New Patient Welcome & Information Guide

Welcome to Five Oaks Family Practice

We are pleased to welcome you to our practice!

Our team is committed to providing safe, compassionate and high-quality healthcare to you and your family.

This guide provides useful information about our services, how to access care and what you can expect from us.

Contact Details & Opening Hours

Address: 47 Graham Street, Beswick, Manchester, M11 3BB

Telephone: 0161 223 4211

Email: mhcc.fiveoaks@nhs.net

Website: www.fiveoaksfamilypractice.co.uk

Opening Hours:

Monday to Friday: 8:00am – 6:30pm

Saturday and Sunday: Closed

The practice is closed on bank holidays and may occasionally close for staff training. Information about planned closures will be made available to patients.

Appointments

We use an online consultation and triage system called **Accurx** to help patients access the most appropriate care.

You can request an appointment by:

- Completing an online request through our website or the NHS app
- Make an appointment with a member of the Nursing team by calling the practice on 0161 223 4211.
- Visiting reception if you are unable to use the online service.

Our team will review your request and arrange the most appropriate care, which may include a telephone or face-to-face consultation, or advice from another healthcare professional.

Please let us know as soon as possible if you are unable to attend an appointment.

Home Visits

Home visits are available for patients who are housebound and require medical assessment.

Where possible, please contact the practice before **10:00am** to request a home visit.

A clinician will assess your request and determine the most appropriate care.

Repeat Prescriptions

We encourage patients to order repeat prescriptions using the **NHS App**.

Alternatively, prescription requests can be submitted:

- By email: gmicb-mh.fiveoakspxorder@nhs.net
- By handing in your repeat prescription request at reception.

Please allow 48 working hours for prescription requests to be processed, excluding weekends and bank holidays.

Prescription Telephone Line

For prescription-related enquiries, our dedicated telephone line is available:

Monday to Friday:

- 11:00am – 12:00pm
- 4:00pm – 5:00pm

Please order your medication in good time to avoid running out.

Test Results

You can view many of your test results securely through the **NHS App**.

Alternatively, please contact the practice to enquire about your results.

If your results require further action, a member of our team will contact you where appropriate.

Please be aware that reception staff cannot provide clinical interpretations of test results.

NHS App & Online Services

We encourage all patients to download the NHS App, which allows you to:

- Order repeat prescriptions.
- View test results and medical records.
- Manage available NHS appointments.
- Access NHS health information.

Visit **www.nhs.uk/nhs-app** for more information.

Our Healthcare Services

We provide a range of NHS healthcare services, including:

- GP and nursing appointments.
- Long-term condition reviews.
- Childhood immunisations.
- NHS vaccination programmes.
- Cervical screening.
- NHS health checks for eligible patients.
- Health advice and preventative care.

Some services are subject to eligibility criteria. Please contact the practice for further information.

Your Named GP

All registered patients are allocated a named accountable GP.

You can ask our reception team who your named GP is. You are not restricted to seeing this GP and may request another clinician, subject to availability and clinical need.

Chaperones

We understand that some examinations or consultations may feel sensitive or uncomfortable.

You can request a chaperone during an examination. Please inform a member of our team if you would like one.

Our clinicians may also offer a chaperone when appropriate.

Confidentiality & Data Protection

Your personal and medical information is treated confidentially and handled in accordance with data protection legislation.

Information may be shared with other healthcare professionals involved in your care where appropriate and lawful.

You have the right to access your medical records. Further information about how we use your data can be found in our Privacy Notice, available on our website or upon request.

Accessibility & Additional Support

We are committed to making our services accessible to all patients.

Please let us know if you require:

- An interpreter or communication support.
- Information in large print or another accessible format.
- Assistance accessing the building.
- Reasonable adjustments due to a disability or health condition.
- Support with accessing online services.

We will work with you to meet your individual needs.

Safeguarding

The safety and wellbeing of our patients is extremely important to us.

If you have concerns about the safety or welfare of a child or vulnerable adult, please speak confidentially to a member of our clinical team.

If someone is in immediate danger, please call 999.

Patient Participation Group (PPG)

At Five Oaks Family Practice, we have an **active Patient Participation Group (PPG)**, which meets **every quarter**.

Our PPG gives patients the opportunity to share their views, provide feedback and contribute ideas to help improve the services we provide.

We welcome new members and encourage patients to get involved.

If you are interested in joining our PPG, please email the practice at mhcc.fiveoaks@nhs.net.

We would love to hear from you!

Feedback & Complaints

We value feedback from our patients and welcome suggestions on how we can improve our services.

If you are unhappy with any aspect of your care or the service you have received, please contact the practice and ask to speak to the Practice Manager.

You can also submit a formal complaint in writing or request a copy of our complaints procedure.

All concerns will be treated fairly, confidentially and in a timely manner.

Respect & Patient Responsibilities

We are committed to treating all patients with dignity, kindness and respect and ask that patients treat our staff and other patients in the same way.

We operate a zero-tolerance approach to threatening, violent or abusive behaviour.

We kindly ask patients to:

- Attend appointments on time.
- Cancel appointments they no longer need.
- Keep their contact details up to date.
- Order repeat prescriptions in good time.
- Treat staff and other patients respectfully.

Teaching & Training

Five Oaks Family Practice is a training practice supporting the development of future healthcare professionals.

You may be offered an appointment with a GP registrar or another healthcare professional in training.

Students may occasionally be present during consultations, but you can decline their presence without affecting your care.

When the Practice Is Closed

If you require urgent medical advice when the practice is closed, please contact:

NHS 111: Call 111 or visit www.111.nhs.uk

For life-threatening emergencies, please call **999**.

Please do not use routine online consultation forms for medical emergencies.

Thank you for registering with Five Oaks Family Practice.

We look forward to supporting you and your family with your healthcare needs.

Website: www.fiveoaksfamilypractice.co.uk

Document review date: 04/11/2026