



Middlewood

The Middlewood Partnership Practice Information Booklet

Head Office: Bollington Medical Centre
The Waterhouse, Wellington Road,
Bollington, Macclesfield,
Cheshire, SK10 5JH

Telephone: 01625 462593

Website: www.middlewoodpartnership.co.uk

Email: cmicb-cheshire.middlewood@nhs.net

Core Practice Opening Hours:
8:00am to 6:30pm - Monday to Friday

Our Surgeries

The Middlewood Partnership is a merged practice, consisting of four surgeries across Bollington, Disley and Poynton.

- **Bollington Medical Centre**
The Waterhouse, Wellington Road,
Bollington, Macclesfield, Cheshire, SK10 5JH
Telephone: 01625 426593
- **McIlvride Medical Practice**
5 Chester Road, Poynton, Stockport,
SK12 1EU
Telephone: 01625 872134
- **Priorslegh Medical Centre**
Civic Centre, Off Park Lane, Poynton,
Stockport SK12 1GP
Telephone: 01625 872299
- **The Schoolhouse Surgery**
2 Buxton Old Road, Disley, Stockport
SK12 2BB
Telephone: 01663 726484

Premises & Accessibility

All of our surgeries have automatic front door access and ramps that are suitable for wheelchairs, and all of our reception areas are equipped with hearing loops. **All buildings and grounds operate a strict no smoking policy.**

We ask that no dogs, other than assistant dogs, are brought into the surgeries.

CCTV & Call Recording

For the safety of our patients and staff, CCTV is in operation within all Middlewood premises.

Telephone calls made to the practice are recorded for safety, training, and monitoring purposes. Full details can be found on our website:

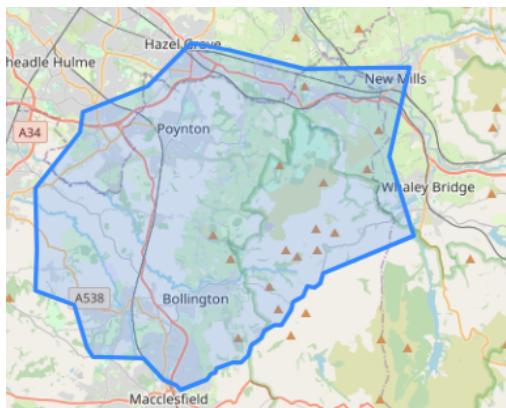
<https://middlewoodpartnership.co.uk/policies-and-information/>

How to Register

The practice welcomes new patients from within our catchment area, outlined below. Simply complete the Registration Form and your notes will be transferred to the practice.

Full details on how to register, a post code checker, and the Registration Forms can be found on our website:

<https://middlewoodpartnership.co.uk/register-with-us/>



Once registered, new patients will be assigned a 'Usual GP'. It's our goal that you will see this named GP for the majority of your GP appointments, improving the continuity of your care. Some acute appointments may be booked with another healthcare professional, where appropriate, and depending on your needs.

You have the right to request to see a different clinician at any time, should you feel the need. Please discuss this with one of our Patient Services Advisors.

Home Visits

The practice offers home visits to patients who are unable to travel to our surgeries because they are permanently or temporarily housebound. Please make it clear that you require a home visit as part of your request in order for this to be considered.

GP Team

Bollington Medical Centre

Dr Lowri Barber (MB ChB)

Female - GMC Number: 7037529

Dr Rob Brown (MB BS)

Male - GMC Number: 7596049

Dr Jennifer Byford (MB ChB)

Female - GMC Number: 7014730

Dr Megan Davey (MB ChB Hons)

Female - GMC Number: 7667950

Dr Philipp Gruenbeck* (MU Dr)

Male - GMC Number: 7092475

Dr Yasmin Gruenbeck (MU Dr)

Female - GMC Number: 7092482

Dr Tom Losel* (MB ChB)

Male - GMC Number: 4011057

Dr Lawrence Low* (MB ChB)

Male - GMC Number: 6103175

Dr Pete Wilson* (MB ChB)

Male - GMC Number: 3546909

McIlvrde Medical Practice

Dr Paul Bowen* (BMedSci BMBS MRCGP)

Male - GMC Number: 4645201

Dr Rajesh Gulati (MB ChB Hons)

Male - GMC Number: 4098490

Dr Rebecca Leon* (MB ChB)

Female - GMC Number: 6101094

Dr Sarah Oliver (BM BS)

