



# Knutsford Medical Partnership

**A partnership between Annandale Medical Centre,  
Toft Road Surgery and  
Manchester Road Medical Centre**

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**[www.knutsfordmedicalpartnership.co.uk](http://www.knutsfordmedicalpartnership.co.uk)**

## **Introduction to Knutsford Medical Partnership**

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We are a GP Partnership working across 4 sites to deliver high quality care to 22,500 residents of Knutsford and its surrounding areas. Our sites are Toft Road, Manchester Road, Annandale and Town Lane (Mobberley).

We are keen innovators and as a result have roles within our team such as clinical pharmacists, social prescribers, workflow optimisers, physicians associates and are always developing. Our receptionists are trained in signposting and we pride ourselves on ensuring patients see the right person for their care at the right time.

Knutsford Medical Partnership is our Primary Care Network, which allows us to drive projects that suit the need of our registered population. We work closely with our community services (district nurses, health visitors, community matrons, social workers etc), and with the voluntary sector in Knutsford.

## **Our Partners**

Dr Susan Reeves MBBS (1987), MRCGP, DRCOG

Dr Patrick J Kearns BSc, MBChB (1990), MRCGP

Dr Geraint Allen MBChB. (1988) M.R.C.G.P

Dr Louise Jackson MBChB (1998), MRCGP

Dr Nicola Herd MB.ChB (2003) M.R.C.G.P

Dr Rosemary Peel MBBS MRCGP DFSRH (1995)

Dr David Hans MBChB, MRCGP (2003)

Dr Thomas Morgan MB BS, MRCP, MRCPCH, MRCGP, MRes, (2007)

Dr Sean Morris MBChB, MRCGP, BSc (Hons)

Dr Scott Vernon MBBS (2010), MRCGP

Dr Claire McCamley MRCGP, DFSRH, MBChB (2005)

## Associates

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Dr Philip M Coney MBChB (2002), MRCS, DFSRH, MRCGP

Dr Aleksandra Johnson MD (2009), MRCGP

Dr Emma Johnson UoSA BSc, UoM MBChB , MRCGP

Dr Emma Woods BSc MBChB MRCGP (2021) DFSRH PGCert

Dr Katie Guillem MB, ChB (2005) MRCGP, DRCOG, DFSRH

Dr Emma Campbell MBChB BSc MRCGP, DRCOG

Dr Alexandra MacDonald MA, MBBS (2002), MRCP, MRCGP, DRCOG

Dr Elspeth Twiss MBChB / MRCGP

Dr Joanna Vlies MBChB MRCGP DRCOG DFRSH

Dr Charlotte Williams MBChB Hons and Dist (UoM, 2012) MRCGP 2017

Dr Alexis Kent MBChB (Hons), MRCGP, DFFP

## Opening Times

Knutsford Medical Partnership offer Extended Access Monday—Friday 6:30pm-8:00pm at the Knutsford Community Hospital.

We also offer appointments on a Saturday 9:00am-5:00pm at Toft Road Surgery for all KMP patients. *Saturday appointments are pre booked. No walk in or urgent service available.*

	<u>Annandale</u> <u>Medical Centre</u>	<u>Manchester Road</u> <u>Medical Centre</u>	<u>Toft Road Surgery</u>	<u>Town Lane</u> <u>Surgery</u>
<b>Monday</b>	8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	9am-12pm 1.30pm-6pm
<b>Tuesday</b>	8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	9am-12pm 1.30pm-6pm
<b>Wednesday</b>	8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	9am-12pm 1.30pm-6pm
<b>Thursday</b>	8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	9am-12pm 1.30pm-6pm
<b>Friday</b>	8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	9am-12pm 1.30pm-6pm

## Our Practice Team

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Our **Executive Manager**, Samantha Pownall, is responsible for the delivery of the business management and strategic planning functions of the partnership, providing pro-active leadership, advising on all aspects of business management to the Executive Board and driving forward business development and opportunities.

We have 3 **Operations Managers** in Knutsford, one for each site, Nikola Holbrook, Alison Newell and Leah Bratherton. They are responsible for the smooth and efficient running of the practice site, and maintaining a happy and committed team. Working closely with the Executive Manager to ensure the success of Knutsford Medical Partnership.

