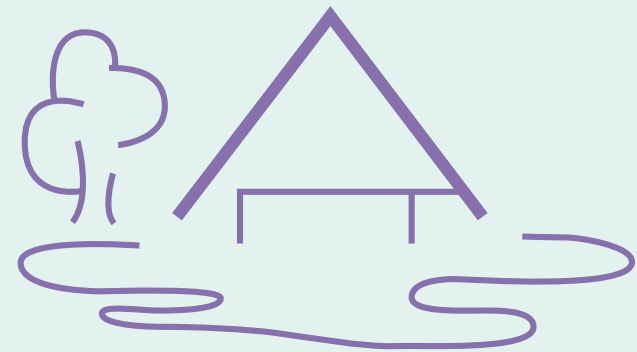


Quayside Medical Practice



Keppel Building, Ashton Road West, Failsworth, Manchester

Appointments and Administration

Tel: 0161 681 1818

Fax: 0161 681 8596

www.quaysidemedicalpractice.co.uk

Welcome To The Quayside MEDICAL PRACTICE

The General Practitioners

Dr D C Bayman MB ChB DRCOG (1979)
Dr D S McMaster MB ChB BSc MRCGP DBD DRCOG (1989)

The Practice Staff

Practice Manager

Mrs V M Dawber MAMS dipPM

Receptionists/Health Care Assistants

Nicola Pearson NVQ3 Health Care
Helen Thomson NVQ3 Health Care

Receptionists

Eileen Walker
Karen Hoyland
Kerry Radford

Practice Nurses

Louise Morgan RGN
Jill Edmonds RGN

General Practitioner Registrars and Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for four months and sometimes become general practitioners after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

When booking an appointment you may be offered a consultation with one of our registrars who are excellent doctors.

For the latest information click to: www.quaysidemedicalpractice.co.uk

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Playing golf is not only good for you physically, it also releases powerful, natural, mood enhancing drugs called endorphins into your bloodstream. So, enjoying a round of golf with your friends helps to keep you fitter and make you feel better. If the sun is shining - even better!

Contact your local club and take up golf - it's not only good for you - it's fun as well - one of the good things in life!

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Probably the biggest benefit is that the whole exterior appearance of your property will be considerably improved, and never again will you have to 'risk life and limb' at the top of a ladder repainting windows.

A conservatory brings its own benefits. How nice to sit in a warm environment, full of natural light enjoying your garden in comfort as well as having an extra room in your home. There are many companies who will gladly come along and give a free quote for double glazing or a conservatory.

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Surgery Times

	Dr Bayman		Dr McMaster	
Monday	9.00 - 11.30am	3.40 - 5.40pm	9.00 - 11.30am	1.00 - 2.30pm
Tuesday	7.00 - 11.30am	2.00 - 3.00pm	11.30am - 1.30pm	3.40 - 5.40pm
Wednesday			7.00 - 11.30am	
Thursday	9.00 - 11.30am	3.40 - 5.40pm	7.00 - 11.30am	
Friday	9.00 - 11.30am	2.30 - 3.30pm	9.00 - 11.30am	2.00 - 3.30pm
Drs alternate Friday surgery 10.00 - 11.30am 3.40 - 5.40pm				
The surgery is open from:				
Monday	8.30am - 6.00pm			
Tuesday	7.00am - 6.00pm Closed 12.30 - 2.00pm			
Wednesday	7.00am - 2.00pm			
Thursday	8.30am - 6.00pm			
Friday	8.30am - 6.00pm			

Appointments

Appointments may be made by telephoning the surgery on 0161 681 1818 or by coming into the surgery. Routine appointments may be made well in advance (maximum 12 months), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

Home Visits

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out-Of-Hours Service

Our out-of-hours service is covered by Go To Doc, The Forum, Tameside Business Park, Windmill Lane, Denton M34 3QS. Tel: 0161 336 3252.

Registration

All new patients will have the opportunity to fill in a health questionnaire, giving details of medical history and lifestyle, and be offered an appointment for a new patient medical check with the practice nurse or doctor prior to registration.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Repeat prescriptions can be made by email, fax, in writing or by coming into the surgery between 8.30am to 6.00pm Monday to Friday (except Wednesday afternoon). We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow 24 hours before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Test Results

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

Clinics

These times may vary. Please check with reception prior to using the service.

Antenatal Clinic

Friday 9.00 – 11.00am

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours.

Baby Clinic

Wednesday 10.30 – 11.30am Immunisations

Friday 11.30am – 12 noon Child Assessment and 1st Vaccines

The baby clinics are run by the doctors for child development checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries with a doctor or health visitor.

Asthma Clinic

Every day

This is run by the practice nurse in conjunction with the doctors, by appointment only.

Diabetic Clinic

Thursday 9.00 – 11.15am (twice monthly)

This is run by the healthcare assistant in conjunction with the doctor, by appointment only.

Family Planning

Contraceptive care is provided by all the doctors during normal surgery hours. Emergency contraception can be obtained from your doctor, if there is availability and from some pharmacies in the area. This service is required to be obtained within 72 hours.

Minor Surgery

Thursday 9.00 – 11.30am (once a month)

Minor surgical procedures are by appointment and the doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment in normal surgery hours where there is availability. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Counselling

A counselling service is available at the surgery on a Monday. Please discuss this with your doctor.

Patients 75 Years And Over

If you are 75 years of age or over, you should be seen annually, either by your doctor, the practice nurse, the district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

Travel Immunisation/Vaccinations

Please complete a travel assessment form at least 6 weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes and those over 65 years of age. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are housebound, a home visit will be arranged to undertake this facility.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Disabled Access

At the surgery reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient's WC is provided near the front entrance and another is available on the first floor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement. A hearing loop is also provided.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel that this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within three days. Occasionally, it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Freedom Of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the "classes" of information that the practice intends to make routinely available. This scheme is available from reception.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse, verbal or physical, to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Practice Boundary

We only cover the M35 postcode.

The Patient Participation Group

This is a group of patients from the practice that meet regularly to discuss and assist the practice with information sharing to our other patients and advise the practice on other matters from the perspective of the patient as a service user. Details of this group are on the practice notice board in reception.

Help Us To Help You

Our aim is to offer patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out-of-hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

The Patient Participation Group is also available to help with such matters.

Useful Telephone Numbers

Royal Oldham 0161 624 0420
North Manchester General..... 0161 795 4567

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for Drs Bayman & McMaster of Failsworth

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