

## How to Register

To register as a patient at The Kingsway Practice please call into reception and fill in a registration form or register online.

## Your Rights as a Patient

- New patients will be offered a new patient health check. Think of this as a health MOT.
- Patients will not be removed from the list without first receiving a warning, and a reason will be given for this.
- You have a right to choose a GP within the practice either for one appointment or generally, but this may mean you will have to wait longer for an appointment.

## Your Responsibilities as a Patient

- To treat all staff with respect.
- To keep appointments or to let us know in good time if you are not able to attend, in order for the appointment to be offered to another patient.
- To tell us immediately if you change your address or telephone number.

## How We Use Your Information

Doctors and staff in the practice will not pass on information about you without your consent. If there is something you don't want anyone except the people caring for you to be told, you can let them know and your confidence will be respected.

If you require further details regarding information security please ask at reception.

## HOPE CITADEL HEALTHCARE

The Kingsway Practice is one of ten GP practices in Greater Manchester that are run by Hope Citadel Healthcare.

Hope Citadel Healthcare is a not-for-profit community interest company, who have been commissioned by local CCG's to provide NHS services to the local population where the practices are located.

## NHS GM ICP

Details of primary care medical services in Heywood, Middleton and Rochdale can be obtained from NHS GM ICP at PO Box 100, Rochdale, OL16 9NP  
Telephone : 01706 664170

## Compliments or Complaints

### We welcome suggestions for improvements to our services.

We strive to provide the best possible care to all our patients and we always welcome your views or suggestions to help us improve our service to you. If you have any suggestions for us on how our service could be improved please speak with one of the reception staff who will be more than happy to make a note and pass it on to the relevant staff.

A copy of the practice complaints procedure is available at reception.



285a Kingsway  
Rochdale OL16 4AT  
Tel: 01706 664120

[www.thekingswaypractice.org.uk](http://www.thekingswaypractice.org.uk)  
Email: [gmicb-hmr.kingsway.admin@nhs.net](mailto:gmicb-hmr.kingsway.admin@nhs.net)

Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm

## STATEMENT OF PURPOSE

*Hope Citadel Healthcare is to provide GP services to our registered population in a caring, compassionate and safe way that leads to clinical excellence.*

*We aim to improve our patient's quality of life and where possible make interventions and diagnosis that improve health.*

*We work in Partnership with other NHS and non-NHS organisations believing that our patients, families and communities can change and transform and lead to healthier lives.*

*We specialise in areas of deprivation that have been previously under-doctored.*

## Meet the Staff

**DR J Squibbs—Lead GP—Male**  
**DR L Epoke—GP—Male**  
**DR R Roberts—GP—Female**  
**DR C Shula—GP -Female**  
**Sarah Thomas—ANP—Female**

**Head of Operations :** Lisa Nolan

**Practice Manager :** Lauren Corner

**Practice Nurse:** Michelle & Katie

**Healthcare Assistant:** Julie

**GP Assistant :** Amy

**Care Navigators :**

Carol Ellie Brooke Malaika  
Morgan Saima

**We also have other staff attached to the practice:**

Focus Care—Laura

Social Prescriber—Graeme

Mental Health Counsellor - James

Pharmacist— Jeena

Advanced Clinical Practitioner – Elizabeth

## Services Provided

- Cervical screening
- Vaccinations and immunisations
- NHS Health Checks
- Chronic disease checks
- Blood pressure checks
- New patient checks
- Travel vaccinations
- Blood clinics
- 8 week postnatal and baby check
- LARC (Long-acting reversible contraception)
- Well Woman's Clinic
- Dietician clinics
- Health & Wellbeing coach

## Appointments

This is an appointment only surgery.

We offer routine appointments up to 2 weeks in advance.

We also offer urgent appointments bookable on the day at the practice and other departments such as Paediatric Nurses, Pharmacy First and MSK Specialist.

If you find you are not able to keep your appointment, please contact the surgery in good time, so that the appointment can be offered to a patient who does need it.

## Repeat Prescriptions

Repeat prescriptions can be ordered online, via the NHS App, email or at the reception desk. We are not able to take medication requests over the telephone in order to avoid errors. Telephone ordering is only available to housebound patients.

Repeat prescriptions will be ready for collection after 48 hours (2 working days) from the time of receipt.

## Medication Reviews

All patients taking prescribed medicine(s) will have their medication reviewed on a regular basis by the doctors, and are expected to attend regular review appointments and follow-ups when requested to do so.

## PATCHS

PATCHS is an online consultation service for non-urgent admin requests.

Please use this service for :

- Sick Note Requests
- Medical Reports/Records Request
- Acute Medication Request
- Travel Vaccinations

## Home Visits

Patients are asked to telephone before 10:30am if a home visit is required the same day.

Home visits are reserved for those patients who are housebound or unable to attend surgery due to their medical condition, and should not be requested due to lack of transport to attend the surgery.

## When The Surgery Is Closed

If you urgently need to speak to or see a doctor when the surgery is closed, and you feel you cannot wait until the surgery reopens, you should contact 111.

## Did you know...

You can book to see a GP or nurse in the evenings, at weekends and on bank holidays?

To book an appointment please contact the surgery.

## Patient Participation Group

We have a patient participation group and hold meetings once per quarter. The meeting dates will be on our noticeboards and on our Practice website. To join the group please ask for a consent form at reception.