

GLADSTONE MEDICAL CENTRE

241-247 Old Chester Road, Rock Ferry
Birkenhead, Wirral CH42 3TD

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Dr. M. Salahuddin
Dr. K. Alauddin
Dr. A. Adegoke
Dr. J McKay

NHS Beacon Services



INVESTOR IN PEOPLE

GLADSTONE **MEDICAL CENTRE**

PATIENT INFORMATION BOOKLET

AN INTRODUCTION TO THE PRACTICE

Gladstone Medical Centre is one of the oldest Practices in Rock Ferry. It has passed through several generations of patients and Doctors since 1930.

The premises were altered and modernized in 1995, 1998 and 1999. The end of 2004 saw the start of more expansion work, completed in January 2006. In March 2001, the Practice welcomed Dr. Farooqi patients from Argyle Health Centre. We also welcomed Dr J McKay and his patients in April 2003 and in August 2003 we welcomed some of Dr Dwevedi's patients.

The present premise includes:

Basement

Gym and shower room for staff use and a training room.

Ground Floor

Four GP consultation rooms, one Minor Surgery room, two clinic rooms, one nurse treatment room, one reception office, two reception area's, two waiting area's, one disabled toilet.

Chemist

There is a Pharmacy adjoined to the practice.

First Floor

Computer room, manager's office, administration office, staff room/ kitchen, training/conference room and staff toilet.

Access for Disabled

There is a ramp at the front to enable wheelchairs easy access.

We retain from the past the best traditions of family medical practice together with a friendly atmosphere. We aim to provide up to date medical care in a traditional manner, with accents on continuity of care, and preventative medicine for patients with chronic illness.

Caring - Approachable- Efficient Friendly and up-to-date primary health care.

PRACTICE MEMBERS

DOCTORS

- M. Salahuddin** (Male) MBBS – 1972.
MSC (Genetics) Edinburgh 1981. Family Planning Certificate 1984,
Postgraduate training in Cardiology 1992, DPD (Dermatology) 1991,
Certificate in Occupational Medicine, Manchester 1984,
Research post in Arthritis, Clinical Assistant in Cardiology
- Specialty:* Cardiology, Rheumatology, and Dermatology
- Dr. K. Aalauddin** (Female) MBBS 1967
DGO 1977 – Dublin, Family Planning Certificate 1994,
Specialty: Pediatrics, Obstetrics and Gynecology, Minor Surgery and
Psychiatry. .
- Dr. A. Adegoke** (Male). MBBS 1988.
DGM, MRCGP, Postgraduate training in General Practice, Nigeria 1991-
1995, Diploma in Geriatric Medicine, University Hospital, Cardiff 1988.
Specialty: Respiratory Diseases, Diabetes and Geriatric Medicine.
- Dr. J. McKay** (Male) MB CHB (Liverpool) 1966
Specialty General Practice since 1969, Mental Health
- Dr. S. Garewal** (Male) BSC, MBBS, MRCPE, FRCPE
(Retired)Consultant Geriatrician Arrowe Park Hospital

The Practice received following National Awards.

- **Merit Award for Practice Teambuilding (1997)**
- **Clinical Excellence in Cardiology (1997)**
- **Clinical Excellence in gastric diseases (1998)**
- **Beacon Practice - Effective Prescribing (1999)**
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- **Finalist Cactus Practice Award, UK (2000)**
- **Beacon Practice - Effective Prescribing (2001)**
- **Investors In People award (2002)**
- **GP of the Year Dr Salahuddin (runner up) 2007 and 2008, from Royal College of General Practitioners, Mersey Faculty.**
- **Long Service Award for nurse Mavis Garewal in 2007 from Royal College of General Practitioners, Mersey Faculty.**
- **IT Innovation of the Year 2008, Zubair Qureshi, from Royal College of General Practitioners, Mersey Faculty.**

Award winning services at Gladstone Medical Centre!

