

Doctors

Dr B Butt (GP principal): 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, Nurse practitioners, Mental Health practitioners and First contact Physiotherapists

Nursing Staff

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

Phlebotomists: Can carry out health checks, take routine blood tests, check blood pressure and test urine. They also assist with Chronic Disease Management.

Practice Manager

Victoria Williams: Is 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 such as:

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

Mission Statement

Werneth Medical Practice's mission is to provide the highest standard of patient care through a framework we call the 4 H's:

- **Hard work-** All of our staff will work hard to provide the best care and service to all of our patients at all times.
- **Hunger-** We will always strive to do better
- **Honesty-** We will always tell you the truth. Even if the truth is uncomfortable.
- **Humility-** We will be humble enough to know we are in a privileged position and acknowledge when we don't get things right.

In return, we will demand that patients treat us with kindness, respect and patience and allow us to do our job free of abuse and undue pressure.

Opening Times

Monday	8.00am-6.30pm
Tuesday	8.00am-6.30pm
Wednesday	8.00am-6.30pm
Thursday	8.00am-6.30pm
Friday	8.00am-6.30pm

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

WERNETH MEDICAL PRACTICE



Werneth Medical Practice

Werneth Primary Care Centre

Featherstall Road South

Oldham

OL9 7AY

Tel: 0161 620 5677

www.wernethmedicalpractice.nhs.uk

Email: oldccg.wernethreception@nhs.net

On the day appointments

Patients can ring from 8am for an on the day appointment.

Some appointments may also be available via online booking and at the front desk if you struggle with telephones/ computers.

Routine appointment

Patients can ring and come to the reception desk to book in for pre-bookable appointments. You can book up to 2 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 4 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 leaflet.

Out of hours

When the surgery is closed patients can get medical

attention by ringing 111, 7 day access service or A & E . They are on call doctors that can help you with emergencies on the day. Please also consider speaking to your pharmacist for advice.

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.

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.	Self-care
	Unwell? Unsure? GP surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back ache.	GP surgery
	Choking. Chest pain. Blacking out. Blood loss.	Scunthorpe Hospital A&E or 999 Emergencies only