



www.MountRoadPractice.nhs.uk
www.mountroadpracticeppg.nhs.uk

Kidsgrove Medical Centre

Mount Road

Kidsgrove

Stoke-On-Trent

ST7 4AY

PRACTICE TEAM

The partners in the practice are Dr. Bhushan Rao MB ChB, Dr Hannah Bradshaw MBChB MRCGP DRCOG Cert Med Ed. Salaried GP's Are Dr Ambreen Qayyum MBBS MRCGP and Dr Faheem Naeem MRCGP.

They hold a contract with NHS England to provide General Medical Services.

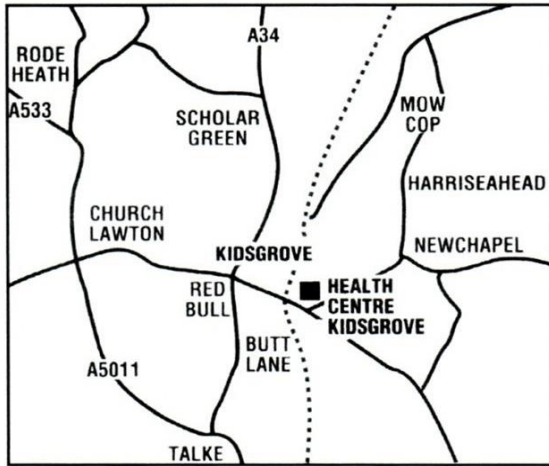
The practice team also consists of 2 Nurse Practitioners, NMP, Lesley Lomas RGN BSC (hons) Independent Nurse Prescriber, Charlie Roberts, RGN Independent Nurse Prescriber, Practice Nurse Charlotte Lownds, Practice Nurse Simon Holt and Miss Lorraine Seabourne Health Care Support Worker and Carole Jones who is our Practice Care Facilitator and a Health Care Support Worker

The team is supported by our Practice Manager Miss Liz Moreton, Trudy Burndred and Amanda Davies are our Office Manager's and a team of Reception and Administration Staff. Laura Hopper is our Business Development Manager.

PRACTICE ADDRESS

Mount Road Practice
Kidsgrove Medical Centre
Mount Road,
Kidsgrove
ST7 4AY
Tel: 01782 777991

PRACTICE LOCATION



CCG ADDRESS

Address:

Smithfield 1 Building

Leonard Coates Way

Stoke-on-Trent

Staffordshire

ST1 4FA

Telephone: 01782 298002

DISABLED ACCESS

Available to all areas. Please ask at reception if you require any assistance

REGISTRATION

You will need an appointment for a new patient health check with one of the clinical support workers.

When you attend your appointment you will require to bring identification with you. You will need photographic identification and proof of address (leaflets available at reception with lists of acceptable identification).

If you are on repeat medication you will need to see a doctor prior to getting any repeat medication.

This surgery does not issue repeat (on-going) Benzodiazepines or Z-drug prescriptions. Patients who are taking this type of medication and wish to register with us will be offered a gradual reduction programme. Patients taking regular Benzodiazepines or Z-drugs will be asked to attend a medication review with the GP where a reduction programme will be agreed. Patients will be provided with support to stop taking these medications. Agreement with this policy is a strict requirement for registration with the practice. This policy follows national guidance to ensure the safe use of these medications.

HEALTH CARE CHECKS

Any patient between the age of 16 and 74 is entitled to request and receive a health care check with a health care professional if they have not attended a consultation or clinic provided by the partners within the period of three years prior to the date of request.

Any patient aged 75 and over is entitled to request and receive a health care check with a health care professional if they have not attended a consultation or clinic provided by the partners within the period of 12 months prior to the date of request.

TEACHING

In addition to providing general medical services, the practice also undertakes continuing education and training of all staff and health care professionals. We are also involved in the teaching of doctors and medical students.

PRACTICE OPENING HOURS

The premises will be open from 8.00am to 6pm weekdays other than Thursdays, when we are open from 8.00am until 1pm.

