

DR Khan's Practice at

Clayton Health Centre, 89 North Road, Clayton, Manchester, M11
4EJ
Tel: 0161 223 1658

PRACTICE INFORMATION.

We are a small friendly practice, providing high quality primary care service for our entire patient's

DR Khan's Practice operates from a Health Centre which is equipped with Disabled Access, including facilities for the disabled.

Dr KHAN's Practice offer on-line Access. Book an appointment, order repeat prescriptions on-line. To register for this service please ask at Reception.

NHS Has a ZERO TOLERANCE POLICY FOR VIOLENCE/AGGRESSION .

Surgery Opening times

Monday	08:00 -18:00
Tuesday	08:00 -18:00
Wednesday	08:00 -18..00
Thursday	08:00 -18:00
Friday	08:00 -18:00

Consultations – MON (same day access)

Tues/Wed/Thurs/Fri (by app. only)

Morning

Afternoon

Monday	09:30-13:00	15:00 -17.30
Tuesday	09.00-11:30	15:00 -17:30
Wednesday	09.30 -12:30	15.30- 17.30
Thursday	09.30-12:00	15:00-17:30
Friday	09:30-12.30	15:00-17:30

Telephone consultations/video consultations
On-line consultations
Face to Face appointments by invite only

All GP appointments are booked on the day

Making an Appointment.

You will be offered the first available appointment with a doctor or nurse. If you wish to see a particular Doctor there may be a delay in the appointment being given. Appointments are released at 8.00am each morning. It is important not to abuse this system.

*** Sick note requests are not classed as a Medical Emergency**

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the [HMRC website](#).

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

Your employer can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification.

If you're sick and off work for more than seven days, your employer will probably ask for proof of your illness. Most employers ask for a fit note from your GP.

However, this will also depend on your employer's company policy on sick leave (or sickness absence). This policy should tell you how many days you can be off sick before you need to provide proof of illness or a fit note.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the [DirectGov website](#) (where this information was sourced)

Sick Children.

Sick children will be given priority for emergency appointments. Please telephone at the allocated time 8:00am.

Home Visits

If you are too ill to attend surgery, requests for home visits must be made before 10:30am. Please give full information to the receptionist including the correct address where the Doctor has to visit. A contact telephone number will also be requested so that the doctor can ring to assess the need for a visit. If the visit is of a medically urgent nature please make sure you inform the receptionist so that she can ask the doctor to speak to you to assess the urgency of your call. A visit should only be requested if you are physically unable to come into the surgery. It is very difficult to perform an examination at home. Arranging for someone to bring you to the surgery is a better option. The practice nurse may be able to visit to provide services to the housebound patients by arrangement over the telephone.

Telephone Advice

Telephone consultations will be released at 8.00am. The receptionist will take your contact number and the GP/Nurse will call you back.

On-line consultation - <https://www.mazhariandkhanpractice.nhs.uk/>

Consult with your GP on-line visit the practice website and complete the on-line consultation form. The practice will aim to respond in 24 hours

If no appointments are available you can use the Minor Ailments Services at the Chemist or attend the local Primary Care Walk in Centre.

For general emergency advice contact 111 where a team of qualified staff are on call to deal with your medical concern.

Named GP

In line with our contractual requirement all patients have an allocated and accountable GP. You can still book an appointment with a GP of your choice.

Out of hour calls.

Between the hours of 18.00 and 8.00am and over the weekend the surgery is closed. To access emergency services during this time ring 111. Calls to the NHS 111 service are free from both landlines and mobiles.

