

## Contacting us

Hopwood Medical Centre, 1-3 Walton Street, Hopwood,  
Heywood, OL10 2BS.

Tel: 01706 603420

Website: [www.hopwoodmc.co.uk](http://www.hopwoodmc.co.uk).

Email: [hmrccg.hopwoodsurgery@nhs.net](mailto:hmrccg.hopwoodsurgery@nhs.net)

## Patches

Patients access Patches via their practice website or the NHS App.

- Patients submit requests about health issues and other queries using the Patches 'Chatbot'.
- Requests enter the practice's Patches 'inbox' for practice staff to read and respond.
- Requests are triaged and workflowed to the most appropriate person to action.
- Staff can respond by online message, SMS, phone, or video call.

## NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can order repeat prescriptions, book, and manage your appointments, view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)

**NHS 111 Service** - 111 is the NHS non-emergency number. It's fast, easy, and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

# Hopwood

# Medical

# Centre

## A Guide to Our Services

**Telephone: 01706 603420**

**Opening Hours:**

**Monday to Friday 8.00am until 6.30pm**

This practice is within the Heywood, Middleton & Rochdale ICB

Website Address: [www.hopwoodmc.nhs.uk](http://www.hopwoodmc.nhs.uk)  
Email: [hmrccg.hopwoodsurgery@nhs.net](mailto:hmrccg.hopwoodsurgery@nhs.net)



## Welcome

Hopwood Medical Centre serves the whole of Heywood, Middleton, and Rochdale.

Our team includes 6 General Practitioners, 2 Advanced Clinical Practitioners, 2 Senior Practice Nurse, 1 Advanced Practitioner as well as our Practice Manager, GP Assistants, Care Co-Ordinator, and Reception Staff.

We offer a full General Practice Service and run a range of specialist clinics for Chronic Disease, Family Planning, Well Person and Travel Clinics.

At Hopwood Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence.

Hopwood Medical Centre is a 'training practice'. We currently take on GP Trainees, Foundation Doctors, Paramedics, Student Nurses, and Medical Students.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception desk or on our practice website.

## Your Local ICB

The area served by Hopwood Medical Centre is in the district covered by Heywood, Middleton & Rochdale ICB.

Heywood, Middleton & Rochdale ICB is responsible for ensuring you receive all the services you need.

## Complaints

Hopwood Medical Centre aims 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 us know.

Hopwood Medical Centre operates a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets National Criteria.

Complaints should be addressed to Mrs Adele Hardacre (Practice Manager) or any of the General Practitioners. Alternately, you may ask for an appointment with Mrs Hardacre to discuss your concerns. She will explain procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Complaints can also be dealt with by Patient Services, Heywood Middleton & Rochdale – NHS GM, P.O. Box 100, Rochdale, OL16 9NP. By email to: [gmicb-hmr.complaints@nhs.net](mailto:gmicb-hmr.complaints@nhs.net) Call 01706 672549. When making a complaint please state: 'For the attention of the complaints team' in the subject line.

## Our Team

### **Dr. E. S. Osborne (Female) - MRCGP**

Dr. Osborne has been with the practice since 1996. She offers a full range of general practice care to her patients. Dr. Osborne is involved in the training and supervision of medical students and junior doctors.

Dr. Osborne works Wednesday mornings, Thursdays, and Fridays.

### **Dr. Z. Mohammed (Male) - MRCP MRCGP**

Dr. Mohammed has been with the practice since 2006. As well as providing a full general practice service he has a special interest in minor surgery and is involved in the training of medical students and provides supervision for the GP Registrar and is also the Clinical Director for Rochdale Health Alliance. Dr. Mohammed is a fluent Urdu and Punjabi speaker. Dr. Mohammed works Monday, Tuesday and Thursday.

### **Dr R. Malik (Female) - MRCGP, BSc**

Dr Malik has been with the practice since 2018 and offers a full range of general practice care to her patients. She speaks fluent Urdu and Hindi. Dr Malik works a Tuesday, Thursday, and Friday.

### **Dr. Y. Shabbir (Female) - MRCCP**

Dr Shabbir has been with the practice since 2004. She offers a full range of general practice care to her patients and specialises in sexual health. She speaks fluent Urdu and Punjabi. Dr Shabbir works Monday, Tuesday and Wednesdays.

### **Dr. J Porter (Male) – MBChB**

Dr Porter has been with the practice since 2022 and offers a full range of general practice care to his patients. Dr Porter works a Monday, Wednesday, Thursday, and Friday.

### **Dr. R Waleed (Male) - MBChB**

Dr Waleed has been with the practice since 2022 and offers a full range of general practice care to his patients. Dr Waleed works on a Thursday.

### **Tabsum Siddique (Female) Advanced Clinical Practitioner**

Mrs Siddique has been with the practice since 2018. Mrs Siddique works Monday to Friday.

### **Darren Johnson (Male) Advanced Clinical Practitioner**

Mr Johnson has been at the practice since 2023 and works Monday, Tuesday and Wednesday.