## Our Nursing Team

Our nursing team provides a range of services increasing patient access to quality health care. These include longer appointments to review medication, access and monitor chronic conditions such as asthma, COPD, ischaemic heart disease, hypertension, diabetes and epilepsy.

Our Practice nurses are highly trained and experienced members of the team. They can advise on a wide variety of health problems, as well as carrying out vaccinations, dressings, removing stitches, attending to minor injuries, giving foreign travel advice , etc. They also hold a number of health promotion clinics such as smoking cessation and weight management.

The **District Nurse Team** is responsible for all aspects of nursing care in the community.

The **Health Visitors** are trained nurses who have additional training in midwifery and health visiting. They can give help and advise on many aspects of health care, particularly for babies and children up to school age.

**Community Midwives** provide antenatal and postnatal care in the community.

## GP Registrars

All 3 practices are established training practices and registrars regularly work with us to gain experience in general practice. GP Registrars are fully qualified doctors who have extensive hospital experience.

## **Our Administration Team**

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The reception and clerical staff will help you make the best use of our services. They can help with repeat prescriptions, appointment requests and any general queries which are non clinical. Please be assured that any information is treated in the strictest confidence and is required to enable clerical staff to act most appropriately on your behalf.

## **Additional Roles**

### **Social Prescribers—Denise Lambert & Maria Ferrigno**

Social Prescribers are involved in helping patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity. For example, signposting patients who have been diagnosed with dementia to local dementia support groups.

### **Clinical Pharmacists—Caroline Williams and Eva Chan**

Clinical pharmacists work directly with GPs to assess the status of the patient's health problems and determine whether the prescribed medications are optimally meeting the patient's needs and goals of care. They advise the patient on how to best take his or her medications and undertake medication reviews.

### **Physician Associates —Jack Callaghan & Kaitlin Fellows**

Physician associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the team.

### **PCN Paramedics—Amy Jenkins and Jane Sherratt**

PCN paramedics mainly see patients with acute conditions/ illnesses but can also monitor and review patients with ongoing conditions .

### **First Contact Physio—Becky Lees**

FCP's triage musculoskeletal issues. They refer patients for assessment if unsure of diagnosis and do joint injections. For physio treatment you refer to outpatient physio.

## **Registration**

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You may register with Knutsford Medical Partnership if you live within the practice area. You will be required to complete a new patient registration form and questionnaire which can be collected from reception at either of the 3 surgeries. All our new patients are encouraged to have a new patient health check when they join the practice. You will be encouraged to be seen by any clinician at the site you hand your registration form into. However we do offer different services across sites so you may be asked to travel to another site if you require one of these services.

## **Making an Appointment**

You can book an appointment by using our digital front door—Blinx Paco. This facility is available to use from 8am Monday-Friday and allows you to request an appointment, request a prescription or submit an admin query such as requesting a sick note. The link to fill in the online form can be found on our website—<https://knutsfordmedicalpartnership.co.uk>

If you are unable to access our digital front door, please call reception.

You are free to consult whichever doctor you wish, but it is sensible to see the same doctor wherever possible, however this cannot always be guaranteed.

All practices offer a triage service. Triage is an on the day clinic for patients whose medical condition is urgent and needs to be dealt with on the day. The triage doctor will call you to see if they can advise you over the phone or arrange an appointment for you to be seen.

We also offer evening appointments for those patients who find daytime opening hours difficult to attend. We run these clinics 6:30pm-8:00pm , Monday-Friday at the Knutsford Community Hospital.

We monitor all our appointments and record those patients who fail to attend. It is important if you are unable to attend an appointment to inform us as soon as possible.

## Named GP

From 1st April 2015 practices were required, under their contract, to allocate a named accountable GP to all patients, including children.

All patients of Knutsford Medical Partnership have a named GP allocated to them upon registration. Your named GP is your registered GP however this does not stop you from seeing any of the other GPs within the practice site.

If you are unsure of who your named GP is, details can be found on your repeat prescription form, on the letter received from the registration authority when you registered or by contacting the surgery.

New patients to the practice will be informed of their named GP on receipt of their registration form. This will be told to you within 21 days of you registering with the practice. Should you express the wish to change your named GP, please write to one of the Operations Managers to request the change.

## Dispensing Patients

The Annandale branch has its own dispensary, with a qualified dispenser for making up prescriptions. The service is offered to all patients who live more than a mile from a chemist.

