

## Equality and Diversity

The practice is committed to both eliminating discrimination and encouraging diversity amongst our staff and in relation to our patients and service users.

We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, disability, sexual orientation, religion or age.

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. This information is only available to those involved in your care, such as district nurses or hospitals. You have a right to know what information we hold about you.

## Courtesy and Respect

We aim to treat our patients courteously and with respect at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, we will take action to have them removed from the practice list.

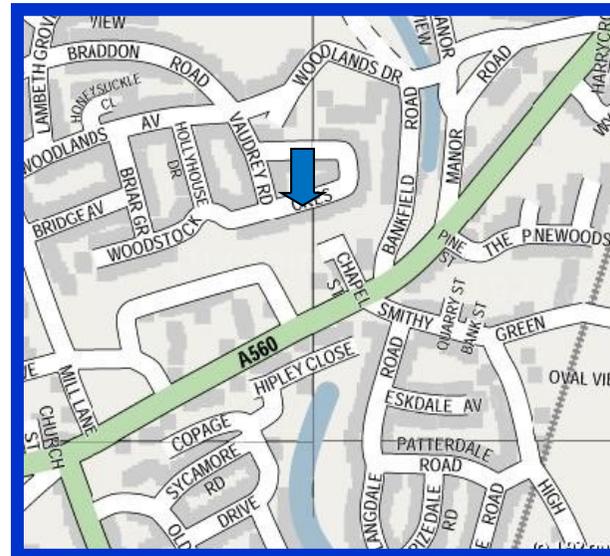
## Complaints

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let any member of staff know as we operate a transparent complaints procedure which is compliant with NHS standards. You can make a complaint verbally, or in writing. We deal with complaints in accordance with the NHS regulations, meaning that we will ensure a response is with you by an agreed date. We will offer assistance to refer the matter to the Health Ombudsman if you are not satisfied with how we have dealt with your concerns. Making a complaint will never adversely affect the quality of care or service that you can expect from the Practice.

## Useful Contacts

|                          |               |
|--------------------------|---------------|
| Out of Hours             | 111           |
| District Nurses          | 0161 426 9365 |
| Dental Helpline          | 0161 476 9649 |
| Stepping Hill Hospital   | 0161 483 1010 |
| Tameside Hospital        | 0161 331 6000 |
| NHS Direct               | 111           |
| Alcohol Team             | 0161 426 5894 |
| Central Youth            | 0161 480 9600 |
| Family Planning Services | 0161 425 5599 |

## Where to find us



# ALVANLEY FAMILY PRACTICE

Dr Mark Gallagher (male), Dr Jaweeda Idoo (female),  
Dr Christine Beeston (female) & Dr Megan Kaligotla (female)



**Welcome to our surgery**  
Personalised healthcare for you and your family

**First Floor,  
Woodley Health Centre,  
Hyde Road,  
Woodley,  
Stockport,**

**Cheshire SK6 1ND**

**Tel: 0161 426 5757**

**Fax: 0161 426 5770**

**Email: [STOCCG.alvanleyadmin@nhs.net](mailto:STOCCG.alvanleyadmin@nhs.net)  
Website: [www.alvanleyfamilypractice.co.uk](http://www.alvanleyfamilypractice.co.uk)**

## Clinical Services

### Dr Mark Gallagher (Male)

#### **MBChB MRCGP**

Special involvement in Child Health Surveillance, Minor Surgery and an accredited trainer of Foundation Doctors

### Dr Jaweeda Idoor (Female)

#### **MBChB MRCGP**

Special interest in Women's Health, Mental Health and Chronic Diseases. Also an accredited trainer of Foundation Doctors

### Dr Christine Beeston

#### **MBChB MRCGP**

Specialist interest in pain management

### Dr Megan Kaligotla

#### **MRCGP MBChB**

Special interest in Women and Childrens Health

### Nursing team lead by Sister Katherine Parker

The team works with our patients that have Chronic Disease and those patients with long term conditions eg Asthma, Stroke, High Blood pressure, Diabetes, COPD & Heart disease. The team will also help with Child & Travel Immunisations and hold clinics for cervical smears

### Foundation Doctors

We are proud to be an accredited practice offering training and education to qualified Junior Doctors and medical students

## Administration Team

Kay Ellermeyer is our Business Manager and has operational control over the practice. She also manages our excellent clinical team of Janet, Sara, Shirley, Sheila, Hayey, Neil, Rezwana and Louise.

If you have any issues that you would like to speak to Kay about you can do so by email kay.ellermeyer@nhs.net or telephone 0161 426 5757

## Appointments

| Day       | Reception<br>Opening Hours | Surgery Times For<br>GP's and nurses |
|-----------|----------------------------|--------------------------------------|
| Monday    | 08:00 - 20:00              | 08:30 – 12:30<br>15:00 – 20:00       |
| Tuesday   | 08:00 - 18:30              | 08:30 – 12:30<br>13:00 – 18:00       |
| Wednesday | 08:00 - 18:30              | 08:30 – 12:00                        |
| Thursday  | 08:00 - 18:30              | 08:30 – 11:50<br>14:45 – 18:00       |
| Friday    | 08:00 - 18:00              | 08:30 – 12:50<br>15:00 – 18:00       |

We have open access for acutely ill children under the age of 16 years and patients can book to have a telephone or Skype consultation with a GP or Nurse

### Appointments

These are normally 10 minutes long and can be booked up to 4 weeks in advance. Emergency appointments can be allocated on the day but we may not be able to offer your choice of doctor or time.

### Home Visits

These are allocated to patients not well enough to attend surgery. They must be requested on the day before 11 am. A doctor may call you first to ensure the home visit is the most appropriate way to support you during your illness.

### Repeat Prescriptions

We require two working days notice for repeat prescriptions. This can be requested by letter, fax, email or via our website. Please note, for your safety, we do not accept telephone requests for prescriptions.

If your prescription requires collection or delivery please speak to the chemist of your choice who will arrange this for you.

## Evenings and Weekends

For urgent advice and treatment when our practice is closed, please dial **111**. Accident and emergency departments are very busy and should only be used for serious illness. NHS 111 doctors are experienced GP's and there is a shorter wait.

### Change of Personal Details

If you change your address, email, telephone details or name, please ensure you contact the surgery with your up-to-date information as we may need to contact you regarding your health. This can be done via email or calling into reception

### Influenza Vaccination Clinic

Every year between September and February we hold flu clinics for our patients who are eligible. It is particularly important for patients with Diabetes, Asthma, COPD and Heart Problems as well as pregnancy to have the influenza vaccination. Patients over 65 years old are also strongly recommended to have the vaccination each year. Your consent is obtained prior to vaccination each year.

### Stopping Smoking Clinics

Our GPs are always willing to give stop smoking advice to any patients wishing to give up. Where appropriate a prescription can be given by the GP and a follow-up appointment or telephone call will then take place with our Stop Smoking Adviser Sue some weeks later to see how you are managing and to offer further support as necessary.

### Patient Participation Group

Our aim is to always provide high standards of care and we encourage our patients to get involved with improving the service we offer. If you would like to get involved, please contact the surgery with your email address, and from time to time we will contact you to complete short surveys. Please email us if you would like to take part