EXTENDED OPENING HOURS

You can book pre-book appointments for a Saturday morning with either a GP/Nurse Practitioner/Practice Nurse/HCSW. We are part of Newcastle North Primary Care Network and share the Saturday morning appointments with Dr Harbidge & Partners and Heathcote Surgery (Chesterton).

You can also pre-book an appointment with a GP, Nurse Practitioner, Practice Nurse or a Health Care Support Worker via North Staffordshire GP Federation at the following sites:- Haywood Hospital, Bradwell Hospital, Leek Moorlands Hospital and Hanley Walk In Centre. The appointments are available from 4pm – 8 pm (Monday – Friday) and Saturday 8am – 8pm.

You can only book these appointment via the GP Practice.

SERVICES AVAILABLE

Core services under the NHS contract

- Management of medical conditions
- Health promotion advice
- Emergency care
- Referral to other services if appropriate
- Urgent care for temporary residents

Additional services

- Cervical screening
- Contraceptive services including contraceptive implants
- Minor Surgeries & joint injections
- Over 75 Health check

Vaccination and immunisation

- Child health surveillance

- Maternity services
- Minor surgery procedures
- Travel Health Advice
- Chronic disease management

CHRONIC DISEASE MANAGEMENT

Diabetes, COPD and Asthma clinics run by nurses are available for monitoring of these conditions.

Asthma & COPD – annual reviews.

Asthmatic patients are requested to bring your inhalers and symptom diaries.

APPOINTMENTS

Please telephone the appointments line: 01782 777991 To book or cancel an appointment you may be asked to provide some information at the time of booking so that we are best able to match your appointment to meet your needs. It very important that if you are unable to attend any appointment, that you cancel within good time so that we are able to offer another person the slot.

We operate an on the day booking system for the majority of appointments but some pre-bookable appointments are available and we also have appointments you can book online via patient access, please ask the receptionist for more information if you are interested in booking appointments online.

Patients can express a preference for a particular clinician the practice will endeavour to comply with any reasonable request. Please be aware that this is not always possible.

HOME VISITS

We are best able to investigate and treat your medical conditions with the facilities and support staff available at the surgery. A doctor may wish to discuss a request for a home visit and may suggest an alternative course of action, eg emergency ambulance attendance, depending on the medical condition.

TELEPHONE AVAILABILITY DURING THE WORKING DAY

If you need to speak to a Dr, we have telephone consultations available during a morning surgery or during an afternoon surgery.

ONLINE CONSULTATION

You can also submit non-urgent medical, medication or admin query via our E-Consultation service. You can access this via the practice website www.MountRoadPratice.nhs.uk

OUT OF HOURS SERVICES

On weekdays between the hours of 6.00pm and 8am,(Thursday from 1pm) all day and night at weekends and bank holidays the services are commissioned by the North Staffordshire CCG. If you require medical treatment during the times above you can ring 111 (free of charge) which is a twenty four hour nurse led advice line on. A recorded telephone message provides this information when the surgery is closed.

OTHER SOURCES OF HELP OR ADVICE

- Haywood Walk in Centre on High Lane Burslem telephone 01782 581112. which is open from 7am-10pm Mon – Fri and 9am-10pm Sat and Sun 365 days per year.

EXTENDED ACCESS HUB

You can attend the Haywood Hospital, Longton Hospital, Bradwell Hospital and Leek Hospital the Extended Access Hub appointments these are on the followings days:

Monday, Tuesday, Wednesday, Thursday and Friday 16:00 - 20:00

and

Saturday and Sundays - 09:00AM - 16:00PM.

Please ring the surgery to book an appointment at one of these sites.

GP LED HEALTH CENTRES

Hanley Health and Well being centre – 69/71 Stafford Street, Hanley Telephone 0300 123 6759

You do not need to be registered with the GP Led Health centres in order to receive treatment from them but please note you can only obtain repeat prescriptions from your registered GP.

PRESCRIPTIONS

Patients may request a repeat prescription by leaving a written request form at the reception desk. The prescription will be available for collection within two working days. We do not accept prescriptions requests over the telephone.

You can also download the NHS App, the app will enable you to request any repeat medications.

