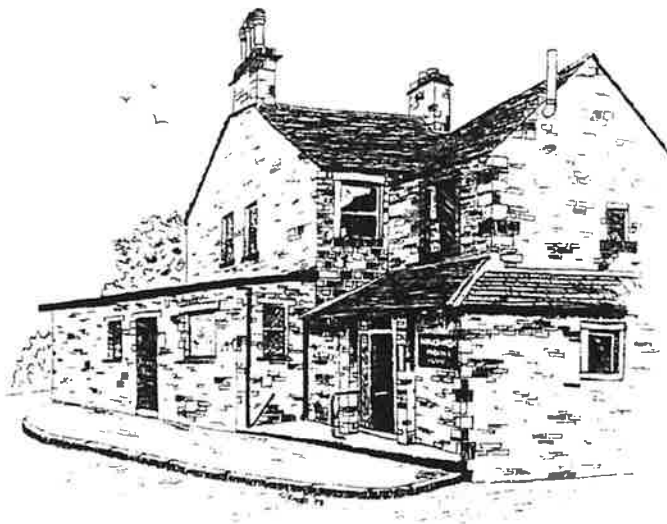


Barnoldswick Medical Centre



**Park Road, Barnoldswick,
Lancashire, BB18 5BG**

Telephone: 01282 811911

Email: reception.barnoldswickmedicalcentre@nhs.net

Website: www.barnoldswickmedicalcentre.co.uk

WELCOME TO OUR PRACTICE

We wish to thank you for registering with our Practice. The Partners and staff of this long-established practice are committed to providing the highest level of patient care.

Patients at the practice will be allocated a named GP but are able to book in with any clinician at the practice for routine appointments. However, for urgent/on the day appointments this is not always possible and if patients have an urgent need, we would expect them to see any available clinician.

Our Practice became a training practice in 2004 and we have GP Registrars working with us who have completed a medical degree, at least 2 years postgraduate training and have entered specialist training in primary care. Our GP Registrars usually spend 12 months at the surgery and are supervised by Dr Hare, Dr Manzur and Dr Bhatti.

SURGERY OPENING HOURS

Monday	8.20am – 6.00pm
Tuesday	8.20am – 6.00pm
Wednesday	8.20am – 6.00pm
Thursday	8.20am – 6.00pm
Friday	8.20am – 6.00pm

YOUR RESPONSIBILITY AS A PATIENT

As a patient you can help us to continue the smooth running of the practice and provide you with the best possible service by:

- Cancelling your appointment as soon as possible if you are unable to attend.
- Only request an urgent appointment if your illness requires urgent treatment that day.
- Give us at least 48 hours' notice for repeat prescriptions
- Inform us of any changes of address or telephone numbers promptly to ensure correspondence will reach you and that we are able to contact you by telephone.
- Respect our staff at all times. Our reception staff are here to help you but also have to follow certain protocols set by the doctors. We are an extremely busy practice, please try to be patient and not feel offended if they ask you further questions about your illness, this is for yours and the doctors' benefit.

Please help us to help you.

REGISTRATION

Newly registered patients will be asked to complete a questionnaire. Medical treatment is available from the date of registration. New babies must be registered with a doctor as soon as possible after leaving hospital.

HOW TO SEE YOUR DOCTOR

Appointments can be made by telephone or by calling into the practice during opening hours Monday to Friday. Please do not email to request appointments. Morning and evening surgeries are by appointment. We also offer consultation requests via our website at www.barnoldswickmedicalcentre.co.uk. Please do not use this for urgent requests contact reception on 01282811911.

Appointments are 10 minutes long. This usually allows the doctors to deal with one problem. Please book a double appointment for multiple problems.

We do offer a chaperone service; please make your GP, nurse, or the receptionist aware if you would like a chaperone to be present at your consultation.

URGENT APPOINTMENTS

These can be booked on the day by ringing the surgery from 8.30am and are for problems that need to be dealt with that day. They generally get booked very quickly. If all the bookable appointments have gone then you will be put on a GP triage list for them to review. Please note that our receptionist will ask for a brief description of your problem to help them book you in with the most appropriate healthcare professional, which may not always be a GP. You do not have to do this but it will help us to help you.

SURGERY TIMES

Dr A C Hare

Monday, Wednesday, Friday
8.30am – 11.00am
3.00pm – 6.00pm

Dr S R Bryan

Monday, Thursday, Friday
8.30am – 11.00am
3.30pm – 6.00pm

Dr I Bhatti

Monday, Tuesday, Wednesday
8.30am – 11.00am
3.30pm – 6.00pm

Dr H Manzur

Monday, Tuesday, Thursday
8.30am – 11.00am
3.30pm – 6.00pm

Dr P Davie

Tuesday, Wednesday and Friday
8.30am – 11.00am
3.30pm – 6.00pm

Helen Wright – Advanced Nurse Practitioner

Monday, Tuesday, Wednesday & Thursday
8.00am – 12.30pm
1.00pm – 5.30pm

GP Registrar

Please ask reception for surgery times for our GP Registrars

TELEPHONE CALLS

The majority of our GP appointments continue to be telephone initially. Once clinically assessed patients will be seen face to face if necessary.