Female - GMC Number: 4640127

Dr Carl Sharma* (MB ChB)

Male - GMC Number: 6122118

Complex Care GP

Dr Rebecca King (MB BCh)

Female - GMC Number: 7138016

Priorslegh Medical Centre

Dr John Burnett* (MB ChB)

Male - GMC Number: 3679937

Dr Hannah Connell* (MB BChir) (Maternity Leave)

Female - GMC Number: 7045858

Dr Fiona Ellison-Smith (MB ChB)

Female - GMC Number: 7039533

Dr Abigail Goodger (MB ChB)

Female - GMC Number: 4128061

Dr Shalini Khunger (MB ChB)

Female - GMC Number: 4320069

Dr Gareth Morelli* (MB ChB)

Male - GMC Number: 6053720

Dr Ben Pease* (MB ChB)

Male - GMC Number: 7074124

Dr James Ricketts (MB ChB)

Male - GMC Number: 7409609

Dr David Ward* (MB ChB)

Male - GMC Number: 4537760

The Schoolhouse Surgery

Dr Rachel Hall* (BM BCh)

Female - GMC Number: 7140500

Dr Will Hirst (MB BS)

Male - GMC Number: 7606840

Dr Morwenna James (MB BS)

Female - GMC Number: 7427071

Dr Andrew Maurice* (MB ChB)

Male - GMC Number: 4279376

(* indicates a GP Partner)

Nursing Team

The Middlewood nursing team is made up of nurses with a variety of qualifications. Together, they are involved in almost every aspect of patient care, including health screening, helping people manage long term conditions, treating minor injuries, taking blood, administering vaccines, conducting medical research, and more.

Jen Fard - Advanced Clinical Practitioner & Clinical Nurse Lead

Liz Darlington - Advanced Nurse Practitioner

Susan Hancock - Advanced Clinical Practitioner

Sarah Dalton - Diabetes Specialist Nurse

Sally Seviour - Diabetes Specialist Nurse

Alison White - Lead Diabetes Nurse

Tracy Crossley - Healthcare Assistant

Ewelina Januszkiewicz - Healthcare Assistant

Julie Palk - Healthcare Assistant

Sharon Rodgers - Healthcare Assistant

Sarah Watson - Healthcare Assistant

Liz Wade - Nurse Associate

Debbie Chappell - Phlebotomist

Gill Dacey - Phlebotomist

Harriett Reczkowski-Sayce - Phlebotomist

Catherine Chadwick - Practice Nurse

Trish Coghlan - Practice Nurse

Silvija Golub Teofanovic - Practice Nurse

Evie Hunter - Practice Nurse

Laura Jones - Practice Nurse

Anna Komorowski - Practice Nurse

Nursing Team cont.

Erin McLaughlin - Practice Nurse

Nicola Walton - Practice Nurse

Ann Burgess - Research Nurse

Jane McIntyre - Research Nurse

Mental Health & Wellbeing Team

Our Mental Health & Wellbeing Team consists of Mental Health Practitioners, who offer a safe space for patients to talk about their mental health and how they can be supported; and Social Prescribers, who can connect patients to non-medical support to address things such as loneliness, debt, financial pressures etc.

Lynn Barry - Social Prescriber

Leah Isadora - Social Prescriber (Maternity Leave)

Genevieve Lamptey - Social Prescriber

Emma Paddle - Social Prescriber

Holly Nettle - Mental Health Practitioner

Vidette Watts - Mental Health Practitioner

Physician Associates

Physician associates (PAs) are healthcare professionals who work with supervision from a named doctor, providing care to patients.

Tom Fathers

Kate Mottershead

Katie Willett

Other Clinical Roles

Also making up clinical team, we have a group of specialists to providing support to patients with musculoskeletal (MSK) needs, including physiotherapy and joint injections, a community paramedic who delivers home visits to patients requiring urgent care who are too unwell to leave their home, and a care coordinator specifically dedicated to ensuring patients with cancer diagnoses are given all the support they need throughout their treatment.

Vicki Austin - MSK Advanced Clinical Practitioner

Jack Mullins - MSK Advanced Clinical Practitioner

Jenna Bailey - Physiotherapist

Kay Hebden - Physiotherapist

Caroline Leigh - Physiotherapist

Jenny Ingham - Community Paramedic Practitioner

Nikki Scragg - Care Coordinator

Sharon Wasson - Cancer Care Coordinator

Medicines Management Team

Made up of pharmacists, pharmacy technicians and support administrators, the Medicines Management Team support the patients of Middlewood by ensuring all prescription requests are assessed and issued, and informing patients of any blood tests, health checks or medication reviews they require.

