

# University GP Service

4th floor, Crawford House, Booth  
St East, Manchester, M13 9SS

[rdp.org.uk](http://rdp.org.uk)

0161 225 6699



## Opening hours

	University GP Service	The Robert Darbshire Practice
Monday	9:00 – 17:00	8:30 – 18:30
Tuesday	9:00 – 17:00	8:30 – 18:30
Wednesday	9:00 – 17:00	8:30 – 18:30
Thursday	9:00 – 17:00	8:30 – 18:30
Friday	9:00 – 17:00	8:30 – 18:30

Pre-booked appointments are available at The Robert Darbshire Practice Monday – Friday until 20:00, and from 9:00 – 17:00 on Saturdays.

Both practices are closed between 12:30 – 13:30 for lunch, excluding Tuesdays, where they close from 12:30 – 14:30.

**We're Better Health MCR -** A social enterprise organisation that aims to think differently, break barriers and improve lives. We're not-for-profit, so any profit we make goes straight back into providing the best services, staff and equipment at all our practices. The University GP Service is a branch of The Robert Darbshire Practice, so some services or appointments may be at Rusholme Health Centre.

To find us, enter Crawford House from the Booth Street entrance and take the lift to the 4th floor.



← **scan me  
to register**  
or visit [www.rdp.org.uk](http://www.rdp.org.uk)

The online form should take around five minutes to complete. We aim to have new patients registered within 10 working days, although in busier periods it may take slightly longer.

To make sure your registration goes as quickly as possible, please:

- Fill in the entire registration form – incomplete forms may be rejected
- Provide the correct postcode for your halls – this may be different from the halls office address
- Let us know your previous GP practice and where you used to live, even if it was for a short time
- Only fill in one registration form

## Our services

We offer a fully rounded service to ensure you get the best care possible. At The University GP Service, we have:

- **Doctors (GP's)**
- **Nurses**
- **Sexual Health Nurses**
- **Physician Associates**
- **Pharmacists**
- **Mental Health Practitioners**
- **Physiotherapists**

There are a range of University services within the same building, like The Counselling and Mental Health Service (5th Floor), Disability Services (2nd Floor), Occupational Health (4th Floor), Advice and Response (4th Floor) & The Deaf Centre (Ground Floor)



**We offer a translation service with over 250 languages, so you can speak to us in a way that makes you comfortable**

## Appointments

When you're not feeling your best, we know that you don't want to wait to get the care you need. We offer same day appointments, so you know you'll be taken care of quickly.

When requesting an appointment, we suggest you contact the practice as early as possible (from 8:30). For your appointment, you will receive a telephone consultation first, and if needed a clinician will ask you to come into the practice for a face-to-face appointment. Our team will call you twice for your appointment. If you miss both calls, you will be asked to re-book.



### Visit our website ([rdp.org.uk](http://rdp.org.uk))

Visiting us online is the quickest and easiest way to request an appointment. Head to our website and click on the appointments box to find our appointment forms. Make sure to add as much detail as you can to the form, like if there are any times you cannot talk, to avoid any delays to your care.



### Call us

If you aren't able to use our website, or need extra support to request an appointment, please call The Robert Darbishire Practice reception team on 0161 225 6699. There may be a short wait to speak to a member of the team but they will be with you as soon as they can.

## Prescriptions

If you're on repeat medication, you want the process of ordering them to be simple. To order a repeat prescription you can use:

- **The NHS App**
- **The repeat prescriptions form on our website ([rdp.org.uk](http://rdp.org.uk))**

When transferring over to new GP practice, it's a good idea to get a copy of your prescriptions list from your old practice. You may need to have a medication review to make sure your records are up to date.

## Test Results

If your test results show that you need more tests or treatment, we will contact you. Once a clinician has reviewed your test results, you can view them:

- **The NHS App**
- **The repeat prescriptions form on our website ([rdp.org.uk](http://rdp.org.uk))**

Admin staff are unable to interpret results and usually they can only say whether results are 'normal' or whether you need to discuss it further with the clinicians.

## When we're closed:

**If you need help when we are closed, please contact NHS 111 by calling 111 or visiting [111.nhs.uk](http://111.nhs.uk)**  
**In a medical emergency, always call 999**

**Pharmacies** - Pharmacies offer easily accessible, expert and confidential advice for a range of common illnesses such as coughs, colds, sore throats, upset stomach aches and pains. They can also offer prescription medication for some conditions.

**Walk-in centres** - Walk-in centres provide advice and treatment for a range of common illnesses and minor injuries. No appointment is needed.

### Your closest walk-in centres are:

#### Manchester Royal Infirmary walk-in centre

Oxford Road, Manchester, M13 9WL

0161 276 5193

open 8am - 10pm daily

#### Manchester Urgent Primary Care Hub

City Health Centre, 2nd floor Boots, 32 Market Street, Manchester, M1 1PL

0161 839 6227

open 8am - 8pm daily

### Your closest A&E is:

#### Manchester Royal Infirmary

Oxford Road, Manchester, M13 9WL

0161 276 1234

open 24 hours a day, 7 days a week