Orders can be placed through dispensary via email, online access or paper prescriptions.

## Repeat Prescriptions

To obtain a repeat prescription please use your computer repeat prescription slip or complete a repeat prescription request form. We also accept repeat prescription requests via patient access, our online service.

You can arrange with your regular chemist to collect the prescription for you.

We do not accept repeat prescription requests over the telephone.

Please allow 2 working days (48 hours) before collecting your prescription.

If your medication is due for review, please make an appointment with our clinical pharmacist.

## Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit we kindly request you call before 11am.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

You may also be visited at home by a community nurse if you are referred by your GP. Please be aware you may be visited by a member of the MDT if you request a home visit.

## Out of Hours

If you have a urgent medical problem that cannot wait until normal surgery hours, please telephone **NHS 111** Service.

In cases of extreme emergency such as severe bleeding, collapse or unconsciousness or severe chest pain it is advisable to dial **999**.

Major injuries should be taken to the Accident & Emergency Department of your nearest hospital.

The nearest minor injury service is:

**Victoria Infirmary, Northwich**

Available 9am – 8pm, 7 days per week

**01606 564000**

## Services Available To You

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**New Patient Health Check** - we request that all new patients wishing to join the practice undertakes a New Patient Health Check with a nurse or in some cases with a doctor. This will provide us with valuable information. Please do not wait until you need to see a doctor before you register at the practice.

**Family Planning**—all doctors manage aspects of family planning during normal surgery appointments. All patients receiving family planning from the practice should be seen annually to ensure current contraception is appropriate and safe.

**Maternity Care**—care is predominantly provided by the community midwives and the hospital to monitor your health during and after pregnancy.

**Cervical Smears**—available by appointment with the nurse during normal surgery hours.

**Children's Immunisations**—The clinic is held weekly at each surgery by appointment.

**Child Health Checks**—Development checks (6-8 weeks approx.) are performed by the doctors by appointment.

**Minor Surgery**— referral is made via an appointment with your doctor.

**Travel**— A weekly clinics provided by our nurses for permanently registered patients. Please note, some vaccinations may incur a charge. Please speak to reception for more information.

**Joint Injections**—made by appointment during normal surgery.

**For all these additional service it is advisable to notify reception about the reason for you attendance as they all require different appointment times.**

## Non NHS Work

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Fees are charged for services not covered by the NHS. These include insurance claims forms and reports, medicals for insurance, driving etc, private medical private prescriptions, certificates, passport forms, letters to third parties, tests not covered by the NHS, holiday cancellation forms and some vaccinations for travelling abroad.

Payment for the above will be the responsibility of the patient or the insurance company. Reception will provide more information regarding charges.

## Tests & Results

Specimens arranged by your doctor should be brought to the surgery before 1pm weekdays to allow time for delivery to the hospital.

Blood tests are performed daily at the Knutsford & District Community Hospital from 8:30am, by appointment only.

Results of tests can be obtained by calling into the surgery or telephoning. You can also view your results on patient access or the NHS App.

The receptionists will be able to inform you of the result and whether any subsequent action that should be taken. Due to our duty of confidentiality we will only release tests results to the person who they relate too.

## Consent

A consultation with your doctor/nurse may result in a physical examination. Under current legislation we require your consent to carry this out. In many cases we assume informed consent i.e. that we are planning to perform a certain procedure and that you consent for this to occur. However, if you do not wish to be examined or to have a procedure performed, please make this clear to the clinician you are seeing. Under some circumstances we may require you to sign a formal consent form (i.e. minor surgery or some vaccinations).

## Confidentiality

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The practice complies with the Data Protection Act and Access to Medical Records Legislation.

To help provide the best possible care, we need to collect information about you e.g details of clinic visits, results of investigations, etc in manual or computer format accessible to all members of the practice team. Identifiable information will be shared with others:

- To provide accurate and up to date information to all health care professionals responsible for your health care.
- To help you access other services if referral if necessary.
- When we have a duty to others e.g notification of infectious diseases.
- To enable us to investigate your concerns if you have cause to complain.

Anonymised patient's information will also be used at local and national level to provide statistics on NHS performance to allow service planning and payment to NHS Care Providers.

Where it is possible to use anonymised information, personally identifiable information may be used for essential NHS purposes and this will be done with your consent, or under special circumstances, when approved by the secretary of state. More information about how we share information can be obtained at reception.