Irina Cojocariu - Pharmacy Technician

Gill Dacey - Support Administrator

Iain Greig - Clinical Pharmacist

Hazel Illingworth - Support Administrator

Claire Needham - Support Administrator

Yasmin Raked - Pharmacy Technician

Carolyn Roebuck - Prescribing Team Coordinator

Laura Verdon - Pharmacy Technician

Tom Wolffsohn - Clinical Pharmacist

Management Team

We have a senior management team who support the running of the Middlewood Partnership, both at a strategic and operational level. Their expertise spans a variety of areas that helps to maintain the quality of our service, including estates, finance, systems management, and others.

Nicola Bayles - Operations Manager & Systems Lead

Laura Beresford - Clinical Research & Projects Manager

Tasha Bowers - Facilities Manager & Health and Safety Lead

Laura Cunningham - Primary Care Network Manager & Interim Managing Director

Jen Fard - Clinical Nurse Lead

Jess Fairhurst - Patient Experience Manager

Jill Hampson - HR Manager

Debbie Whitmore - Clinical Services Manager

Sharon Wilson - Safeguarding Lead

This is supported by our Operational Managers at each of our four surgeries:

Alyson Beard - School House Surgery
Operational Lead

Heather Codling - Priorslegh Medical Centre
Operational Manager

Jess Fairhurst - Bollington Medical Centre
Operational Manager

Denise Kelly - McIlvride Medical Practice
Operational Lead

Paula Potts - Operational Manager

Finance Team

Middlewood Partnership has a dedicated Finance team who oversee all monetary aspects of running the practice.

Medico-Legal Team

Our Medico-Legal team provide advice and support in completing various legal forms, documents and medicals. Some common examples include Subject Access Requests, Disability Blue Badge support and PIP forms.

Patient Services Advisors

Led by Patient Services Team Leads and working in unison across all four surgeries, our team of Patient Services Advisors (PSAs) liaise directly with our patients and help ensure that everyone receives the care that they need.

Working on the reception desks, answering telephone queries and administering to online requests, they serve a varied and valuable role in supporting our patients and managing appointments for our broad clinical team.

Administration Team

The operations of a busy GP practice require a considerable amount of background administration to run successfully. This work is undertaken by our administration team, who work across all four sites, and includes new patient registrations, data quality work, clinical coding, managing correspondence to and from external organisations and more.

Secretarial Team

Working to support our clinical teams across all four surgeries, the secretarial team draft correspondence, manage patient referrals to secondary care and manage waiting lists for in-house specialist services like Minor Surgery and Microsuction.

Recall Team

Our Recall team ensures that patients are contacted to attend any health checks or follow-up appointments that they require at the right time.

Non-Clinical Functions

There are a number of back-office functions that help ensure that the day-to-day running of Middlewood goes smoothly. This includes management of our clinical rotas, human resources (HR) services, and the implementation of digital improvement projects.

Middlewood PCN & Team BDP

The Middlewood Partnership is a group of four surgeries across a Primary Care Network (PCN) footprint which was established following a merger in 2019.

We have created a modern GP organisation that retains the benefits of family medicine, including continuity, teamwork and support, but with the benefits of working at scale. Our size allows us to be more resilient and efficient, enabling us to invest in ongoing quality improvement, enhanced care, new services, and the training and development of our workforce.

Managed in conjunction with East Cheshire NHS Trust, Team BDP is a multi-disciplinary Care Community team which includes Advanced Clinical Practitioners, District Nurses, Therapists and Social Workers. They triage and coordinate requests for home visits and onward referrals to community services for patients in Bollington, Disley and Poynton.

Appointments

You can book an appointment by calling your surgery on the phone numbers overleaf. Alternatively, you can use our electronic appointment request service PATCHS (www.patchs.ai) for routine and non-urgent requests.

Appointments are offered to patients **based on their clinical urgency and not on a first-come, first-served basis**.

Most appointment requests are triaged by a GP prior to booking, and a Patient Services Advisor may need to call you back in order to book the most suitable appointment, rather than booking you in immediately.

Test results are most easily accessed via the NHS App, but can also be discussed in a telephone appointment, booked by one of our team, if this is more suitable for you.