Individual doctors can be spoken to on the telephone at certain times during surgery hours. The receptionists will advise you on this matter. The telephone lines are often busy; if the line is engaged or takes a long time being answered please be patient.

Where possible please ring for test results between 11.00am - 2.00pm. We obviously get a high number of calls at 8.30am, so please try not to ring at this time for anything routine.

Please note that our phones lines open at 8.30am and close at 6pm. Phone calls between 8.00am to 8.30am and 6.00pm to 6.30pm are for emergencies only. Any calls between 6.30pm and 8.00am will need to be directed to the out-of-hours team.

TEST RESULTS

Where possible please telephone for results between 11am and 2pm.

FIT NOTES

You only need a doctor's note for your second and subsequent weeks off work. Your first week is covered by the completion of a self-certificate which is provided by your employer. You do not need an appointment with the doctor for a continuation of sick note unless specifically requested by the doctor. Please call into reception to complete a form.

TEXT MESSAGE REMINDERS

We operate a text message appointment reminder service and a recall service for patient who attend many of our clinics. To make use of these services please ensure we have your up-to-date mobile telephone number.

THE PRACTICE TEAM

The Doctors

Dr A C Hare	MBChB (1992) Birmingham MRCGP
Dr S R Bryan	MBBS (1996) Newcastle-upon-Tyne DRCOG MRCGP
Dr I Bhatti	MBChB (2006) Dundee MRCS, MRCGP
Dr H Manzur	MBChB (2009) Leeds MRCGP
Dr P Davie	MBChB (2018) Liverpool MRCGP

Advanced Practitioner – Helen Wright

Practice Nurses

Sister Susan Colgrave SRN
Sister Sam Bradshaw SRN
Sister Claire Berry SRN
Sister Katie Myers SRN

Health Care Assistants

Claire Fleming
Jana Lucarz
Lucy Crusham

The Practice Nurses

Our nurses provide a wide range of services such as childhood immunisations, travel vaccinations, cervical smears etc. They take a lead role in the management and health promotion of chronic diseases and run several clinics for patients suffering with asthma, diabetes and heart disease. Appointments can be made by the receptionists or online.

The Health Care Assistants/Phlebotomist

Our health care assistants are here to deal with blood tests, ECGs, blood pressure checks, spirometry, diabetic foot checks, general health review i.e. height weight etc. They are also available for dementia, mental health and epilepsy reviews. Appointments are made by the receptionists.

The Management/Administration Team

Practice Manager	Mrs Sara Richardson
Office Manager (Reception)	Mrs Leanne Jackson
Practice Secretary	Mrs Kelly Lowther
Practice Administrator	Mrs Emma Pearson

The Practice Manager

Is responsible for the smooth running of the practice and should be able to help you with any queries you may have about administrative and non-medical aspects of your healthcare.

The Office Manager and Receptionists

Generally, the first point of contact for any query and are here to help you; they may ask you further questions when you telephone for medical advice – this is to ensure that we can assist you as speedily as possible. Staff are bound by the same rules of confidentiality as the doctors.

The Secretary

Is here to deal with all referrals/correspondence sent by your doctor. She is also the first point of contact within the surgery for any issues relating to the E-Referral system, hospital choice and booking your appointment at the hospital. Once referred please direct any queries regarding your referral to the hospital provider.

Practice Administrator and The Admin Team

Deal with correspondence from the hospital, appointment system and all other administrative tasks.

REPEAT PRESCRIPTIONS

If you are on regular medication, our preferred method of repeat prescription requests is via online services or please return your computer slip or a note containing details of the medication you are requesting (along with your name, address, telephone number, and your registered GP) and leave it in the repeat prescription box. It is our policy to issue a maximum of two-month (56 day) supply of repeat medication. If you require your prescriptions posting, please enclose a stamped addressed envelope. In order to process your prescription requests safely and efficiently, we ask if you can allow us at least 48 working hours.

We do not accept requests over the telephone for safety reasons other than in exceptional circumstances.

Prescription Request & Collections Times

REQUESTED	READY FOR COLLECTION
Before 2pm Monday	Wednesday afternoon
Before 2pm Tuesday	Thursday afternoon
Before 2pm Wednesday	Friday afternoon
Before 2pm Thursday	Monday afternoon
Before 2pm Friday	Tuesday afternoon

Please note: prescriptions requests dropped off after 2pm on a Friday or on a Saturday or Sunday will not be processed until Monday. Before a Bank Holiday please allow at least 72 working hours.

