

Dr K Memon, Dr N Patel, Dr J Martin, Dr A Prasad, Dr U Khan

Gatley Medical Centre,
Old Hall Road,
Gatley, Cheadle.
Cheshire,
SK8 4DG

Telephone (0161) 983 5100

Website www.gatleymedicalcentre.co.uk

Under the Health & Social Care Act 2008 the Care Quality Commission Registration Regulations 2009 Part 4, the registering body (Gatley Medical Practice) is required to provide to the Care Quality Commission a statement of purpose.

Gatley Medical Centre Statement of Purpose

The name and address of the registered provider is:

Gatley Group Practice,
Gatley Medical Centre,
Old Hall Road,
Gatley,
Cheadle,
Cheshire,
SK8 4DG

www.gatleymedicalcentre.co.uk

CQC Registration Date	 01/04/2013
Registered Provider	 Gatley Group Practice
Location ID	 1-554143385
CQC Registered Manager	 Dr Koser Memon
CQC Service Provider ID	 1-19978755
Practice Manager	 Sylvia Obrien

The practice is located in Gatley, in Stockport and has patients from Greater Manchester and Cheshire.

The Surgery premises are purpose built and we moved in on March 29th 2004. Patients can be seen in 7 consulting rooms at ground floor level. The ground floor is also served by a front and back reception, waiting room, a disabled toilet and a further patient toilet.

The administrative team is also housed downstairs.

Upstairs there are a further three surgery consulting rooms, kitchen, staff room as well as further administration offices and practice meeting room.

In addition other service providers have consulting rooms – podiatrist, physiotherapist, district nurses, health visitors, counsellor, dietician plus others.

Administrative accommodation and a staff room with kitchenette can be found on the first floor.

Externally, the practice has a car park with 24 car parking spaces, Ambulance parking and disabled parking, is also available. Disabled patients can access the practice via a ramp at the front entrance.

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Gatley Medical Centre) is required to provide to the Care Quality Commission a statement of purpose.

The Aims and Objectives of the practice team are to:

- Provide a high standard of Medical Care

- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and ^{[[1]]}_{SEP} communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training.
- To guide our employees in accordance with diversity and equality.
- To ensure effective and robust information governance systems

Treat all patients and staff with dignity, respect and honesty. Given the resources made available to us our purpose is to provide patients registered with the practice with personal health care of high quality and to seek continuous improvement of the health status of the practice population overall.

We aim to achieve this by developing and maintaining a happy practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

The Primary Healthcare Care Team

The Partners

Dr Koser Memon MB ChB MRCP

Dr Nutan Patel MB ChB MRCP DFSRH

Dr Anupama Prasad MB ChB MRCP

Dr Jack Martin MB ChB MRCP

Dr Uzma Khan MB ChB MRCP

SALARIED GP

Dr Cirran Pike

Dr Victoria Evans

Dr Susannah Hill

Dr Emily Ironmonger

Practice Paramedic

Mr Chris Massey

Practice Nurse

Lynsey Best

RGN BSC honours in healthcare and welfare

Nicky Carter

RGN BSC honours in healthcare and welfare

Health Care Assistant

Aarti Khanna

MSc in public health nutrition. Post graduate diploma in nutrition and dietetics

NVQ level 3 in health care

Lyndsay Knight

NVQ level 3 in health care

Aarti / Lyndsay run an appointment service for blood tests, blood pressure, pulse and urine checks, as well as ECG's, healthy living screening new patient checks and smoking cessation.

Practice Staff

Sylvia Obrien, Practice Manager responsible for financial management and strategic direction of the practice as well as the day to day smooth running of the practice.

The management team consists of our Assistant Practice Manager – Louise Ellis Reception Manager Debbie Spencer.

Two secretaries are able to answer patient enquiries concerning communications between the Practice and other agencies, e.g. Hospitals

Our reception and administration team are responsible for reception, answering the telephones, booking appointments, preparing prescription request for authorization updating and summarising patients' medical records, private reports, organising the appointment system, child vaccination clinics etc.

All members of staff are happy to assist you with any enquiries.

The Practice

THE AIMS AND OBJECTIVES OF THE PRACTICE TEAM ARE TO:

Gatley Medical Practice is a patient centred care practice wherein all staff endeavour to provide high quality service, being accessible to all in a safe and friendly environment.

All our team are encouraged to be and show compassion listen and always assist patients to the best of our abilities.

Creating an environment which allows patients and staff to treat each other with the dignity and respect each deserves.

We train and support doctors in GP speciality training as well as medical students and other trainees and health professionals, we actively encourage our team to grow.

We play an active part in the Gatley and wider communities and welcome patient feedback and comments to allow us to listen and help us improve our services.

We work in partnership with the wider health and social care network in Stockport and Greater Manchester in order to remain at the forefront of change within our NHS."

Gatley Medical Centre covers, Gatley and surrounding areas

Home Visits

All requests for this service will be triaged by the GPs

Please make requests for this service before 10.00am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

Out of Hours

When the surgery is closed, if you require urgent medical advice or attention, please telephone 111, this is our out of hours service provider. The calls are then passed to a GP, who will ring you back and decide the best course of action – a telephone consultation, an attendance or a home visit.

Mastercall/111 provides an EMERGENCY service at all times when the surgery is closed. Telephone contact to mastercall is available between 6.30pm – 8.00am Monday to Thursday and 6.30pm Friday until 8.00am Monday. It also covers all Public Bank Holidays

Mastercall is located at International House Pepper Road, Stockport SK7 5BW

All calls made to this service are reported back to the GP the following working day.