Chaperones

All patients are entitled to have a chaperone present for any consultation. If you require a chaperone, please request this when making your appointment and arrangements will be made to accommodate this.

Enhanced Access Appointments

Alongside our general appointments, as a PCN (Primary Care Network), we offer Enhanced Access to our services outside of core hours.

We offer appointments between 7:30am to 8:00am and 6:30pm to 8:00pm - Monday to Friday, at selected surgery sites. We also offer Enhanced Access appointments at Priorslegh Medical Centre 9:00am to 5:00pm on Saturdays. Please speak to one of our Patient Services Advisors to book in.

Please note that during Enhanced Access hours, the surgery is **only open for pre-booked appointments**; we are not open to PATCHS, for telephone queries, or walk-ins.

Prescriptions

If you require repeat medications, these can be ordered via the NHS App, Patient Access, from your nominated pharmacy, or by dropping off a paper prescription at one of our surgeries. Please note that **repeat medications cannot be ordered by telephone**.

Medications can take up to 48-hours to issue. At busy times this may take longer.

Out of Hours Services

Outside of the practice working hours, patients can take medical advice and guidance from NHS111 by dialling 111 from your telephone or visiting: <https://111.nhs.uk/>. They may refer you to our local Out of Hours service, if appropriate.

The Out of Hours GP service is administered by East Cheshire NHS Trust and commissioned by the NHS Cheshire & Merseyside Integrated Care Board (ICB).

What We Ask of You

Our staff work hard to offer patients the care and support that they need, and they deserve to be treated with courtesy and respect.

We have a zero tolerance policy in relation to the mistreatment of our staff or premises, and The Middlewood Partnership reserves the right to terminate the registration of any patient who behaves in a violent or abusive manner.

Demand for appointments at the practice is incredibly high, and as such, we ask patients to contact us to cancel any appointments that they no longer need, so that they can be offered to others.

We have a **dedicated Check & Cancel Line** so that you can tell us you're not attending without waiting in a queue. Just call any of our surgeries and **select Option 1**. You can also cancel your appointment through the **NHS App** or via Patient Access, if you access to these services.

Clinics and Services

The Middlewood Partnership offers a broad range of health services which cannot be fully detailed in this leaflet. Some of the more common services include:

- Cervical Screening
- Child Immunisations
- Chronic Disease Management
- Family Planning (including Coil and Implant Services)
- Vaccinations
- Microsuction
- Minor Surgery (including Joint Injections and Cryotherapy)
- Private Medicals
- Stop Smoking Services

You can access more information about the range of services we offer by visiting our website:

<https://middlewoodpartnership.co.uk/clinics-services/>

Comments, Feedback & Complaints

We're very proud of the service we provide in each of our surgeries and we work hard to offer safe, effective healthcare that meets you and your family's needs.

However, we realise that sometimes things can go wrong. When that happens, **we need you to let us to know** so that we can try to put things right and make sure that we learn from your experience.

Complaints can be made in person, by telephone or in writing/via email. If you would like to speak to someone in person about your complaint, please contact our Patient Services Advisors in the first instance and they will guide you on next steps.

You can visit our website to offer feedback on our services:
<https://middlewoodpartnership.co.uk/comments-complaints/>

NHS Cheshire & Merseyside Integrated Health and Care Board (ICB)

The Middlewood Partnership is a member of the Cheshire and Merseyside ICB. For more information on primary care services in the NHS Cheshire & Merseyside area, please visit:
www.cheshireandmerseyside.nhs.uk/

Partnership Board

The Board, made up of GP Partners, may be reached via our Head Office contact details on the front cover of this booklet.

Freedom of Information

Under the Freedom of Information (FOI) Act 2000, anyone has the right to request non-personal information held by a public sector organisation. All requests for information will be responded to within 20 working days.

To make an FOI request, please contact us by email detailing your full name, contact details and a clear and precise description of the information you seek, on:

cmicb-cheshire.middlewood.medico-legal@nhs.net

Data Protection

The practice is registered with the Information Commissioner's Office (ICO) and is committed to keeping your data safe. For information on how we meet the requirements of GDPR, your rights, how we handle your information, and privacy and fair processing information, please see the 'Information Governance Policies' section on our website:

<https://middlewoodpartnership.co.uk/patient-privacy-notice/>



**Armed Forces Veteran
friendly accredited
GP practice**