WALK IN CENTRES

City Health Centre
Boots the Chemist
2nd Floor, Market St
Manchester
M1 1PL

08:00 – 20:00
Tel: 0161 839 6227
Open seven days a week:
08:00 – 20:00

Primary Care Walk in Centre
Tameside Hospital
Fountain Street
Ashton-U-Lyne
OL6 9RW

Tel: 0161 9226000
Open seven days a week:
08:00 – 20:00

Primary Care Emergency Centre
Manchester Royal Infirmary
Oxford Rd.
Manchester
M13 9WL

Tel: 0161 276 5193

Monday to Friday: 08:30 – 22:00
Saturday, Sunday and Bank Holidays: 10:00 – 22:00

Serious conditions should be seen at your local Accident and Emergency.

Always attend your nearest hospital in an emergency or call 999.

STAFF.

Doctors.

Dr. Pipur Khan
Male

Liverpool 1996 M.B.Ch.M.R.C.G.P. (Merit)
Special interest Coronary Heart Disease and
Dermatology.

Nurses

Yasmine Hasan O'Keeffe (F)

RGN - Dip. COPD
Diabetes/Asthma

Monitoring health

Chronic Disease Management (Diabetes,
Heart disease, COPD Asthma, Hypertension
Stroke/TIA) Smears and sexual health,

Monitoring weight

Promotion, blood tests. Hormone implants
Home visits (housebound
Patients) B12 Injection. Immunisations

Salma Khaliq	Chronic Diseases Management Diabetic Checks. Smear and sexual health
Kiran Nadeem Assistant Practitioner Female	Blood tests/BP checks B12 injections New Patient Health Checks Tests/urinalysis Smoking Cessation Clinic Bloods – Flu's.
Monitoring	ECG's - 24 hr. B.P. PRE- DIABETES

Repeat Prescriptions

Patients on long-term medications can order repeat prescriptions in the following ways;

- Email NMCCG.mazhari-khan@nhs.net
- Electronic Prescription Service – You can nominate a pharmacy of your choice to dispense your medication by informing a member of staff or the Pharmacy staff. Your prescription will be sent to the nominated pharmacy electronically.
- By post – send it to us with a stamped addressed envelope and we will post it back to you.
- Online – Register for online access.

Allow 48 working hours for prescriptions to be processed and remember to take weekends and bank holidays into account.

Repeat prescriptions will not be accepted by telephone.

Medication Reviews

Patients on repeat medications will be asked to see the Doctor at least once a year to review this regular medication and notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

Community Midwives.

The midwives are available to help with your entire antenatal care. They also offer advice on smoking cessation, relaxation, breast feeding and baby massage.

Midwives are available at the Wells Centre North Rd, Clayton by appointment only.

Tel Number : 219 6177 .

Once your pregnancy has been confirmed, the GP will ask you to make an appointment with the midwife. The midwife will take your history and arrange the necessary arrangements for your care. Most of the appointments will be with the midwife. You may only be required to visit the hospital for scans and for delivery. Home delivery can be discussed with the midwife.

Once your baby has been delivered the hospital will arrange for the midwife to visit you at home. The health visitor will also visit you. They will answer any questions you have about the health needs of you and your new baby.

Alcohol/Drug Services

MIDAS

Manchester Integrated Drug and Alcohol Service
121 Withington Road
Whalley Range
Manchester
M16 8EE
Tel: 0161 226 5526
www.changegrowlive.org

Longsight District Office
523 Stockport Road
Longsight
Manchester
M12 4LL
Tel: 0161 234 5055

Mental Health Self Help Services

www.selfhelpservices.org.uk/manchester

Tel: 0161 2263871

Macmillan Nurses

The Macmillan Nursing team is available to provide support to the practice enabling us to support families affected by terminal illnesses. They form part of the palliative care program we provide

Baby Clinic

It is very important that all children receive the recommended vaccinations. The baby clinic is every Monday between 9.30 and 11.30 – By Appointment only for your child's vaccinations and baby's 8 week check by the GP and Nurse.

Baby Weighing Service Only. Suspended due to pandemic

This is held on a Wednesday afternoon between 13.30 and 14.45. The Health Visitor is in attendance for advice. No appointment necessary. Report to Community Clinic – at front Reception.