Booking appointments

Use our telephone triage system to book urgent and routine appointments.

Telephone 0161 983 5100 and reception staff will help you.

Telephone lines are open Monday – Friday 8am – 6.30pm, telephone lines do not close unless for staff training.

We have routine bookable appointments Monday to Friday both morning and afternoon surgeries.

Appointments are available with Doctors, nurses and health care assistant.

Telephone consultations are also available every day

Translators are available – please inform the receptionist if this is required, we use the services of the translation service ‘the big word’.

Core Hours and Extended Hours

The practice core opening hours are 8am – 6.30pm Monday to Friday

The practice is contracted to provide a limited number of appointments outside its normal opening hours each week. Typically these are early morning appointments Tuesday and Wednesday 7.30am – 8am, Monday and Thursday 18.30pm – 19.30pm.

The general surgery phone is not open during these extended hours

Urgent Appointments

We take into account that not all illnesses are planned.

We therefore have the same day urgent appointments available in the morning and afternoon. Please ring 0161 983 5100 to request an appointment.

As you can imagine between 8.00am to 12.00pm can be very busy times on the surgery phones and although we have receptionists answering calls sometimes this can incur a delay in answering your call. If calling for a routine appointment it is therefore advised not to call between these times

Cancellation of appointments

If you are unable to make your appointment please do let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know you are unable to attend as far in advance as possible. The practice has a DNA (Did not attend policy) and you may be removed if you do not cancel pre-booked appointments.

Prescriptions

To order a repeat prescription, please order using our on-line prescription ordering systems, hand in your written request or repeat counterfoil at reception, email your request to stoccg.gatleymedicalcentre@nhs.net use the surgery post box, or post to the surgery address. Remember to include your full name, address, date of birth and the items you require that are listed on your repeat slip. If you are unable to collect your prescription, please enclose a stamped addressed envelope and we will post it to you. We do not accept repeat prescription requests over the phone unless you are housebound.

Please allow 48 hours before collecting your prescription and remember to tick only the items you require.

The Regulated Activities under CQC

Management of chronic disease

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients’ medication on an annual basis. Diabetic, Stroke, CHD and respiratory clinics are regularly held throughout the year

General nursing care

Our nurses provide contraceptive services, smoking cessation advice, blood pressure monitoring and travel advice; they also perform vaccination and smear tests.

Maternity services

Antenatal and post natal care is provided by the doctors in conjunction with the community midwife. A midwife led antenatal clinic is held each Tuesday afternoon at the surgery. Please inform the receptionist if you need to make an appointment.

Cervical screening

Cervical smears are recommended at least every three years for women aged between 25- 65 years of age who have not had a hysterectomy. The test is quick and painless and will be performed by a practice nurse or female GP. Patients will be sent an invitation to attend when their smear is due.

Child Health Surveillance

Baby clinics are held weekly at the surgery (by appointment) by the GP with support from the nursing team, Health Care assistant and administration team. This involves the baby having an 8 week check followed by their first immunisations.

Foreign Travel Health Advice

Vaccinations for foreign travel are available at the surgery. Patients should contact us stating which countries they intend to visit, the date of departure and the duration of the visit. You will need to complete a travel vaccination form. **Some vaccinations may incur a charge** and patients will be informed of this prior to booking the appointment. Appointments are 10 minutes per person. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse **at least 3- 4 weeks prior to travel and 4-6 weeks prior to travel during the busy summer months** to ensure a convenient appointment can be offered. Some travel vaccinations incur a charge and this is because not all travel vaccinations are included in the services provided by the NHS.

Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the health care team at the practice and with other healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required.

Data Protection Policy

The practice is committed to security of the patient and staff records

The practice takes steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

The practice maintains a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

DPA issues will form part of the Practice general procedures for the management of Risk.

Specific instructions will be documented within confidentiality and secure instructions and will be promoted to all staff.

Patient's Rights and Responsibilities

You have the right to expect a high standard of care from our practice and we try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

You have the right to express a preference of practitioner when you make an appointment

Violent Patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. Stockport NHS is then responsible for providing further medical care for such patients.

Comments, suggestions and complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate, use our complaints procedure to try to correct the problem.

All our staff are here to help you and welcome all feedback.

General Information

Online Access

The practice offers online access to appointment booking/prescription ordering and some access to patient records – this is restricted to allergies, medication and adverse reactions.

Access to Health records

The Data Protection Act allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the Practice. You are entitled to receive a copy, but should note that a charge will be made.

Carers

A carer is someone who provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer, carers come from all walks of life, all cultures and can be of any age.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your possible needs in this role.

Change of personal details

Patients are asked to notify the Practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Chaperone

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please advise reception when booking an appointment.

Confidentiality

As you are aware, we ask you for personal information in order that you can receive appropriate care and treatment. This information is recorded on a computer; consequently, we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times, by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, which is what we are, it is sometimes necessary that medical information about you is shared with other members of the team.

Patient Participation Group

The practice has a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the service we deliver, including areas such as availability of appointments, clinical care, online facilities etc. We contact members of the group by email or letter two or three times a year to ask for their views and opinions. If you would like to be involved, please, ask our receptionists or log on to our website www.gatleymedicalcentre.co.uk and click on the link "Sign up for our patient group".

Gatley Medical Centre Statement of Purpose

Date 18.10.2025

Review Date 18.10.2026

Signed by Registered Manager – DR

