

# Alternatives to Admission – NMGH ED (North Manchester Community)

## Manchester Community Response (MCR)

### Crisis Response

Home pathway &  
Reablement

Provides urgent assessment & support at home for up to 72 hours. Integrated health & social care team of ACP's, nurses, physio's, OT's, pharmacists, social workers and HCA's. Manchester GP Registered patients only.

Open 8.30am-10pm, 7 days  
0161 617 3292

### Community IV

(Manchester & Trafford)

Provides IV therapy & sub cut fluids in patients own homes or a community clinic instead of hospital. Team consists of nurses, ACP's & infection prevention specialists. Manchester & Trafford GP Registered patients.

Open 8am-10pm, 7 days.  
0161 720 2788

### Intermediate Care

Referrals from ED are via Crisis Response

### A&E Navigators

Clinical Navigators. Clinical service to support safe avoidance of hospital admission.

### Urgent Eyecare Service

Urgent eyecare at optician practices. Patient can find a practice and self refer at [primaryeyecare.co.uk](http://primaryeyecare.co.uk)  
*Eyesight threatening conditions – refer to MREH ED*

### Ambulatory Care

0161 604 5380 7 days  
Consider all medical patients with the following exceptions: non resolved chest pain, new confusion\*, delirium\* or onset of reduced GCS\*, surgical, gynae, psychiatric, orthopaedic or viral D&V (\*unless back to baseline).

Check patient's GP area and make a verbal referral

**North GP** – 0161 667 3292  
(NMGH staff need to refer via North D2A Navigators )  
**Central GP** – 0161 227 3096  
**South GP** – 0300 303 9650

**North GP** – 07816 142 396  
**Central GP** – 07794 006 193  
**South or Trafford GP** – 0300 303 9650

## Mental Health

Urgent out of hours referrals to GMMH gateway: 0161 271 0325

In hours the North Manchester CMHT contact numbers are:

-North West Team (Park House): 0161 271 0599

-Harpurhey District Office Team: 0161 2192168

Website link for crisis care (which can advise known and unknown service users/what to do)

[www.gmmh.nhs.uk/crisis-care](http://www.gmmh.nhs.uk/crisis-care)

## Voluntary Community Social Enterprise (VCSE)

### Manchester Care & Repair (Hospital from Home)

Assisted discharge for vulnerable or isolated patients. Provides personalised support to anyone over 18 so they are prepared, transported and settled in back home.

7 days a week, 8.5 hours a day. 0161 872 5500  
[mail@careandrepair-manchester.org.uk](mailto:mail@careandrepair-manchester.org.uk)

## North Manchester Community Health

### Community (District) Nursing

Cheetham & Crumpsall 0161 549 6700  
Harpurhey & Blackley 0161 549 6600  
Miles Platting, Collyhurst, Newton Heath & City 0161 470 6855  
Ancoats, Beswick and Clayton 0161 5296271

### Community Palliative Care (Macmillan)

0161 470 6719  
[mft.community-macmillan-service@nhs.net](mailto:mft.community-macmillan-service@nhs.net)

### Out of Hours District Nurses

0161 701 4490  
[mft.latecall-dn@nhs.net](mailto:mft.latecall-dn@nhs.net)

### Diabetes Nurse

0161 861 2421

### Children's Community Nursing Service

Referrals accepted for most conditions as long as the child has a diagnosis. Respiratory illnesses, wound care, burns, skin conditions, administration of injections or IV treatments, pyrexia, etc  
0161 248 8501

### Community Physio and OT

0161 470 6860

### Stroke & Neuro

0161 741 2007

### Bladder & Bowel

0161 470 6686

### Podiatry

0161 861 2439

### Care Navigators

Patients who are socially isolated/lonely, at risk of re-admission, causing concern. Refer through South SPA 0300 303 9650

### Lower Limb Specialist Service

0161 861 2439



## North Manchester GP

Avenue Medical  
 Beacon Medical  
 Brookdale Surgery  
 Charlestown  
 Cheetham Medical Centre  
 City Health Centre  
 Collegiate Medical Centre  
 Conran Medical Centre  
 Cornerstones Medical Centre  
 Dam Head Medical Centre  
 Dr Mazhari & Partners  
 Dr Mokashi & Partners  
 Droylsden Road Practice  
 Eastlands Medical Centre  
 Fernclough Surgery  
 Five Oaks Medical Practice  
 Florence House Surgery  
 Hazeldene Medical Centre  
 Jolly Medical Centre  
 Lime Square Medical Practice  
 Neville Family Practice  
 New Islington  
 Newton Health Medical Centre  
 Park View Medical Centre  
 Queens Medical Centre  
 Simpson Medical Practice  
 Singh Medical Practice  
 St George's Medical Centre  
 Urban Village Medical Centre  
 Valentine Medical Centre  
 Victoria Mill Medical Centre  
 Wellfield Medical Centre  
 Whitley Road Medical Centre  
 Willowbank Surgery

