

Patient Confidentiality

- Your privacy matters. We take confidentiality seriously under the Data Protection Act. Your health information is kept secure and confidential.

Complaints & Compliments

- We strive to offer a friendly and professional service.
- If you have any concerns or feedback, please reach out to our Assistant Practice manager. Ms Dee Radcliffe.

Your local ICB

Greater Manchester ICB
Trafford ICP
Trafford Town Hall, Talbot Road
Stretford, M32 0TH
Email: gmicb-tr.mail@nhs.net

Get to know where to go

Find the treatment you need. Visit
<https://gmintegratedcare.org.uk/gtkwtg>



Clinics

- **Baby Immunisation Clinic**
 - Tuesday 1.45pm to 5.45 pm
- **Post-Natal Clinic 12 noon**
 - All new babies are invited for check-ups from 8 weeks old
- **Diabetes Clinic**
 - With the practice nurse or with the assistant practitioner
- **Asthma/COPD**
 - With the practice nurse or with the assistant practitioner
- **Travel Vaccines**
 - With the practice nurse
- **Health checks**
 - With the practice nurse or with the assistant practitioner
- **Contraception reviews**
 - With the practice nurse
 - An appointment is required every time you request contraceptive medication.
- The practice also runs health promotion clinics including weight management, dietary advice, smoking cessation.
- Blood Tests- are available at Trafford General Hospital (Mon-Fri).


Flixton Road
Medical Centre

Flixton Road Medical Centre
132 Flixton Rd, Urmston,
Manchester M41 5BG

PRACTICE LEAFLET

Information for Patients

Partners

Dr L S Gill (Male)
Dr M A Khan (Male)

Opening Times

Monday to Friday - 8am to 8pm
Saturday & Sunday - 9am to 5pm
Phone number: 0161 748 2021
Out of Hours: 111
Email: flixtonroad.mc@nhs.net

www.flixtonroadmedicalcentre.nhs.uk

Appointment Information

- To book an appointment with us, you can use **askmyGP**, our user-friendly online system.
- Alternatively, you can call our receptionists at **0161 748 2021**.
- Whether you choose to contact us online or by phone, your GP will promptly address your concerns, either through a phone call, secure message, or by scheduling an in-person visit on the same or a convenient day.

Extended Hours

- For additional appointments during evenings and weekends, our patients can see a GP, Nurse, or Phlebotomist.
- This service is available from 18:30 to 20:00, Monday to Friday, and from 09:00 to 17:00 on Saturdays and Sundays.

Out of hours

- If you require medical assistance outside our regular hours, use **NHS 111 online** or **call 111**.
- For children under 5, **call 111**.
- In a medical or mental health emergency, **dial 999**.
- Trafford General Hospital Walk-in Centre is open every day from 8:00 am to 8:00 pm.

Home Visits

- If you need a home visit, please call before 11:30 am.
- Home visits are reserved for housebound patients or those too unwell to visit the practice.

New Patient Registration

- To register as a patient at Flixton Road Medical Centre, use our convenient online service [<https://gp-registration.nhs.uk/P91029>].
- If you reside in our practice area with the M41 postcode, you can book an appointment with us. Feel free to call or visit our surgery for additional information.

Repeat Prescriptions

Prescription requests are not taken via AskMyGP. We have other options for ordering repeat and urgent medications, and we need 72 hours' notice. You can order through:

- Use your NHS account (via the NHS website or NHS App).
- Order through our GP online system at <https://www.patientaccess.com/>.
- Email scripts.frmc@nhs.net.
- In-person or drop off at the practice.
- Ask your nominated pharmacy to request on your behalf. You can nominate a pharmacy at the surgery or your chosen pharmacy.

Test Results

- Please call the surgery about test results after 2 pm.
- We can usually only give information about a test results directly to the patient.

Join our PPG

- Interested in joining our patient group (PPG)? It's easy! Complete the PPG sign-up form, available at reception or online.
- Return the form to the Surgery, and we'll get in touch once we receive it.

Homeless-Friendly Practice

- Flixton Road Medical Centre is a homeless-friendly practice.
- We're committed to providing support to those in need.

Pride in Practice

- We proudly collaborate with the LGBT Foundation to ensure inclusive and supportive healthcare for all.

Carers

- Are you caring for someone? You might be entitled to a Carers Assessment.
- Ask at reception for a Carers Identification and Referral Form to get the support you need.