PRACTICE STAFF

Practice Manager	Debbie Portbury
IT/ Data Manager	Zubair Qureshi
Practice Administrator	Helen Davies
Computer/ Admin Clerk	Dhun Setna
Secretary	Sue Steen
General Admin	Jodi-Dawn Lewis
IT Support	Matt Cullum
Reception Manager	Joanne Griffiths
Sr. Receptionist	Jane Lydiate
Receptionists	Jenny Mills, Leanne Henry, Sally-Ann Boland, Kim Stewert, Gaynor Houghton, Cathy Pennington, Margaret Altham
Filing Clerk	
Practice Nurse Coordinator	Mrs. S. Passingham SRN
Practice Nurses	Wendy Cox, Louise Rendell.
Practice Phlebotomist/ HCA	Jane Lydiate

ATTACHED STAFF

District Nurses	Doreen Shaw and John Cross
Health Visitor	Weekly Baby Clinic on Monday Morning, Domiciliary Visits
Midwife	Clare Weekly ante-natal clinics, 2-4 pm
Medicine Advisor	Gill Davenport

SURGERY TIMES

Reception open from	Monday – Friday	08.30 – 12.00 13.00 – 18.00
Surgeries	Monday – Friday	09.00 – 11:30 16.00 – 18:00
Late Evening Surgeries	Monday – Thurs	18:30 – 20:00

In the case of an Emergency, you can contact the surgery from 8am Monday- Friday
SUNDAYS AND BANK HOLIDAYS NO SURGERY

Visit Us online @ <http://www.gladstonemed.co.uk>

SEEING THE DOCTOR

AT THE SURGERY

By appointment only – ring or contact the reception desk to make the appointment. The receptionist will offer you the earliest available appointment with the doctor (we aim to provide appointments within 24 hours). If you require a particular day/time or doctor, whose appointment may be full, you may have to wait longer than this.

ONLINE APPOINTMENT FACILITY

You can also book your appointment **online 24 hours a day** (please contact the surgery to register). You can also order your repeat prescriptions online.

EMERGENCIES AND CHILDREN UNDER 5 ARE SEEN WITHOUT DELAY.

Emergency appointment made over the phone is made for the same session. Emergencies at the surgery are seen right away (please inform the receptionist if your problem is urgent or an emergency).

AT HOME –HOUSE CALLS

This is *only for very ill or infirm patients* who are unable to come to the surgery. The message for house calls will be taken by the receptionist and will be dealt with by the doctor or the Nurse (to decide the appropriate action to be taken). If you need a house call please ring the surgery before 11 am if possible and leave a message. (Traveling wastes your doctor's consulting time. Four patients can be seen at the Surgery in the time taken to do one house call). We do have a policy of dealing with emergency calls.

OUT OF HOURS SERVICE

Out Of Hours (OOH) service is based at Wirral University Teaching Hospital offering service between 6.30 pm and 08.00 am and 24 hrs on weekends and Bank Holidays. Telephone the surgery number and you will be connected to OOH service (0151 678 8496).

This service is for Urgent and Emergencies only.

ALL DAY HEALTH CENTRE

The All Day Health Centre, based at Wirral University Teaching Hospital offers a drop in service with no appointment necessary. It offers treatment of minor illness, health advice and contraceptive advice by a doctor or Nurse practitioners. The contact number is 0151 201 4187/88/89.

TELEPHONING THE DOCTOR

If you need to speak to the doctor on the phone please ring between 10.00 am and 11.30. Leave your number and the doctor will contact you after the surgery.

REPEAT PRESCRIPTIONS

Patients on "regular medication" may obtain prescriptions authorised by the doctors. Please give 24 hours notice when a repeat prescription is required. The in house chemist (and many others) has a delivery and registration system in place. If you wish to have your prescription posted, please supply a stamped addressed envelope with your request. Patients will need to be seen at regular intervals for review of their medication.

You can book an appointment and request your Prescription online,
www.gladstonemed.co.uk

INVESTIGATION RESULTS & HOSPITAL LETTERS

For reasons of confidentiality, results cannot be given over the phone by a receptionist. Please leave a message for the nurse/ doctor to ring you back or make an appointment

TEXT MESSAGING SERVICE

We now have text messaging service for mobile phones.

You will receive appointment reminders as a text message.

If you are happy to receive your report by text please inform your doctor or a receptionist.

