

Compliments, Suggestions, Concerns & complaints

We are always looking for ways of improving our services. If you have any suggestions or complaints, please let us know.

You can contact any member of staff who will direct you.

We are fully committed to the ideals of the Disability Discrimination Act and the Freedom of Information Act.

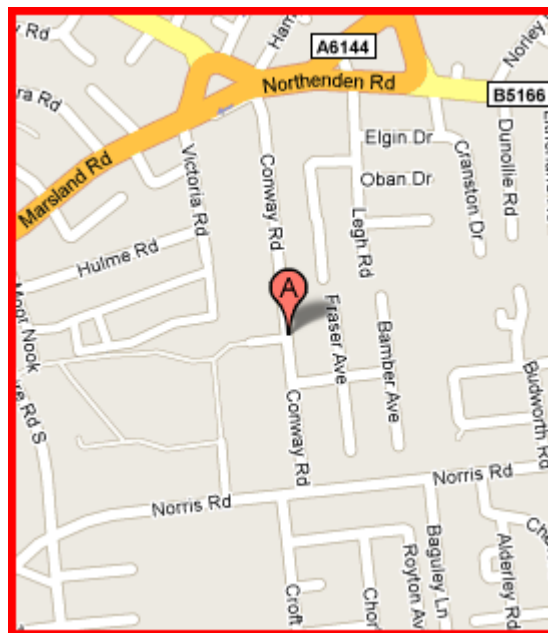
Our Primary Health Care Team

Health visitors, Midwives, District Nurses, Podiatrists and Dieticians work with us to help you.

We also have a Physiotherapist in house to help offer advice, answer questions and provide exercises before referral.

Facilities and the Disabled

The Health Centre provide parking, access and toilets for disabled people. If we can do anything to help you with your disability and improve your use of the Health Centre please tell us. We have a hearing loop and a text phone.



Useful Phone Numbers

Wythenshawe Hospital	0161 998 7070
Trafford General Hospital	0161 748 4022
Altrincham General	0161 413 7700
Withington Hospital	0161 434 5555
Central M/cr Hospital (MRI)	0161 276 1234
Social Services	0161 912 1053
Samaritans	0161 236 8000
Marriage Guidance (Relate)	0161 872 1100
Community Drugs Team	0161 358 0991
Citizens Advice Bureau	0808 278 7803
Trafford Carers	0161 848 2400

Conway Road Medical Practice Sale, Cheshire M33 2TB

Tel 0161 973 1151

Website: www.conwayroadsurgery.co.uk

Email: gmicb-tr.conwayroadmp@nhs.net

Dr. Sally Frier

MB BS (London 1988) DRCOG MRCGP (1993)

Dr Keeley Wilson

MB ChB (Manc 2005) BSc MRCGP

Dr Greg Hynes

MB ChB (Warwick 2008) BSc MRCGP (2013)

Dr Julie Hobman

MB ChB (Manc 2008) MRCGP DCH

Dr Ruth Burlington

MB ChB (Manc 1988) MRCGP

Dr Lauren Clarke

MB ChB (Manc 2007)

Dr Katherine Polson

MB ChB (Sheffield 2012)

Dr Laura Pearson

MBChB MRCGP (Manc 2012)

Dr Jenny Brocklehurst

MBChB MRCS DRCOG DFSRH MRCGP (Manc 2012)

Dr Tom Cufflin

MB ChB

MA (Cantab) (Cambridge 2012) MRCGP in 2017

Sister Lincy Godwin

Practice Nurse

Sister Ann Marie Kennedy

Practice Nurse

Sister Maggie Goodman

Practice Nurse

Sister Michelle Fung

Practice Nurse

Michelle Murphy

Health Care Assistant

Pam Wilson

Practice Manager

Hours of Opening

Monday to Friday 8.00 am - 6.30 pm
Extended hours available please ask at reception.

Appointments

We offer prebookable and on the day face to face and telephone appointments. Please visit our website www.conwayroadsurgery.co.uk to access our non urgent online service. For emergencies out of surgery hrs please Telephone 111 (or 999 if appropriate)

Home Visits

Patients are asked to attend surgery, if at all possible, but if a visit is necessary please try to contact the surgery before 10.00 am.

It helps if the receptionist is given some idea of the problem to assess urgency. This information is strictly confidential.

When the surgery is closed

There is **ALWAYS** a Doctor available for Emergencies.

NHS 111 for advice

Patient Forums—PPG

Regular meetings, all patients are welcome.

Our Services for You

Our Practice Nurse can be consulted directly, by appointment, for the following:

- Cervical Smears
- Family Planning
- Travel advice and Immunisations
- Childhood Immunisations
- Well person checks
including: Blood Pressure
Diet & Alcohol advice
Smoking cessation
- Blood Tests
- Asthma Advice
- General Health Advice

Other Services Available by Appointment

- Maternity Care
- Diabetic Care & Doppler
- Childhood Development Checks
- Cryotherapy
- Asthma

Non-NHS Examinations

Medical Examinations for Special Purposes e.g. Pre-employment, insurance, HGV and PSV, can be provided by appointment.

There is a charge for this service and this information can be found on our website or Fees Leaflet

Carers

Do you look after someone who is ill, frail, disabled or mentally ill? If so, you are a carer and we would like to support you.

Please ask a receptionist for our carer identification form.

Covid Advice

We regularly update our website with all relevant Covid-19 information including vaccinations. To request a Covid-19 test please call 119.

Repeat Prescriptions

If you are taking regular medication, you will be given a repeat prescription sheet. Your prescription will be ready after 2 working days.

You can order repeats in person, through your pharmacy or by email to trccg.crmpscripts@nhs.net

You may also use Patient On Line Access and the NHS app to order prescriptions, please ask reception for details on this service. We regret we are unable to take

requests over the phone.

New Patients

We welcome new patients. Please see our website for new patient registration forms and further information.

Alternatively please ask at reception.