

### **Surgery opening times**

Monday-Friday 8.30am - 6pm  
Except  
Wednesday 8.30am - 8pm  
Thursday 8.30am - 1pm

### **Doctors' consultations -by appointment only**

Mon 8.30-10.30am 4-6pm  
Tues 8.30-10.30am 4-6pm  
Weds 8.30-10.30am 2-4pm 6-8pm  
Thurs 8.30-10.30am  
Fri 8.30-10.30am 4-6pm

### **Making an appointment**

To make an appointment, telephone or call into the surgery. For medical emergencies within surgery hours, appointments are released at 8.30 each morning and at 10.30am for afternoon surgeries. You may be assessed by one of the nursing staff if you ask to be seen on the same day. The nurse will seek doctor's advice if she feels this is necessary.

### **Telephone advice**

A doctor will be available to take your call between 11am-11.30am Monday-Friday. A nurse is available for calls between 11.15-11.45 am.

### **Services**

We provide all services normally associated with general practice. Further details can be found on our website at [www.thedocsmanchester.co.uk](http://www.thedocsmanchester.co.uk)

### **We also offer**

Travel clinic  
Yellow fever centre  
Confidential same day HIV testing (on Wednesdays)  
Sexual Health screening

We work closely with community services such as the Midwives, District Nurses, Health Visitors, Community Psychiatric services and Drug and Alcohol teams.

### **Home visits**

If you are too ill to attend surgery we would appreciate it if you could ring before 10.30am to inform us. A contact telephone number will be requested so that the doctor can ring to assess the need for a visit.

### **Repeat prescriptions**

Written requests for repeat prescriptions will be ready in 48 hours. We do not accept requests by telephone but requests can be faxed to us. The doctors may ask you to make an appointment to review your condition.

### **Emergencies - out of hours**

Please telephone the surgery number outside normal surgery hours. A recorded message tells you how to contact the out of hours' service.  
NHS Direct may be contacted on 0845-46-47 or on-line at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Patient data**

All data is kept securely and confidentially. You have the right to see your records for which there may be a charge. Access application forms are available at reception or may be downloaded from our website. Anonymised data may be disclosed to national health bodies for statistical purposes. Please ask to speak to the Practice Manager if you have any concerns about this.

### **Patients' comments**

Our aim is to provide a service that will attend to your medical and non-medical needs in a way that is both efficient and friendly. However, problems do sometimes occur. We operate an in-house complaints procedure. Complaint forms are available from reception or may be downloaded from our website. You may also ask to speak to the Practice Manager if you have encountered difficulties.

### **Violent or abusive patients**

Being rude, aggressive or violent to ANY member of staff, or to any other person on the premises will NOT be tolerated and may result in your immediate removal from our practice list.

### **Patients' responsibilities**

If you miss your appointment you waste our time and prevent us from seeing people with more urgent needs. Let us know if you cannot attend so that someone else can use the appointment. **Frequent failures to attend may result in your removal from our list.**

## How to register

### With a medical card

- Amend any address data
- Date and sign the card

You will receive a new medical card from the NHS Agency approximately one month after registration.

### Without a medical card

You will be given a GMS1 form to complete.

Essential information we require:

- Name and address of your last doctor
- The address at which you were registered with that doctor
- If you are from overseas, your place of birth and the date you arrived in the UK
- Proof of your address and your passport
- Your signature

### **To complete registration**

You will also be given a health questionnaire to fill in. Hand all forms in to reception. You may say with which doctor you prefer to be registered.

You will be given a 10 minute appointment for a health check. This allows us to perform a health screen, to gain accurate information about any medical condition you may have and record any medication you might be taking.

**This is an essential requirement before your registration is complete.**

## Practice Area

We cover Manchester city centre within the inner ring road, an area bounded by Great Ancoats St, the Mancunian Way and Trinity Way (the map is on our website).

## Training Practice

The Docs is a training practice for doctors who are training to become GPs.

## Walk-in Centres

The walk-in centre at Boots the Chemists, 32 Market St, M1 1PL, is open 8 am to 8 pm every day of the year. Ancoats Clinic provides a walk-in service for wound dressings, removal of stitches/ clips, minor injuries, dog bites and tetanus injections. It is open every day except Sunday, from 9am - 6pm, at Old Mill St, Ancoats, M4 6HH, tel: 0161 274 1640

## Practice philosophy

We are fully committed to the NHS; however we will refer you to a private specialist if requested. We work closely as a multi-disciplinary team.

We operate an equal opportunities policy and are committed to serving the needs of all our clients, regardless of race, creed, sexuality or disability.

We have full disabled access.

## Manchester PCT

Primary medical services in this area are provided by NHS Manchester, Parkway 3, Parkway Business Centre, Princess Road, M14 7LU, phone 0161 765 4000.

Contact the Primary Care Manager.

# The DOCS NHS Practice

Dr Tim Worden BM, BS  
Nottingham 1979  
Male

Dr Barbara Allan MBChB, MRCGP  
Manchester 1987  
Female

Dr Matthew Joslin MBBS, MRCGP  
London 1997  
Male

Madi Joscelyne SRN RM MSc MUKCC

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