MATERNITY SERVICES

We provide full antenatal care and post-natal care.

Please make an early appointment for your pregnancy needs and inform the surgery immediately upon returning home after confinement.

FAMILY PLANNING

We provide comprehensive contraception service

This includes Coil insertion, pill injections, diaphragms, oral contraceptives, emergency contraception (morning after pill)

We also provide advice on all types of contraception including Long Acting Reversible Contraception Emergency contraception is also available through our local chemist.

BABY CLINIC – PAEDIATRIC SURVEILLANCE

Baby Clinic is run jointly with Health Visitor and Dr K Alauddin on Monday Morning for routine and developmental check-ups. Monday 10.30 am – 12.00 noon

MINOR SURGERY

Minor surgery is provided by Dr.K.Alauddin and Dr A Adegoke. This service deals with surgical removal of lumps, etc under local anesthesia, thus saving a visit to the Hospital.

Joint injection are also provided in the surgery by Dr Adegoke and/or Dr Alauddin

EXTENDED OPENING HOURS 6:30 pm – 8 pm MONDAYS TO THURSDAYS

We are pleased to announce that we are providing late opening hours for those people who are working and can not attend normal clinic times

Please inform the receptionist if you want late appointment.

<p>Thank you to our patients for giving us a very high score of satisfaction in the Government sponsored survey this year.</p>
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VACCINATION AND IMMUNISATION CLINICS

Children – Monday mornings 10.30 am – 12.00 noon

MAKE SURE YOUR CHILDREN ARE FULLY IMMUNISED

When to Immunise	Diseases Protected against	Vaccine given
Two months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus Influenzae type b (Hib) pneumococcal inf.	DtaP/ IPV/ Hib and pneumococcal conjugate vaccine (PCV)
Three months old	Diphtheria, tetanus, pertussis, polio and Haemophilus Influenzae type b (Hib) Meningitis C (meningococcal group C)	DTaP/IPV/ and Men C
Four months Old	Diphtheria, tetanus, pertussis, polio and Haemophilus Influenzae type b (Hib) Meningitis C, Pneumococcal inf.	DTaP/IPV/ Hib Men C and PCV
Around 12 months	Haemophilus Influenza type B (Hib) and Meningitis C	Hib/ MenC
Around 13 months	Measles, mumps and rubella (German Measles), pneumococcal inf.	MMR and PCV
Three years four months to five years old	Diphtheria, tetanus, pertussis and polio, Measles, mumps and rubella +Hib	DtaP/ IPV or dTaP/ IPV and MMR
Thirteen to eighteen years old	Tetanus, diphtheria and polio	Td/ IPV

Adults

Tetanus/ Polio	Every 10 years (Tetanus still kills)
Flu Vaccine	Every year between Octobers – December (Particularly for people at risk)

We are Yellow Fever Centre.
Please contact us for all your travel vaccination and advice.

HEALTH PROMOTION CLINICS

WELL WOMAN CLINIC

The “Well Woman Clinic” IS run by Dr K Alauddin and nurse Sue Passingham. A thorough medical checkup is offered to apparent healthy female patients. Breast self-examination techniques are demonstrated. Any queries regarding women health matters are answered. Effective screening can prevent cancer of the cervix. We recommend smear tests every three years. These are usually done during the Well Woman Clinic. It can be done at other times by prior arrangement.

HEART DISEASE PREVENTION CLINIC

200,00 people a year in the UK die of heart disease (more than one person every three minutes). Incident levels in the North West region are particularly high. People with high blood pressure or a strong family history of heart disease are given comprehensive check-ups. Blood cholesterol checkup is also arranged.

RESPIRATORY (ASTHMA & COPD)CLINIC

We encourage all our asthma and COPD patients to understand their disease and their treatment. They are also taught how to monitor their well being at home by the use of the “peak flow meter” (a simple device to record breathing). Spirometry is also performed regularly to check patients’ lung function. Please see the receptionist to make an appointment with the Asthma Nurse or the doctor.