There are strict rules governing the use of this information and everyone working

## Access to Patient Records

You can now view your GP health record using the **NHS App**.

When you view your record online, you may only see information that was added recently. If you require full access to your GP health record, please speak to reception.

## Disabled Access

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All 4 sites have disabled access.

At **Manchester Road Medical Centre** there is a ramp and downstairs toilet facilities for disabled patients. Downstairs consulting rooms are available for consultations. Please inform the receptionists when booking your appointment if a downstairs room is required.

At **Annandale Medical Centre** there is disabled access into the building and the majority of consultation rooms are on the ground floor. If you are unable to climb stairs, please inform the receptionists when making your appointment.

At **Toft Road Surgery** there is a ramp leading in to the side entrance of the building. Please ring the bell at the top for a receptionist to open the door. All downstairs consulting rooms are easily accessible by wheelchair and they have toilet facilities suitable for disabled patients.

## Chaperones

All patients are entitled to have a chaperone present for any consultations, examination or procedure where they feel one is required.

Your doctor or nurse may also require a chaperone to be present for certain consultations in accordance with our current chaperone policy.

Please inform reception when booking an appointment if you require a chaperone for your consultations.

## Suggestions and Complaints

We are always looking to improve our service and comments are welcome in our suggestion box.

We have a formal procedure for dealing with complaints. If you have a complaint about any aspect of the service provided, please speak or write to either a doctor or Operations Manager. You can do this via post or email **knutsfordmp@nhs.net**

Further written information is available from reception.

## Patient Transport Services

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There is a voluntary organisation called **The Knutsford Good Neighbours** scheme who offer transport to patients who are in genuine need. They also offer help in other ways such as form filling, collecting prescriptions, relief for carers etc. They can be contacted on **01565 631262** Monday to Friday, 11am-3pm. They kindly request a donation for there services.

## Patient Participation Group (PPG)

Knutsford Medical Partnership is committed to improving the services we provide to our patients. To do this it is vital that we hear from people about their experiences, views and ideas for making services better.

This is why we have an active patient participation group which represents our patient population.

If you are interested in joining our PPG, please email [knutsfordppg@outlook.com](mailto:knutsfordppg@outlook.com)

## Carers

The practice has a carers register for people who care for a relative/friend/ neighbour. Carers information packs are available at reception .

## Zero Tolerance Policy

We strongly support the NHS policy on zero tolerance. Anyone attending surgery who abuses the GP's, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

In extreme cases we may summon the police to remove the offenders from the practice.

## Patient Charter

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Caring for yourself is a partnership between yourself and the medical team. Below outlines what you can expect from us and what we, in return, expect from you.

### **What we ask of you:**

- Be honest with us; make sure we know all we need to know to help you.
- Inform us of any changes to your address, name or telephone number.
- Treat us with the same courtesy and respect that you expect to receive.
- Please inform us ASAP if you cannot attend an appointment. Remember an appointment is for one person only. If you require a longer appointment please tell the receptionist when booking.
- Only request a home visit when the patient is too ill to come to the surgery and only ask for a home visit at night if it is urgent.
- Please follow medical advise offered and take medication as advised.
- Please remember to order prescriptions within plenty of time.
- Please remember the doctor of your choice may not always be available

### **Under the NHS patient charter, you have the right to...**

- Be registered with a GP and be able to change your GP simply and quickly.
- Be offered a health check on joining a new GP list.
- Receive emergency care.
- Have appropriate medicines prescribed.
- Be referred to a consultant if necessary and for a second opinion if you and your GP think is necessary.
- Receive a copy of your GP practice leaflet.
- Have access to your health records, subject to limitations, and know that those in the NHS must keep their consents confidential.
- Receive a full and prompt reply to any complaints you make.



## Patient / Carer Medication Charter

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Patients and their carers are an important part of the repeat prescribing process and, within their level of competency, can take responsibility for:

- Making sure that they understand the repeat ordering system, and what help is available to enable them to obtain their medicines in a safe and timely way.
- Ensuring that they participate in medication reviews to discuss their medicines; including asking any question that they have about how the repeat prescribing process works.
- Checking what is needed before placing an order for a repeat prescription, only ordering what will be needed before the next prescription is due, and then using it according to the medication instructions.
- Speaking to their doctor or pharmacist if any medicine is not suiting them, or they are not sure how and when to take the medicines.
- Checking that the medicines supplied are those that have been ordered, and that they are still needed, especially at times when things can change such as following a hospital admission.
- Letting their doctor and pharmacist know if they have stock of medicines building up and they won't need an order for a while.

