

**How to register:** You can complete our registration forms online at: <https://www.thealexandrapractice.nhs.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. All patients are assigned an accountable GP.

Your rights and responsibilities as a patient can be viewed at: [https://www.nhs.uk/choiceintheNHS/Yourchoices/GPchoice/Documents/rcgp\\_ip\\_full\\_booklet\\_web\\_version.pdf](https://www.nhs.uk/choiceintheNHS/Yourchoices/GPchoice/Documents/rcgp_ip_full_booklet_web_version.pdf)

We expect patients to cancel or rearrange unwanted appointment as soon as possible in line with patient responsibilities.

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 only 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: <https://www.thealexandrapractice.nhs.uk/>

Anonymized patient information will also be used at local and national level to help Manchester Integrated Care Partnership and the Government plan services e.g. for diabetic care.

**Patient Participation Group:** The Practice has a patient participation group. Please see our website <https://www.thealexandrapractice.nhs.uk/> for further details. All patients are welcome to join.

**Zero Tolerance Policy:** Most of our patients are lovely, but a small few do abuse the service. Being rude, violent or aggressive to any member of our staff, or any person on the premises, will not be tolerated and will result in warning, possible removal from the Practice list and if needed legal action.

Manchester Integrated Care Partnership  
Contact number is: 0161 742 6023



# The Alexandra Practice

365 Wilbraham Road  
Whalley Range  
Manchester  
M16 8NG

**Tel: 0161 860 4400**

Partnership (non-limited)

**Dr. Anthony Larkin** (Male)

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

**Dr. Susie Power** (Female)

MBChB, DRCOG, MRCGP, DFSRH (2011)

**Dr Sam Campbell** (Male)

MBBS, DCH, PGCert, MRCP, MRCGP

**Dr Louise Morgan** (Female)

BSc, MSc, MBChB, DRCOG, MRCGP

<https://www.thealexandrapractice.nhs.uk/>



alexandra.practice



@alex\_practice

**Salaried GP:** Dr Erica Newbery (Female), MBChB, MRCGP

**Salaried GP:** Dr Sam Johnson (Male), MB ChB 2013

**Practice Nurse:** Rebecca Leech (RCN) ACHP: Michelle Hughes (NVQL3)

**Practice Manager:** Miss Melanie Jones

**Assistant Practice Manager & Secretary:** Ms Shirley Dodd

**We are open: Monday to Friday 08.00 - 18:30**

(Call manage service between 12 and 1 pm)

We offer face to face, video, email and telephone consultations and a GP will advise if we cannot accommodate your preference.

**Use our "Ask my GP" tab on our website to get the fastest help and advice by submitting your query (account set up required)**

### **Making an appointment**

For Nurse appointments please ring or visit to book. For GP Issues please use our 'Ask My GP Service' on our website <https://www.thealexandrapractice.nhs.uk/> alternatively you can telephone or call into the Practice. As a patient registered at the Practice, you can request to see any of our Doctors if they are available. We offer general medical and nursing services in line with the NHS GP Contract. We also offer Chronic Disease Management, some minor surgery and contraception advice.

If you require same day attention, please use our 'Ask My GP Service' between 7.00 am and 11:00am or call us between 08:00 and 11:00 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 will mean the reception staff submit the 'Ask My GP Service' form on your behalf, it does not bypass the requirement to complete the form. Face to face assessment will be arranged by the GP if needed. Please remember calling **111** or **visiting a local pharmacy** may save you waiting for advice or appointments. We are contractually bound to refer eligible patients to the community pharmacy service for minor issues.

**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:** Rebecca Leech 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.. Travel vaccines are no longer available. **Michelle Hughes our AHCP** can offer blood tests, blood pressure checks, weight management and stop smoking advice plus some routine vaccinations.

**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, focused care, physiotherapists, pharmacists and social workers.

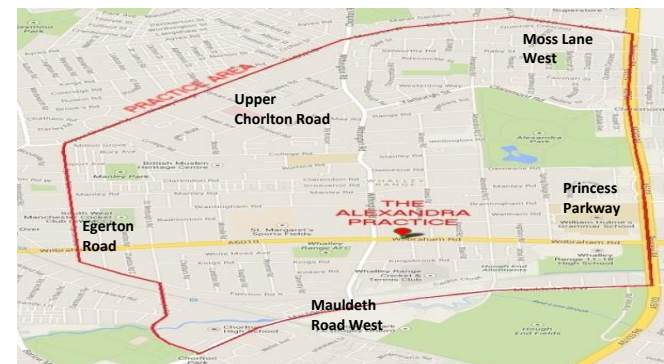
**Prescriptions:** The easiest way to order Repeat prescriptions is online via our website alternatively prescriptions can be ordered in person, from your approved pharmacist or by post. Unfortunately we can only accept telephone requests for housebound patients. You can arrange for a

pharmacy to collect your prescription from us and deliver the items to you. Please contact the pharmacy directly to arrange this. We are not a dispensing Practice.

### **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.



*Note: Map not to scale*

### **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 <https://www.thealexandrapractice.nhs.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