DIABETIC CLINIC

To prevent complications due to diabetes, patients need regular check-ups and advice from experienced nurse/ doctors. In this clinic all your queries are answered and all necessary check-ups are done to prevent long-term complications. Please see the receptionist to make an appointment with the Nurse or your doctor.

WEIGHT REDUCTION CLINIC

We encourage prevention of disease by healthy eating habits. Simple modification to your diet and lifestyle can give years of disease free life. Please see the receptionist to make an appointment with the Nurse.

SMOKING CESSATION CLINIC

We encourage patients to give up smoking and, offer full support and advice during a six week planned programme. Please see the nurse for details.

NEWLY REGISTERED PATIENTS

All new patients are invited for a check-up and to summarise medical history. This visit, we feel, is essential for your continued well-being and for us to provide you with the level and standard of care carried out in this practice.

PATIENTS AGED 75 YEARS AND OVER

If you are 75 or over, you should be seen annually by a member of the practice. This can be done at the surgery if you are well enough to attend. If you are housebound, a home visit will be arranged.

Dedicated clinics for the elderly are run weekly by Consultant Geriatrician, Dr Garewal. Please see the receptionist to make an appointment with the Nurse or your doctor.

Check your BMI and get information leaflets online.
<http://www.gladstonemed.co.uk>

OTHER SERVICES

TRAVEL IMMUNISATION

We offer full range of travel immunisations. We encourage proper immunisation cover before overseas travel. Please contact Reception for details.

THIS PRACTICE IS A REGISTERED YELLOW FEVER CENTRE.

SERVICES OUTSIDE THE NHS

Certain certificates and examinations are not covered by the NHS.

For these a fee is charged according to BMA scales.

These certificates include: Private Certificates, Holiday Cancellation Certificates, Fitness to travel, Freedom for infection, BUPA, PPA etc. Claim Forms, Insurance Certificates for Continued Sickness, Passports, and Adoption Certificates etc.

We offer a full **Medical Examination** service for various requirements.

These include Fitness to drive, fitness for certain sports, pre-employment medicals, HGV & PSV Licenses etc.

MISCELLANEOUS

Patient Participation Group - We have a Patient Participation Group, if you would like to join please inform the practice manager.

Suggestions or Grievances – Your thoughts are welcome and will be discussed and acted upon. Please contact the Practice Manager or any doctor.

The practice has a complaints procedure in place. If you have any concerns please ask to speak to your doctor or Debbie Portbury, our Practice Manager.

If you would prefer, please give us your written comments. We particularly want to hear from you if we fail to achieve the standards of treatment and advice to which we are committed.

Tell us where and when we have fallen short of our normal standards.

Your help and co-operation is essential to ensure a continued high quality of service.

The Computer – we use a computer to aid efficient organization. The practice records are computerized; using EMIS computerized clinical system for our needs. We also have a Registration, IOS and Pathology Labs Link. All information held on it is subject to the Data Protection Act and is completely confidential.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and 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 it is sometimes necessary that medical information about you is shared between members of the team. The practice will only release medical information to persons outside the team following written permission from the patient. Request forms for patient access to medical records are available at reception. There is a fee applicable for this service.

For new patients, pre-registration visit are encouraged

FREEDOM OF INFORMATION- PUBLICATION SCHEME

The freedom of information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the classes of information the practice intends to routinely make available.

MEDICAL STUDENTS

For many years Gladstone Medical Centre has taken an active part in teaching and training of medical students from Liverpool University. If you do not want a medical student to be present please inform the receptionist. We would like to take this opportunity to thank patients who have volunteered as case studies for the students.

PATIENTS RESPONSIBILITY

The care of your health is a partnership between yourself and the practice team. The success of that partnership depends on both partners fulfilling their role. In particular we ask you to:

- Be courteous and polite to all team members
- Plan your repeat prescription request well ahead
- Attend appointments punctually
- Be patient if a clinician is running late: he/she may be dealing with complex problems, and next time it may be you who needs extra time.
- If you no longer need, or are unable to attend you appointment, please let us know as soon as possible so that your slot can be re-allocated.
- Only request a home visit if you are too ill or infirm to attend the surgery.
- User urgent appointments responsibly and considerately.
- Let us know without delay, if you change your name, address or telephone number.
- Please keep your telephone calls to the surgery brief and if possible avoid calling during peak morning times for non urgent matters.
- Test results take time to reach us. The practice will contact you should any treatment or follow-up be necessary. Please remember that you are ultimately responsible for your own health and that of your children. We will give you our professional help and advice, but only you can act on it.

