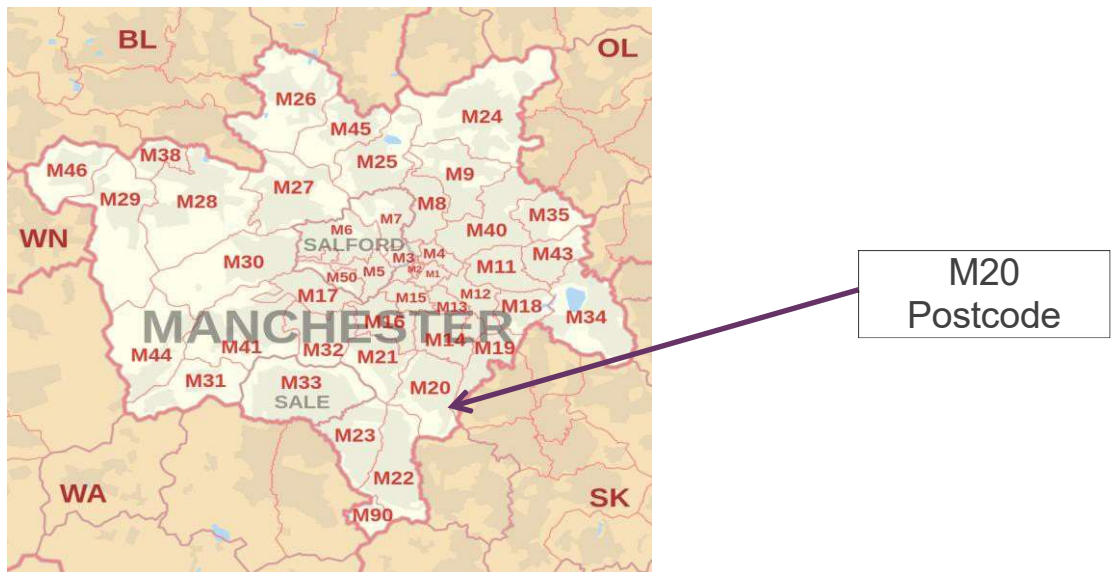
Georgie Lees-Crosbie, Rachel Newton

Prescribing Team

Cassandra Clarke, Marco Carosini,
Charity Boachie, Cameron Stewart

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 .

You can pre-register online, and further information can be found at 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 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 . For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse.

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

Our Services

Monday to Friday: 08:00 – 18:30

To book an appointment, please call the reception team. In order to allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment and triage you via our online triaging system called 'Sentiers'. You will then be booked into the most appropriate appointment available that day.

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.

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 call-back system, logging a call before 10am. A clinician will then telephone you to discuss your request.

Extended Access: Thursday 18:00-21:00, Saturday and Sundays

Manchester GP surgeries are there for you at evenings and weekends. The practice, working in collaboration with Manchester Extended Access, is pleased to offer access to GP, nurse and HCA appointments during the evenings and at the weekends.

To book appointments simply ask the receptionist who will arrange an appointment at a time and location that suits you best. This may not be at your usual practice, but the GP or Health Care Professional who sees you will have access to your medical record and can issue prescriptions if required and deal with other matters appropriately should the need arise. For more information on the Manchester Extended Access Service visit manchesterpcp.co.uk

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. The practice nurse has set vaccination clinics, which are held on Monday mornings and Thursday afternoons. If you are unable to attend these clinics, please enquire at reception and book an alternative 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.

Well-Man & Well-Women Clinics – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population, whilst also encouraging patients to regularly carry out self-examinations. Speak to a member of the nursing team for more information.

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:

- Antenatal clinic
- Baby clinic
- Post-natal checks
- Smoking cessation
- Counselling for drug and alcohol addiction

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 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.

Prescriptions

Repeat prescriptions can be ordered in the following ways:

1. Via the NHS app
2. Via our website – you will need to have online services access which we are happy to provide for you (www.barlowmed.com).
3. Present to our main reception desk and complete a medication request form.
4. Post your repeat medication request in the post box on the wall outside the practice.
5. Order this through your nominated pharmacy.

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, Manchester, 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

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.

Video Recordings

We sometimes use video recordings of consultations for teaching purposes. You will be asked to sign a consent form before the consultation if you have no objections to your consultation being recorded. **Please let us know if you prefer not to be recorded.**

Complaints

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 Our 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.

Zero Tolerance

Barlow Medical Centre aims to provide high quality healthcare and we will treat all patients with respect and dignity.

Unfortunately, there has been an increase in verbal and physical attacks on staff and this is unacceptable.

Barlow Medical Centre and Manchester Health and Care Commissioning support The NHS Zero Tolerance Policy. This policy recognises the increasing problem of violence against staff working in the NHS and ensures that doctors and healthcare staff have a right to care for others without fear of being attacked or abused.

Patients also have a right to access services without fear of violence at their practice.

In line with this policy, we have a zero tolerance approach to aggression, abuse, violence or anti-social behaviour.

What do we mean by zero tolerance?

We understand that when patients feel ill, they do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. We ask you to treat healthcare professionals and practice staff courteously and act reasonably.

Patient Information

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 our Medical Report Request form <https://www.barlowmed.com/navigator/medical-report-request/> found on our website WWW.Barlowmed.com

Your Summary Care Record contains important information from the record held by your GP practice and includes details of any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly. As part of a mandatory national programme each GP Practice had to make a summary care record for each patient by March 2015 (unless the patient has already opted out). You can choose to opt out of this scheme at any time. <https://www.barlowmed.com/navigator/summary-care-record-opt-out/>

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 or using our online form <https://www.barlowmed.com/navigator/patient-participation-group-registration/> 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 Cen

