

### Doctors

**Dr B Butt (Principle GP):** Joined our practice in 2009, has lived and worked in the northwest since he qualified. His

interests are Paediatrics, Minor surgery and Psychiatry. Dr Butt can also speak and understand Urdu and Punjabi.

We also have regular locums and Nurse practitioners.

### Nursing Staff

**Practice Nurse:** Is responsible for a range of conditions and health concerns. Our HCA is an expert in many areas of disease management such as diabetes, cytology, travel health, baby clinic, bloods and weight management.

**HCA:** Can carry out health checks, take routine blood tests, check blood pressure and test urine. She also assists with Chronic Disease Management.

### Practice Manager

**Sheri Ludden:** Is responsible for the general management and administration of the practice.

### Deputy Manager

Iram Hanif: Works alongside the practice manager—responsible for the general management and administration of the practice.

### Reception Staff

All our reception staff are fully trained to deal with all reception duties. Following are our reception team:

Private reports  
Baby clinic  
Secretarial tasks  
Referrals  
Registration with the health authority  
Coding and summarisation of notes.

## Mission Statement

Werneth Medical Practice is committed to providing the highest standard of patient care through our patient driven, holistic approach and the provision of continuous access to a committed, well trained and highly motivated primary healthcare team.

### Welcome To Werneth Medical Practice

#### Opening Times

Monday	8.00am-6.30pm
Tuesday	8.00am-6.30pm
Tuesday – Extended hours	6:30pm – 8pm
Wednesday	8.00am-6.30pm
Thursday	8.00am-6.30pm
Friday	8.00am-6.30pm

Extended hours service—blood tests, health checks and BP checks

Please note we do not close for lunch and we only close for one afternoon a month for staff training.

Werneth Medical Practice serves the centre of Oldham as well as its surrounding areas. We offer a full general practice service and run specialist clinics for children, and those with certain chronic diseases

At our practice we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the tele-

# WERNETH MEDICAL PRACTICE



Werneth Medical Practice

Featherstall Road South

Oldham

OL9 7AY

Tel: 0161 620 5677

Fax: 0161 620 5679

[www.wernethmedicalpractice.nhs.uk](http://www.wernethmedicalpractice.nhs.uk)

### On the day appointments

Patients can ring from 8am for an on the day appointment with the Doctor and ANP.

### Routine appointment

Patients can ring and come to the reception desk to book in for pre-bookable appointments. You can book up to 6 weeks in advance.

### Cancellation

Patient should cancel all appointments that they are unable to attend so we can offer the appointment to other patients.

Not attending GP appointments cost the NHS a significant amount of money. We do appreciate those who cancels their appointments as they can be offered to someone else.

### Telephone

You can book a telephone consultation with a doctor to discuss results, medication and non-urgent conditions. Please note do not book a telephone consultation for a condition that you may need to be examined by a doctor.

### Travel vaccinations

If you are going abroad we can issue up to 2 months' supply of medication. You will need to book in for a travel vaccination 2 weeks before you travel. If you are travelling to Saudi Arabia, there will be a charge of £50.00 for the injections.

### Prescriptions

We do not accept repeat prescriptions over the phone. You must either come in to the practice or order online via patient access 48 hours before collection .

### Home visits

You will need to ring on the day for a home visit. These can be requested for a patient who has a medical emergency and are not fit enough to attend the surgery.

### Patient access online

Patient access online allows patients to book routine appointments online, order prescriptions online and request view medical records online. To register for this service please come in to the practice with proof of ID.

<https://www.patientaccess.com/>

### Interpreter available

Patients can ask the reception staff to book in an interpreter if required for routine appointments. For an on the day appointment, we can offer you an interpreter on the phone.

### Complaints Procedure

All reception staff are happy to help you if you have any complaints. We also have a complaints procedure, please ask a member of staff to provide you with the complaints procedure document.

### Out of hours

When the surgery is closed patients can get medical

attention by ringing 111, 7 day access service, A & E or The Walk In Centre. They are on call doctors that can help you with emergencies on the day.

### Blood test

Blood tests need to be authorised by a clinician the reception team are unable to book an appointment unless the clinician has approved.

**Useful website links:** <http://ww5.nhschoices.co.uk/>

### Self care

Self-care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help, and when to get advice from your GP or another health professional.



	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	<b>Self-care</b>
	Unwell? Unsure? GP surgery closed? Need help?	<b>NHS 111</b>
	Diarrhoea. Runny nose. Painful cough. Headache.	<b>Pharmacy</b>
	Vomiting. Ear pain. Stomach ache. Back ache.	<b>GP surgery</b>
	Choking. Chest pain. Blacking out. Blood loss.	<b>Scunthorpe Hospital A&amp;E or 999 Emergencies only</b>