PRACTICE POLICY ON VERBAL/PHYSICAL AGGRESSION

The staff at Gladstone Medical Centre will treat you with courtesy and respect at all times. Please reciprocate. Patients who are aggressive or abusive to GPs, their staff or any other persons on the practice premises will be removed from the list.

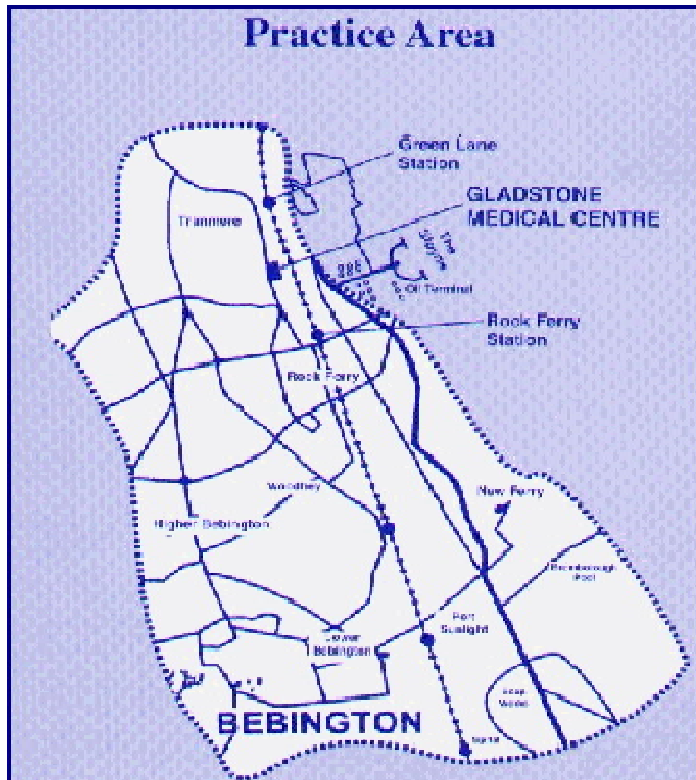
Please help us to help you.
Keep us informed of any change in your address / telephone numbers

CLINICS

Clinic	Day & Time			Staff
	Day		Time	
Immunisation	Monday	am	10.30 -12.00	Nurse Sue Passingham
Baby Clinic & Post-natal	Monday	am	10.30 – 2.00	Dr K. Alauddin & Health Visitor
Well- Woman Clinic	Monday	pm	04.00 – 6.00	Dr K. Alauddin
Counsellor	Tuesday	am	9.00 – 12.00	Nicky Sibson
Counsellor	Tuesday	pm	3.00 -6.00	Carol Pilgrim
Phlebotomy	Tuesday	am	12.00 – 1.00	Jane Lydiate
Minor surgery	First Wednesday of Month	Am	9.30 – 11.30	Dr K Alauddin/ Dr Adegoke
Hypertension / Diabetic	Wednesday	am	9.00 – 12.00	Nurse Sue Passingham/ Dr. M. Salahuddin
Phlebotomy	Wednesday	am	9.00 – 1.00	Jane Lydiate
Asthma	Thursday	Pm	2.00 – 6.00	Nurse Wendy Cox/ Dr K Alauddin
Counsellor	Thursday	Am	9.00 – 12.00	Nicky Sibson
Counsellor	Thursday	am	9.00 – 12.00	Janice Roe-Evans
HCA	Thursday	Am	9.00 – 1.00	Jane Lydiate
Weight Reducing	Any Day		Any day	All Nurses
Stop Smoking	Any Day		Any day	All Nurses

* Chiropody – Refer to St. Catherine’s Hospital

Let us know if you cant keep an appointment so that it could be offered to someone else.



Gladstone
Medical Centre