You can also request any REPEAT medication via patient access, if you are interested in ordering your medication online, please speak to reception.

We also issue prescriptions electronically, please let the receptionist know if you are on repeat medication and wish your prescriptions to go to your nominated pharmacy

PATIENT PARTICIPATION GROUP

We have a proactive PPG, if you are interested in joining our PPG, please see the PPG noticeboard for more information or you can view the PPG via the QR code on the PPG notice board or via the website (www.mountroadppg.nhs.uk), .

NEWCASTLE NORTH PRIMARY CARE NETWORK

Mount Road Practice have joined with Dr Harbidge & Partners, Audley Health Centre, Talke Clinic and Chesterton Surgery to form Newcastle North Primary Care Network.

As part of the NNPCN our patients will have access to a Pharmacist, Dietitian, Physiotherapist and a social prescriber.

We also have a PCN Care Home Team which look after the nursing home patients.

COMPLAINTS

The practice follows the NHS complaint procedure, a copy of which is available at reception. You may also contact the Practice Manager directly, who will follow up any concerns or suggestions appropriately. There is a copy of the practice complaints leaflet available at reception

Alternatively you can contact PALS on Telephone No. 0800 030 4563.

PATIENT RIGHTS AND RESPONSIBILITIES

You have a right to expect a high standard of medical care and we will aim at all times to provide the very best care possible within the resources available. In order that we can provide this level of care, we require that you take full responsibility for ensuring that you do not abuse the service; e.g., it is your responsibility to cancel in good time any unwanted appointments.

Very occasionally, the practice/patient relationship breaks down completely. In this situation, the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would usually only follow a warning that had failed to remedy the situation. We would normally give the patient a specific reason in writing for the removal.

VIOLENT PATIENTS – ZERO TOLERANCE

The NHS operates a zero tolerance policy concerning violence and abuse, and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for personal safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record on their medical records the circumstances leading to their removal. The CCG is then responsible for providing further medical care for such patients.

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the practice health care team and with other health care professional to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential and identifiable patient information will not be disclosed without explicit consent, unless:

- It is a matter of life and death or serious harm to you or to another individual

- It is overwhelmingly in the public interest to do so
- There is a legal obligation to do so

In all of these circumstances, the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose. All individuals with access to your data have a professional/contractual duty of confidentiality.

FREEDOM OF INFORMATION

Your rights to information

- In addition to the information provided in the practice leaflet, you are entitled to request information about Mount Road Practice under the NHS openness Code 1995.
- The freedom of information act 2000 recognises that members of the public have the right to know how public services are organised and run how much they cost and how the decisions are made.
- The General Data Protection Regulation (GDPR) became law on 24th May 2016. This is a single EU-wide regulation on the protection of confidential and sensitive information. It enters into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).
- Under the Data Protection Act 1998, you are entitled to access your clinical records or any other personal information held about you and you can contact the practice to do this.

How we use your information and the law.

Mount Road Practice will be what's known as the 'Controller' of the personal data you provide to us.

We collect basic personal data about you which does not include any special types of information or location-based information. This does however include name, address, contact details such as email and mobile number etc.

We will also collect sensitive confidential data known as "special category personal data", in the form of health information, religious belief (if required in a healthcare setting) ethnicity, and sex during the services we provide to you and or linked to your healthcare through other health providers or third parties.

Data Protection Officer:

The Practice Data Protection Officer is Hayley Gidman. Any queries in regard to Data Protection issues should be addressed to Hayley at: -

Email: mlcsu.dpo@nhs.net

Postal: Heron House, 120 Grove Road, Fenton, ST4 4LX

Publications

- NHS openness code – www.doh.gov.uk/nhsexec/codemain.htm
- FOI Act 2000 – www.legislation.hmso.gov.uk/acts2000/2000036.htm

ANY ENQUIRIES SHOULD BE MADE TO

**Mount Road Practice
KIDSGROVE MEDICAL CENTRE**

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Kidsgrove
Stoke-on-Trent
Staffordshire
ST7 4AY
Tel: 01782 777991
Email: M83084.Admin@nhs.net