

#### TEST RESULTS:

Please ring for the results of tests between 1.30pm and 3.00pm Monday to Friday. Dial the surgery number and choose option 2. Please do not ask the reception staff as they do not have access to your clinical records. Please do not ask relatives or friends to ring for results as we can only give these to you without your written consent.

#### PERSONAL HEALTH INFORMATION:

All information kept by us is confidential and we will not disclose it to anyone without your consent in writing.

#### SPECIALIST AND HOSPITAL CARE:

If a GP or other member of our health care team believes you need treatment elsewhere they will ask where you would like to go. They will give you a booking form with a telephone number and password for you to ring and make an appointment at your convenience.

#### HOW YOU CAN HELP US:

Be on time for your appointment and cancel if you cannot keep it or you no longer need it.

#### CONFIDENTIALITY:

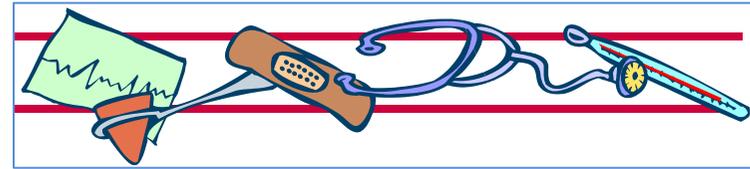
If you have a confidential request please ask the reception staff if you can speak to them away from the reception desk.

#### COMPLAINTS:

High Street Surgery aims to give a friendly and professional service to all our patients. However if you have concerns about any aspect of our service please let us know. Speak to whoever you feel most comfortable with and they will be happy to help. In the majority of cases concerns can be resolved quite easily but if you feel that we have not dealt with the issues you raised, as you would wish, you could write to the Complaints Manager at the Surgery. If you still feel that the issues have not been resolved you could then go to the Health Ombudsman.

#### ZERO TOLERANCE:

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We take very seriously any threatening, abusive or violent behaviour against any of our staff or other patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist we may exercise our right to take action to have them removed immediately, if necessary, from our list of patient. We may also ask security to remove them from the building.



## HIGH STREET SURGERY



Waters Green Medical Centre  
Sunderland Street  
Macclesfield  
Cheshire  
SK11 6JL  
Telephone 01625 423692  
Website:-  
[macclesfieldprimarycarenetwork.co.uk](http://macclesfieldprimarycarenetwork.co.uk)  
and then click on the surgery name

### PARTNERS:

Dr Ingrid Kramer MB ChB (Manchester 1991) MRCP DCH DRCOG Joined the practice in 1997

Dr Michael Clark MB ChB (Manchester 1995) MRCS MRCGP Joined the practice in 2006

Dr Imran Ahmed MB ChB (Manchester 2002) PGDip SEM, PGDip PD Joined the practice in 2010.

Dr Michael Edwards MBChB (Manchester 2007) MRCP UK MRCGP BSc Joined the practice in 2017

Salaried GP's: Dr C Vohra and Dr H Bradbrook

Practice Manager: Mrs Susan Lea. Assistant Practice Manager Lynne Morrall

Practice Nurses: Sr Sandra Lea, Sr Katy Parker, Sr J Ebrey  
Health care Assistant: Mrs J Taylor, Mrs N Proffitt

Reception Supervisor Mrs Peggy Slater

### GUIDANCE FOR PATIENTS:

The practice works as a team. The Practice Manager, Secretarial Staff, Practice Nurses etc all share the work with doctors. If you have any issues please approach the reception staff and they will guide you in the right direction.

We at High Street Surgery aim to treat all our patients promptly, courteously and in complete confidence.

High Street Surgery is a training practice which means that trainee doctors spend time with us to gain the experience they need to become family doctors. We also may have medical students working with us and seeing patients along with a regular doctor. We will ask your permission before making you an appointment with a student.

### SURGERY OPENING HOURS:

The surgery is open from 8.00am until 6.30pm Mon to Fri. We also do extended access on Tues and Thurs from 7.00am, Tues until 7.30pm and Wed until 7.00pm

We are closed Saturday, Sunday and Bank Holidays. If you are ill and need to see a doctor urgently when the surgery is closed please telephone 111.

### ACCESS:

The surgery has suitable access for disabled patients which have been approved by the Disability Action Group.

### SERVICES:

We run a range of services which are available to patients.

Minor Surgery and Cryo Surgery.	Vasectomy
Well Woman and Well Man Checks	Childhood Immunisations
NHS Health Checks	Joint Injections
Cervical Cytology	Ear Syringing
Travel vaccinations and advice	Diabetic Clinics
Asthma and COPD Clinics.	Dermatology

### APPOINTMENTS:

Doctors and Nurses see patients by appointment only.

Appointments can be booked by telephone, in person or via the internet. To book via the internet you will need to register to use this service. Appointments are usually made 48 hours in advance but there are a number of appointments available to book for up to four weeks in advance. If you need to be seen please give the reception staff a brief outline of your problem so that you can be fitted in appropriately.

We will also text you a reminder of your appointment if you leave a mobile phone number with us. You can have a telephone consultation with a doctor who will ring you at an approximate agreed time on the number you have given us.

Econsults are also available via the website

### MISSED APPOINTMENTS:

Please remember to cancel an appointment you do not need. Missed appointments mean someone else has to wait longer.

### REPEAT PRESCRIPTIONS:

These can be requested by post, by bringing your repeat slip to the surgery, via patient access, eConsult or from a pharmacy. We also send your repeat prescription to a pharmacy electronically so that you do not need to come to the surgery to collect it. Please nominate a pharmacy of your choice and the prescription will be sent there automatically.

If there is any doubt about your request or if your condition is one that requires review the Doctor may ask to see you before issuing a repeat.

Please allow 48 hours for processing prescriptions and also if you are requesting your medication early because of holidays etc please tell us so that it will not be refused.

### HOME VISITS:

Patients who are housebound can be visited in their own homes. Requests for home visits should be made before 10.15am. Please be ready to give the receptionist your name, address, telephone number and brief details of what is wrong. Please remember that we can see several people at the surgery in the time it takes to do a home visit.