Asthma/COPD

Patients with respiratory disease should be reviewed at least annually. If your condition is poorly controlled you may be required to attend more frequently. Your inhaler technique will be monitored, medications reviewed and other factors which may affect your condition discussed. You may be required to have spirometry (lung function tests) these will be performed by the practice nurse.

Heart Disease Clinic/Hypertension/Stroke Monitoring.

All patients with angina, those having had heart attacks, heart surgery, strokes, TIA etc. should attend at least annually. Regular review will help us ensure your treatment is effective and your symptoms are well controlled. With your co-operation we can work together to prevent further illness occurring. The practice nurse runs these clinics and she also performs ECG tests in surgery.

Diabetes.

The practice nurse runs clinics for monitoring and care of patients with diabetes. All aspects of diabetic care are offered (except diabetic retinopathy screening (eye tests) The appointment for the retinopathy screening test is sent to the patient annually by the Retinopathy Dept at Withington Hospital **together** with a list of the Opticians who perform this test. It is important the patient attends the Optician for this test annually.

Smears/Sexual Health.

Our practice nurse is available to perform smears, swabs, urine tests etc. All women between the ages of 25 to 50 years should have a smear every 3 years and between 50 to 65 years every 5 years.

Palatine Contraception & Sexual Health Clinics www.thenorthernsexualhealth.co.uk

The Hathersage Centre, 280 Upper Brook Street
Manchester. M13 9TX.
Tel: 0161 701 1555

Cheetham Hill Primary Care Centre, 244 Cheetham Hill
Road, Cheetham Hill, Manchester. M8 8UP.
Tel: 0161 277 6939

Newton Heath Health Sure Start Centre, Great Newton Street, Newton Heath.
Manchester. M40 1WT.
Tel: 0161 672 0200

Palatine offers all contraception methods including fitting and removal of IUD's and implants. Emergency Hormonal Contraception. Pregnancy testing and advice; information about abortion and referral to abortion clinics. Testing common STi's including HIV: Condoms.

Travel Advice Suspended due to Pandemic

We only offer NHS travel vaccinations, please ask reception for a travel advice form which you will need to complete before your appointment is booked. Appointments need to be booked at least 8 weeks before you travel. We cannot promise to provide this service if correct procedure is not adhered to. For any other vaccines relating to foreign travel including Malaria medication please contact a travel clinic of your choice. We DO NOT offer Yellow Fever vaccines. Please see list of travel clinics at reception.

Phlebotomy.

The practice nurse may not always be available for blood tests due to demands of the chronic disease clinics – you may be required to attend Cornerstones clinic for blood tests. You will require the appropriate blood form from the surgery and completed by the GP before you to go Cornerstones. We also have an Assistant Practitioner who is trained to take blood samples – and you may be offered an appointment to see her.

Arthritis Monitoring.

Some patients on particular medications may have to attend for monthly blood tests and reviews of results and condition. The practice provides this service. book a nurse appointment.

Hormone Implants

Some medical conditions require regular insertion of hormone implants. Should this treatment be prescribed by the hospital our practice provides this service. Book a nurse appointment.

Ear irrigation. (Syringing)

**Community services have been suspended due to pandemic.
Patients will be referred to secondary care (hospital appointment)**

SUSPENDED DUE TO COVID

Hearing Aid Clinic – Walk in Clinic – Thursday afternoon between 13.30 and 15.45 pm.

Treatment Room

Treatment Room Services are available within the community for dressings, suture removal and injections.

Patients ring booking and scheduling on 0161 778 2233 (Option 5) and then (Option 2) to book an appointment on the date required.

This service is for mobile patients registered with a North Manchester GP who are able to travel to the nearest clinic available.

Smoking Cessation

Appointments can be booked with the Assistant Practitioner for help and support with stopping smoking.

Annual Flu/Pneumonia vaccinations.