## General Medical Services

We are contracted to provide medical services by NHS England. Our services are commissioned by the NHS Eastern Cheshire Clinical Commissioning Group based at 1st Floor, West Wing, Alderley Building, Victoria Road, Macclesfield, Cheshire, SK10 3BL

Tel-01625 663477 / [www.cheshireccg@nhs.uk](http://www.cheshireccg@nhs.uk)

## Self Help

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You can download the **NHS app** which is a great way to get trusted NHS information and advice on hundreds of conditions and treatments. Download it now on your smartphone or tablet.

**Pharmacy First**— Pharmacies run a minor ailment service, which means that they can supply medicines for certain minor conditions such as urine infections, conjunctivitis, cold and flu, on the NHS, so you will only pay the standard prescription charge or if you're exempt from paying prescription charges (e.g. because you are 60+) you will not have to pay for medication.

Many minor illnesses can be treated at home, relieving the symptoms until the body heals itself. Below are a number of conditions with advice on how to treat them yourself and when to ask for help.

**Chest Pain**—if you have a pain in the centre of your chest for more than 10-15 minutes, particularly if accompanied by nausea and sweating:

1. Call an ambulance dial 999— do this before you do anything else.
2. Call your doctor
3. Take an aspirin tablet

**Cuts**—bleeding usually stops with the application of direct pressure for 10 minutes. Apply a plaster carefully to help healing. Contact the doctor if

- the cut won't stop bleeding
- The edge will not pull together with a plaster

**Grazes**— Clean the wound carefully with soap and water. Leave to dry so that a scab can form. Do not apply a dressing, Contact your doctor if your graze becomes infected.

**Sprains** —These are best treated by the **RICE** regime.

**Rest, Ice** (apply crushed ice/bag of frozen peas, wrapped in a tea towel, 2 minutes each hour), **Compression** (to reduce swelling and support the joint), **Elevation** (as high as comfortable to reduce swelling).



## Flu, Cold and Sore Throats

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Viruses attack the lining of the nose and throat, causing swelling and inflammation. The irritation of airways and throat can cause a sore throat and cough, whilst increased mucus production leads to congestion, a runny nose and sputum production. Symptoms usually last 4-6 days.

There is no cure for the common cold, but symptoms may be helped by simple remedies available from a pharmacy.

Children under 18 years old should not have aspirin—the dose of paracetamol for children varies with age and size. Check instructions on the bottle carefully before administering a dose. Do not exceed the recommended frequency or dose.

**Treatment**—Drink plenty of fluids and rest

### Sore Throat

- Gargle with an aspirin dissolved in water (not for children under 18)
- Throat Lozenges or sprays—or simply suck a boiled sweet
- Steam Inhalation
- Paracetamol/aspirin

### Blocked / Runny Nose

- Steam Inhalation with/without decongestants (Olbas Oil, Vicks, menthol crystals)

**Sticky Eyes**—common in babies and children associated with colds.

- Bathe with warm water and cotton wool

**Make an appointment to see your doctor if:**

- You become short of breath
- Breathing is accompanied by pain in the chest
- You cough up blood
- Symptoms persist for a week after your cold has cleared up.

**Sunburn**—preventable by avoiding excess exposure to the sun and wearing high factor sun cream if exposed. Treatment is with calamine lotion and simple painkillers (e.g. paracetamol/ibuprofen), available from any pharmacy.

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**Insect Bites**—often preventable by using insect repellent and covering exposed areas. Use calamine lotion, antihistamine tablets or hydrocortisone cream available from any pharmacy.

**Diarrhoea**—may be caused by a change in diet, over-eating or over-drinking, or travel to a different country. It may be caused by infection with a virus or bacteria. In this case, diarrhoea is often associated with cramping abdominal pain and vomiting.

**Treatment:**

- Replacing the fluids you lose by taking lots of fluids, weak tea, weak fruit juices or electrolyte solution (available from pharmacies).
- Rest the digestive system by only taking fluids for 24 hours.

Consult your doctor if the pain becomes continuous, you become dehydrated or your symptoms develop shortly after visiting a foreign country.