## Other Local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information, or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs, and indigestion by keeping a well-stocked medicine cabinet at home.

### **111**

NHS 111 is a service that has been introduced to make it easier for you to access local NHS Healthcare Services. When contacting 111 you will speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

You can call 111 when you need medical advice fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

## Your Local Pharmacist

Your local pharmacist will be able to give you free health advice at any time and you don't need an appointment.

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

They may also be able to offer treatment and some prescription medicine (antibiotics) for some conditions, without you needing to see a GP (this is called Pharmacy First). Conditions they can treat as part of Pharmacy First are:

- Earache (aged 1 to 17 years)
- Impetigo (aged 1 year and over)
- Infected insect bites (aged 1 year and over)
- Shingles (aged 18 years and over)
- Sinusitis (aged 12 years and over)
- Sore throat (aged 5 years and over)
- Urinary tract infections or UTIs (women aged 16 to 64 years)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed. They will then update your GP health record.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

## Accident and Emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

**Patients with Particular Needs** - Hopwood Medical Centre is accessible to patients using a wheelchair. For patients with hearing problems, we have a hearing loop located on reception. We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

**Patient Confidentiality** - We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

**We aim to always treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive, or violent behavior against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behavior. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our list of patients.**

## Appointments

Please contact the practice on telephone number: **01706 603420** to book an appointment with one of the GP's, Practice Nurse, or Health Care Assistant's.

- Urgent cases are seen on the day.
- The Health Care Assistants and Practice Nurse based at the practice treat patients for a wide range of common conditions.
- You can book to have a telephone, Face to Face or on-line consultation with a doctor.

### Please let us know:

- **If more than one person in the family needs to be seen. We can give you a longer appointment if necessary.**
- **Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient due to patient confidentiality.**

## Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if possible. However, we can visit you at home if your condition means you cannot attend the practice. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

## Evening, Weekends and Public Holidays

Heywood Primary Care extended hours have appointments available from 6.30pm weekdays, Weekends and Bank holidays. To make an appointment to see a GP, Practice Nurse, Healthcare Assistant or Phlebotomist please telephone 01706 603420 to make an appointment.

## How you can help us:

- **Be on time for your appointment**
- **Tell us if you need to cancel**
- **Call for a home visit or urgent appointment before 10am**
- **Order repeat prescription online via the NHS APP if possible**
- **Ring for test results after 11.30am**

## Prescriptions

Where the doctor thinks it is suitable patients on regular medication may obtain repeat prescriptions. Please order your prescription on-line or bring your request slip into the surgery between the hours of 9.30am to 11.30am. Repeat prescriptions can now be ordered via the surgery website on [hmrccghopwoodsurgery@nhs.net](mailto:hmrccghopwoodsurgery@nhs.net).

- Please allow 48 before collection from the chemist or surgery.
- If you wish the prescription to be posted, please supply a stamped address envelope.

## Investigations

Specimens should be handed into the Reception Desk before 10am for delivery to the laboratory. When telephoning for results please contact the surgery after 11.30am when the telephones are not so busy. Your results can also be seen on your NHS APP.

## Clinics

We run a range of clinics. For an appointment or further details, please call the Practice on 01706 603420

- **Minor Surgery** - Minor operations can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.
- **Antenatal** - All appointments to see a midwife now take place in the Local Sure Start Centre's. To make an appointment please visit <https://www.northerncarealliance.nhs.uk/our-services/maternity-services> and follow the link Register with Us.
- **Baby Assessments**. All new babies are invited for regular check-ups from eight weeks old.
- **Chronic Disease Management Clinics - Appointments Only** Led by our Practice Nurses, this clinic offers advice and general health check-ups to patients diagnosed with any chronic disease.
- **Travel Clinic - Appointments Only**. Led by our Practice Nurses, this clinic offers Vaccinations & General Advice when traveling abroad.

## Our Nursing Team

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care, including prescribing certain products. They are experts in many areas of disease management such as diabetes and asthma.

### **Mrs. Rosanna Cohen** - RGN & RM

Mrs. E. Ball – RGN

Our Practice Nurses run the chronic disease clinics and are both nurse prescribers. They also offer travel vaccinations, baby immunisations, cervical screening, and secondary prevention. She works on Monday, Tuesday, Thursday, and Friday.

### **Miss Kelly McGrath** (AP)

Kelly is an important member of the practice team who work under the supervision of a qualified nurse. Kelly undertakes all the phlebotomy, ECG, health checks, new patient medicals, primary prevention, chronic disease reviews, dopplers, spirometry, flu and covid vaccinations.

**Practice Manager - Mrs. Adele Hardacre's** role involves managing the smooth running of the practice ensuring that all patients receive a professional and efficient service.

Assistant Practice Manager – August Lane

Clinical Coder/ Manager – Paula Beanland

Care Co-Ordinator – Melanie Greenhalgh

GP Assistants – Bobby Hulme & Leanne Mullen

Reception Staff – Jolene Hannon, Joanne Bloomfield

Medical Secretaries/ Data Quality – Trish Loftus & Deborah Brandon