

## How to register

You can complete our registration forms online at: [www.thealexandrapractice.co.uk](http://www.thealexandrapractice.co.uk) you will then need to bring proof of identification and address into the surgery to complete the process. If you do not have these please speak to us in person. We do not discriminate against any person or persons wishing to access healthcare and only require documentation for safety and audit purposes.

Please note that unfortunately, we do not register patients who live outside our practice boundary.

During the registration process. You will need to provide:

- the name and address of your last doctor & your previous home address
- proof of your current address & photo ID such as your passport
- if you are from overseas, your place of birth and the date you arrived in the UK
- If you require on-line access you will need to complete the practice terms and conditions forms
- All new patients will be given a health screening form to complete. This needs to be completed and returned to us before we can process your registration.

**Carers:** If you are a Carer for a family member or friend please let our Reception team know so that we can ensure this is noted.

**Access to records:** The practice complies with the GDPR 2018, current UK Data Protection Law and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. We will endeavour to seek your consent
- When we have a duty to others e.g. in child protection cases
- Please see our privacy notice at: [www.thealexandrapractice.co.uk](http://www.thealexandrapractice.co.uk)

Anonymized patient information will also be used at local and national level to help Manchester Clinical Commissioning Group and Government plan services e.g. for diabetic care. If you wish to view your medical record, please contact the Practice Manager.

## Patient Participation Group

The Practice has a patient participation group. Please see our website [www.alexandrapractice.co.uk](http://www.alexandrapractice.co.uk) for further details. All patients are welcome to join.

## Zero Tolerance Policy

Most of our patients are lovely, but there are a small few who abuse the service. Being rude, violent or aggressive to any member of our staff, or any person on the premises, will not be tolerated.

Manchester Clinical Commissioning  
Group



Contact number is: 0161 765 4000



# The Alexandra Practice

365 Wilbraham Road  
Whalley Range  
Manchester  
M16 8NG

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**Tel: 0161 860 4400 Fax: 0161 860 7324**

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Partnership (non-limited)

**Dr. Tim Greenaway** (Male)

MBChB, DCH, DRCOG, MRCGP

**Dr. Anthony Larkin** (Male)

MBChB, BSc (Hons), MRCGP, PGDip, MSc.

**Dr. Susie Power** (Female)

MBChB, DRCOG, MRCGP, DFRSRH (2011)

**Dr Sam Campbell** (Male)

MBBS, DCH, PGCert, MRCP, MRCGP

[www.thealexandrapractice.co.uk](http://www.thealexandrapractice.co.uk)



[alexandra.practice](http://alexandra.practice)



[@alex\\_practice](https://twitter.com/alex_practice)

Practice Nurse: Sister Alison Burton      ACHP: Michelle Hughes  
Practice Manager: Miss Melanie Jones  
Assistant Practice Manager & Secretary: Ms Shirley Dodd  
Reception and Admin Team: Alison, Dennis, Pamela, Gifty, Debbie & Leah  
We also have two new members of the admin team Sina and Safia.

We are open: **Monday to Friday 08.00 - 18:00**

(Telephones are call managed 12.00 p.m. – 1.00 p.m.)

## Making an appointment

For a choice of available appointments please go online to [www.thealexandrapractice.co.uk](http://www.thealexandrapractice.co.uk) alternatively you can telephone or call into the surgery. As a patient registered at the Practice, you can choose to see any of our doctors if they are available.

If you require same day attention, please call between 8.00 am and 10.30am on the day where upon our reception staff are authorised by the doctors to ask a few questions to see which option is most suitable for you. This may be a telephone consultation, or an appointment with the Practice Nurse. Face to face assessment will be arranged if needed. Please remember calling **111** or **visiting a local pharmacy** may save you waiting for advice or appointments.

## Home Visits

If you are too ill to attend surgery, please try to ring before 10am to inform us. Urgent calls can be made at any time. We need your contact telephone number so that the doctor can ring you to assess your problem quickly.

## If you have an Emergency Outside of Surgery Hours:

Please telephone the normal surgery number. You will be transferred to the Out of Hours service NHS 111. They provide cover when our surgery is closed. **NHS 111 can be contacted on 111.**

## Training Practice

As a training practice, we have some doctors with us for periods of up to a year. These are fully qualified doctors who wish to enter general practice. Training may involve video recording of consultations, with the full consent of the patient. This is always confidential. Sometimes we also have medical students in the Practice, sitting in with other doctors.

## Nursing Staff

Alison Burton is our Practice Nurse and is available for cervical smears, childhood vaccinations, and screening and monitoring of long term conditions such as asthma and diabetes. Additionally, Alison can see and treat minor illnesses and injuries. Travel vaccines are available, some incur a fee please speak to reception.

Michelle Hughes, our Assistant Practitioner, offers health checks, blood pressure checks and tests and stop smoking advice and support.

## How you can help us

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit before 10am
- Ring for test results after 2pm

## Other people you might see at The Alexandra Practice

We work closely with other professionals who deliver services from the Practice. These include midwives; counsellors and social workers.

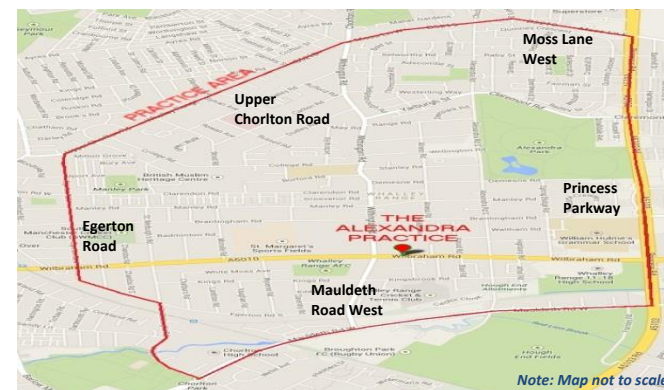
## Prescriptions

The easiest way to order Repeat prescriptions is online via our website alternatively prescriptions can be ordered in person, or by post. Unfortunately we can only accept telephone requests for housebound patients. You can arrange for a pharmacy to collect your prescription from us and deliver the items to you. Please contact the pharmacy directly to arrange this.

## Practice Area

We only accept new patients within our area.

This is bounded by Mauldeth Road West, Princess Parkway, Moss Lane West, Upper Chorlton Road and Egerton Road.



## Disabled Access

Wheelchair access to the Practice is via the ramp at the front of the building. We have a disabled toilet on the ground floor, and a stair lift for upstairs rooms. We also try to accommodate specific requests to be seen downstairs. If you have concerns about access, please contact us in advance of your visit.

## Comments and complaints

If you have a comment, complaint or query please speak to us in the first instance. We hope to resolve any issues swiftly. We strongly believe that feedback aids learning, training and development and welcome all suggestions and feedback. A copy of our complaint leaflet is available from [www.thealexandrapractice.co.uk](http://www.thealexandrapractice.co.uk) or at reception.

All patients have the right to access NHS Complaints at: **NHS England, P O Box 16738, Redditch, B97 9PT**, Telephone: **0300 311 22 33**. Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you remain dissatisfied, you have the right to ask the **Parliamentary and Health Service Ombudsman** to review your case. Details are: **0300 061 4000, The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Tip: NHS 111 can help with queries relating to your general health and well-being as well as when you are feeling unwell.**

Please visit <https://www.nhs.uk/pages/home.aspx> for a wealth of advice and guidance on health matters including self-help and management