The practice provides provision for vaccination to protect against influenza and pneumonia. All patients over the age of 65 are eligible. Patients with chronic diseases such as diabetes asthma COPD stroke, Heart Disease and patients with lowered immune system may attend for vaccination. The clinics generally start at the beginning of October – please look out for notification of these clinics. Visits can be arranged for housebound patients. Pneumonia vaccination is available all year round – if you think you have not been vaccinated, please book an appointment with the nurse.

New Patient registration.

Dr Khan's Practice is situated in a Health Centre and accepts New Patient Registrations on a rota basis (every (5) weeks). Patients are requested to enquire at Reception of the next date our New Patient Registration.

The practice is happy to register patients living within the practice area. If your postcode does not begin with M11 or M43 it is unlikely you live within the practice area. Please ask the receptionist if you are unsure.

If you wish to register with the practice it is advisable where possible, to register families or people living in the same household with the same practice. If you have moved in with someone already registered with a doctor in the area, please attempt to register with his or her doctor.

How to Register

- Proof of Address.
- Photograph I.D.
- NHS number – this can be obtained from your previous GP
- Babies – Red book/Imm status.
- Patients registering for the first time in the U.K. MUST provide the practice with the date they arrived in the U.K. and a photocopy of their Passport is required before they can be registered without this information your request to register cannot be processed.

You will be asked to complete a new registration form and a health questionnaire to complete. There is also a section requesting specific characteristics specific to you i.e ethnicity, religion etc. This information enables the practice to obtain a brief medical history, details of any medication you may be taking and assess any current health needs. When registering children, please bring written documentation about dates of vaccinations (red book)

Please remember to notify us of any change of address name or telephone numbers either home or mobile numbers.

If you book an appointment and are unable to keep it please let the surgery know as soon as possible. Your appointment can be offered to someone else.

Be patient with reception staff they are there to help you. However there may be times when reception is busy and there could be a delay in attending to you.

MEDICALS

The practice carries out non-NHS medicals such as HGV, private hire and insurance medical. These are by appointment only and will be charged for.

NHS England (Customer Contact Centre)

Any patients who have concerns over treatment received by the Practice can contact the above service. Telephone number 0300 311 2233 or email england.contactus@nhs.net

Patient Data

All data is kept securely and confidentially. You have the right to see your records for which there may be a charge. Access application forms are available at reception. Anonymised data may be disclosed to national health bodies for statistical purposes. Please ask to speak to the Practice Manager if you have any concerns about this.

Patients' comments

Our aim is to provide a service that will attend to your medical and non-medical needs in a way that is both efficient and friendly. However, problems do sometimes occur. We operate an in-house complaints procedure. If you have any concerns or complaints regarding the service provided by the practice they must be received in writing and addressed to Miss Theresa Ryan. Your letter will be acknowledged within three working days. The practice then has a further ten days in which to investigate your complaint and respond in writing.

A COPY OF THE PRACTICE COMPLAINT PROCEDURE CAN BE OBTAINED FROM RECEPTION.

Patients rights and responsibilities

Under the Data Protection Act of 1998 and GDPR regulations 2018 the patient has the right to request electronic or paper based medical files.

The request has to be made in writing.

Information on the above can be obtained from :

Information Commissioners Office

Phone No. 0303 123 1113 or visit www.ico.org.uk

Details of Rights and responsibilities of patients can be found on www.nhs.uk/choiceinthenhs

Friends and Family Test in General Practice.

The Practice would welcome your comments/suggestions. You can make your views known by completing the automated text received after your consultation. There is a paper questionnaire which can be obtained from the receptionist.

Violent or Abusive patients.

NHS has a ZERO TOLERANCE POLICY FOR VIOLENCE.

Our surgery strictly implements this policy.

Violence and aggression either physical or verbal will not be tolerated.

Patients who indulge in such activities will be removed from the practice list immediately and appropriate action taken if necessary.

Reviewed 22 February 2021