**Vomiting**—usually settles down within 24 hours. Some children vomit when they have bouts of coughing or if they have a raised temperature.

**Treatment:**

- Eat nothing and take only sips of fluid

Consult your doctor if vomiting lasts longer than 24 hours and you have constant abdominal pain.

**Cystitis**—this is an inflammation of the lining of the bladder. Prompt treatment will ease the discomfort and is available at any pharmacy. Ensure you drink plenty of fluids and if you are in pain, take one/two paracetamol.

Consult your doctor if an attack lasts longer than two days despite self treatment, you are having repeat attacks, you are pregnant or you notice blood in your urine.

Cystitis is uncommon in men and children and they should be seen by a doctor.

## Useful Telephone Numbers

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### Hospitals

Macclesfield District General Hospital	01625 421000
Knutsford & District Community Hospital	01565 757220
Wythenshawe	0161 998 7070
Leighton	01270 255141
Manchester Royal Infirmary	0161 276 1234
Stepping Hill	0161 483 1010
Christies	0161 446 3000

### Chemists

The Prescription Service	01565 633322
Boots (King Street)	01565 633114
Cohens (Princess Street)	01565 633078
Eastfield Pharmacy	01606 45485
Tesco Pharmacy	0191 693 4599

### Support Groups

Samaritans	116 123	Cheshire Constabulary	0845 458 6380
Child Line	0800 1111	Cheshire East Social Services	0300 123 5500
Citizens Advice	01625 432847	NHS England	0300 311 22 33
CRUSE Bereavement Support	0808 808 1677	NHS Cheshire Clinical Commissioning Group	01625 663477
Alcoholics Anonymous	0151 709 2900	Dental Helpline (Urgent Care)	0161 476 9651
Cheshire East Carers Hub (Carers Support)	0300 303 0208	AIDS Support	0300 123 7123
Victims Support	0808 168 9111	Relate (Marriage Counselling)	0300 100 1234

### Other

#### Annandale Medical Centre

Mobberley Road  
Knutsford  
WA16 8HR  
Tel: 01565 743100 (Option1)

#### Town Lane /Mobberley Surgery

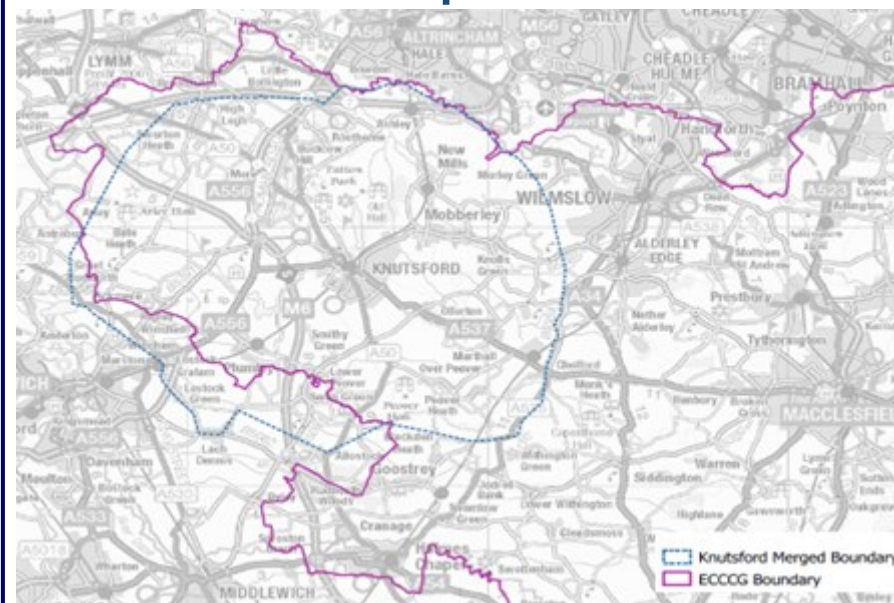
99 Town lane  
Knutsford  
WA16 8HH

#### Manchester Road Medical Centre

27-31 Manchester Rd  
Knutsford  
WA16 0LY  
Tel: 01565 743100 (Option 2)

#### Toft Road Surgery

Toft Road  
Knutsford  
WA16 9DX  
Tel: 01565 63268 (Option 3)



Knutsford Medical Partnership