## Central Manchester GP

Ailsa Craig Medical Practice  
 Arch Medical Practice  
 Ashcroft Surgery  
 Ashville Surgery  
 Chorlton Family Practice  
 Corkland Road Medical Practice  
 Cornbrook Medical Practice  
 Dickenson Road Medical  
 Fallowfield Medical Centre  
 Gorton Medical Centre  
 Hawthorn Medical Centre  
 Levenshulme Health Centre  
 Longsight Health Centre  
 Manchester Medical  
 Mount Road Surgery  
 New Bank Surgery  
 Parkside Surgery  
 Princess Road Surgery  
 Robert Derbyshire Practice  
 Surrey Lodge Group Practice  
 The Alexandra Practice  
 The Docs Surgery  
 The Range Medical Centre  
 The Vallance Centre  
 The Whitswood Practice  
 The Wilbraham Surgery  
 West Gorton Medical Centre  
 West Point Surgery  
 Wilmslow Road Medical

## South Manchester GP

Al-Shifa Medical Centre  
 Barlow Medical Centre  
 Benchill Medical Practice  
 Bodey Medical Centre  
 Borchardt Medical Centre  
 Bowland Road Practice  
 Brooklands Medical Centre  
 Burnage Health Centre  
 Cornishway Medical Practice  
 David Medical Centre  
 Didsbury Medical Centre  
 Forum Health  
 Kingsway Medical Centre  
 Ladybarn Group Practice  
 Maples Medical Centre  
 Mauldeth Medical Centre  
 Merseybank Surgery  
 Northenden Group Practice  
 Northern Moor Medical Centre  
 Park Medical Practice  
 Peel Hall Medical Centre  
 R&K Medical Practice  
 Tregenna Medical Practice  
 Woodlands Medical Centre

## Trafford GP

Altrincham Medical Practice  
 Barrington Medical Practice  
 Bodmin Road Health Centre  
 Boundary House Med Centre  
 Brooks Bar Medical Centre  
 Conway Road Medical Practice  
 Davyhulme Medical Centre  
 Delamere Medical Centre  
 Derbyshire Rd. South Surgery  
 Family Surgery  
 Firshaw Health Centre  
 Flixton Road Medical Centre  
 Gloucester House Med Centre  
 Gorse Hill Medical Centre  
 Grove Medical Practice  
 Limelight Health and Wellbeing  
 Lostock Medical Centre  
 North Trafford Group Practice  
 Old Trafford Medical Practice  
 Park Medical Practice  
 Partington Central Surgery  
 Partington Family Practice  
 Primrose Surgery  
 Riddings Family Practice  
 Shay Lane Medical Centre  
 St. Johns Medical Centre  
 Timperley Health Centre  
 Trafford Health Centre  
 Urmston Group Practice  
 Village Surgery  
 Washway Road Medical Centre  
 West Timperley Medical Centre

## MCR General Enquiries Only (do not refer patients via the below)

North Crisis Response – 07816 064 131  
 Central Crisis Response – Same as referral number or 0161 227 2452  
 South Crisis Response – 07971 061 264  
 North Community IV – Same as referral number  
 Central Community IV – Same as referral number  
 South/Trafford Community IV – 07866 141 966  
 Care Navigators – [mft.carenavigators@mft.nhs.uk](mailto:mft.carenavigators@mft.nhs.uk)  
 North Intermediate Care (Crumpsall Vale) – mft.[crumpsallvale@nhs.net](mailto:crumpsallvale@nhs.net), 0161 625 8162/ 07870 906 760  
 Central Intermediate Care (Gorton Parks) – [mft.central.intermediate.care@nhs.net](mailto:mft.central.intermediate.care@nhs.net), 0161 230 3010 / 07812 404 426  
 South Intermediate Care (Buccleuch Lodge) – [mft.south-intermediate-care@nhs.net](mailto:mft.south-intermediate-care@nhs.net), 0161 217 3943 / 07779 334 531

## Escalations

North MCR Service Lead (Carol Kavanagh) – 07866 363 152. North MCR Clinical Lead (Jason Holland) – 07816 064 140  
 Central MCR Service Lead (Karen Thomas) – 07811 806 969. Central MCR Clinical Lead (Lisa Cottrell) – 07875 468 188  
 South MCR Service Lead (Vicky Isaac) – 07977 986 164. South MCR Clinical Lead (Brian Nicol) – 07773 215 178  
 South Community Flow & Care Navigation Lead (Mike Channon) – 07341 733 799  
 MLCO Control Room – [control.room@manchester.gov.uk](mailto:control.room@manchester.gov.uk), 0161 234 5629  
 Wythenshawe Hospital Control Room – 0161 291 6567

## Manchester Residents

Local Authority can be identified by asking the patient who they pay their council tax to. If this is the City of Manchester then they are a Manchester resident. If they pay their council tax to another borough in Greater Manchester then they are not a Manchester resident.