

828 Wilmslow Road
Didsbury
Manchester
M20 2RN

BARLOW
MEDICAL
CENTRE



Practice Information Leaflet

0161 445 9000

www.barlowmed.com

May 2026

Partners



Dr Douglas E Jeffrey (Male) **GMC 4034975 / BSc 1990, MBChB (Manchester 1993), MRCGP 2001**

Dr Damian M Allcock (Male) **GMC 3330508 BSc MBChB (Manchester 1991) MRCGP 2008, DCH 2008**

Dr Eidn Mahmoudzadeh (Male) **GMC 6079917 MBChB (Manchester 2001) MRCPsych MRCGP 2009**

Dr Toby K Cartwright (Male) **GMC 6029141 MBChB (Manchester 2001) MRCPsych 2009**

Dr Amy Ho (Female) **GMC 6145392 MRCGP (Manchester 2006) MRCGP 2001, DRCOG 2009, DF**

Salaried Doctors

Dr Sonia Champaneri **GMC No: 7071158 MBChN (Dundee 2010) RCGP 2017**

Dr Sadif Rafiq **GMC No: 72904863 MBChB (Hull York 2014) 5045MRCGP 2017, DRCOG 2015**

Dr Jessica Bradshaw **GMC No: 7083172 MBChB (Nottingham 2010) BMBS, Bmedsci, DRCOG, MRCGP 2018**

Dr Jennifer Barclay **GMC No: 7072661 MBChB (Sheffield 2010), MRCGP 2017**

Dr Hayley Medlock **GMC No:6157749 mbchB (Manchester 2007), MRCGP 2012**

Dr Catherine Gomes **GMC 7420058 Nottingham 2013 BMBS BMedSCI MRCGP (2019)**

Dr Bruce Gerry **GMC No: 4342292 Manchester 1996 MD ChB**

Dr Helen Roberts **GMC No: 7454252 BM BCh 2014 Oxford University**

Dr Adam Meades **GMC No: 7492265 MB ChB 2015 University of Liverpool , 2016**

Dr Sherrie Jones **GMC No: 7492265 MB ChB 2016 University of Manchester 2017**

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 Yasmin Lloyd – Practice Nurse

Sister Annie Joseph – Practice Nurse (Mat Cover)

Healthcare Assistants:

Janette Ford

Kiyomi Harrigan

Administration Team

Practice Manager: Jacqueline Stewart-Martin

Assistant Practice Manager: Carol Harrison

Team Leader: Marie Cheetham

Care Navigators: Una Jameson, Pamela Graham, Alison Brook, Olivia Ellison, Evan John, Rebecca Jones, Georgie Lees-Crosbie, Isobel Leighton, Thomas McNamara, Rachel Hall

Care Coordinators: Kerry Black

Digital Champion/Data Lead: Luke Bowen

Prescribing Team: Cassandra Clarke, Tiye Bell, Charity Boachie, Cameron Stewart

GP Assistant (in training) – Shannon Dowdall

Overview

The practice is based in modern, purpose-built premises and serves patients living within the M20 postcode.



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.

Barlow Medical Centre provides car parking facilities to support access for patients, staff and emergency services.

Parking management on the practice car park, including the use of Automatic Number Plate Recognition (ANPR) technology, is carried out by Northwest Parking Management Ltd, who operate and enforce the parking system on this site.

Northwest Parking Management Ltd is the Data Controller for any personal data collected in connection with car park monitoring, permit management and parking enforcement. This includes vehicle registration numbers and, where applicable, registered keeper details obtained from the DVLA.

Barlow Medical Centre does not access, store or control ANPR or parking enforcement data.

For information about how parking-related personal data is used, retained and your data protection rights, please refer to Northwest Parking Management Ltd's Privacy Notice, which is available via car park signage or directly from Northwest Parking Management Ltd.

Any queries, complaints or data protection requests relating to parking charges or car park data should be directed to Northwest Parking Management Ltd, not the GP practice.

Use of AI and Automation

Our website may use AI and automation technologies to enhance user experience and improve our services. This includes:

Chatbots for customer service inquiries.

Automated data analysis to improve website functionality.

How to Register

We are pleased to accept most patients from the **M20 area**, but please check our website first, as **not all M20 postcodes are within our catchment area**.

Everyone in England can register with a GP surgery or change their GP surgery for free. You can register with most surgeries online.

You can register with a GP surgery or change your current GP surgery online using the NHS website.

To register online: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

1. Enter a post code or use your location to look for GP surgeries in the area you want to register. Most people will need to register near where they live but some surgeries accept patients from further away.
2. Choose a surgery you want to register with that offers online registration.
3. Fill in a registration form. This takes about 15 minutes for each person you want to register.

We will register you with your chosen GP, should you have a preference, but you do have the 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, for example 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 request an appointment, you can telephone the practice between **8:00am and 18:30pm**, or submit an online request using our **Patchs online triage system** between **7:00am and 18:30pm**.

Patchs allows you to contact the practice online by completing a simple form. Your request will be reviewed and **triaged by one of our on-call GPs**, who will assess your needs and arrange the most appropriate outcome. This may include a face-to-face appointment, a telephone or online consultation, advice, or a referral to another member of the clinical team.

Our reception team are here to help and will always try to accommodate your requests. Where possible, we will arrange an appointment with your named GP or a clinician you have requested; however, this may not always be possible.



We ask that you arrive promptly for your appointment, ideally **five minutes early**. If you are unable to attend, please let us know as soon as possible. Cancelling your appointment enables us to offer it to another patient who needs to be seen.

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

Home visits are arranged at the discretion of the GPs and are usually for patients who are housebound or have significant health issues. If you feel you require a home visit, please submit a Patchs request or contact the practice **before 10:00am**. A clinician will then telephone you to discuss your request.

Extended Access: Thursday 18:00–21:00, Saturdays and Sundays

Manchester GP surgeries provide appointments during evenings and weekends. Working in collaboration with **Manchester Extended Access**, we are pleased to offer GP, nurse and HCA appointments outside normal practice hours.

To book an extended access appointment, please speak to a member of the reception team, who will arrange an appointment at a time and location that suits you best. This may not be at your usual practice; however, the GP or healthcare professional you see will have access to your medical record and can issue prescriptions or manage your care as needed.

For more information on the Manchester Extended Access Service, visit **manchesterpcp.co.uk**.

Along with 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 to book an alternative appointment.

Travel Immunisations – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations and 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 and joint injections, can be performed by your GP. At this practice, **Dr Toby Cartwright** is the lead for minor operations. Please discuss your requirements with your GP, who may recommend a minor operation; this will then 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-Woman Clinics – Nurse-led clinics aimed at encouraging a healthy lifestyle for our male and female population, while also encouraging patients to regularly carry out self-examinations. Please 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 conditions:

- 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

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, please visit your local pharmacy, who may be able to provide 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, please 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.

Local Pharmacies:

- 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, 0345 677 9869

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, providing 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, as well as 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.

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 we do acknowledge that sometimes things can go wrong. If you are concerned about the service, you have received or wish to make a complaint, please speak to a member of the team. 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 complaints process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner, and we will always aim for local resolution wherever possible. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we have done something well, we would very much appreciate your feedback. Comment cards are available in reception and are discussed at practice meetings. We display all comment 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 the 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 unwell, they do not always act in a reasonable manner, and this will be taken into consideration when we are dealing with a misunderstanding or complaint. However, we ask that you always 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 Centre