REPEAT MEDICATION

Please be advised that in order to prescribe safely we require proof of any repeat medication you are taking (e.g. right hand side of your current prescription) before we can issue you with medication.

CLINICS AT THE SURGERY

Minor Surgery Clinic - Referral by the doctor

Children's Immunisation - Appointment with the nurse.

Blood pressure Clinic - Appointment with the health care assistant.

Chronic Disease Clinic (i.e. heart disease, diabetes, COP and asthma) - Appointment with the nurse.

Health Travel Clinic (vaccination requirements) – Appointment with the nurse

Cervical Smear Clinic – Appointment with the nurse

Child Health Development Clinic – Eight-week baby clinic & first vaccinations

Warfarin Clinic (BGH) – Appointments every Tuesday; this service is provided by Burnley General Hospital.

Clinical Pharmacist – Primary Care Network staff attached to the practice

Provides support and advice for GPs on the correct prescribing procedures in line with current prescribing guidelines, and also performs medication reviews.

Physiotherapy – First Contact Physio

The physiotherapists attend the surgery on a Tuesday.

Paramedics – Primary Care Network staff attached to the practice

Physicians Associate (PA) - works alongside the doctors providing medical care as an integral part of the multidisciplinary team. PAs work under the supervision of a doctor but can work autonomously with appropriate support.

Advance Nurse Practitioner (ANP) - are nurses who have undertaken a master's level in clinical practice. ANPs have authority in patient diagnosis and are trusted to independently assess, diagnose, manage and care for patients with complex clinical issues.

Acute Visiting Service

If you are too ill to come to the surgery or are housebound a home visit can be arranged by contacting the practice between 8.30am – 11.00am. Please be prepared to explain to the receptionist why you need a home visit; this will help the doctor to plan his round and deal with the most urgent problems first. Please remember that if you can get to the surgery this helps us as we have better facilities here for examination and treatment; our doctors typically see 2-4 patients in practice in the time it takes to do one single home visit and therefore we ask that patients try to make every effort to attend the surgery where possible.

SERVICES ATTACHED TO THE SURGERY

The District Nurses

Are attached to the practice and look after people, especially the elderly, who are confined to their own homes but need nursing care. These arrangements will be made through your doctor when necessary, but you can contact the nurse by telephoning 01282 805838.

The Community Midwife

Burnley General Midwife can be contacted on 01282 804512 and Airedale General Midwife on 01535 292411/292412 Monday to Friday 8.30am-4.30pm. The midwife is concerned with all pregnant mothers and will make arrangements for mothercraft and relaxation classes. They visit mother and baby in early days after delivery. Antenatal classes are held on Tuesday and Wednesday afternoons.

The Health Visitors

Will give advice on healthcare, particularly for families with small children and the elderly. They can be contacted by telephoning 01282 648274.

The Chemists

In Barnoldswick we have two local chemists opposite the surgery who operate a late opening rota so that you can have a prescription dispensed until 6.30pm Monday to Friday, up to 5.00pm on Saturday and between 11.30am and 12.30pm on Sunday (Sunday is a rotational basis). An order and delivery Service is available.

NON-NHS WORK

Not all NHS work is free of charge; some services are not provided by the NHS and therefore attract a charge in line with the BMA (British Medical Association), such as:

- HGV medicals
- Legal reports/examinations
- Insurance reports/examinations
- Fitness to travel/drive
- Holiday cancellation forms
- Road traffic accident consultation
- Passport/driving license forms/photographs
- Housing/benefit letter
- Letters for gym/school/university

Please ask at reception for a list of fees for non-NHS work.

CARERS

Our practice is committed to supporting carers. Our aim is to identify carers and to ensure that their needs are being met both clinically and by support from other agencies. We also try and ensure that carers have easy access to information, which will be of help and support to them. Please contact reception to register as a carer.

SELF-CHECK IN

You can avoid the queues at reception by using the self-check in located in the main waiting room.

OUT-OF-HOURS 111

The out-of-hours service for urgent medical problems is provided by East Lancs Medical Services (ELMS). Please note this is for urgent medical problems that cannot wait until the next surgery.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, Staff or other patients verbally, physically, or in any threatening manner whatsoever, will risk removal from the practice list.

In extreme cases we may summon the police to remove offenders from the practice premises.

FREEDOM OF INFORMATION

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme, which is a guide to the "classes" of information the practice intends to routinely make available. The scheme is available from reception.

PATIENTS' RIGHTS AND RESPONSIBILITIES

The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights to which patients, public and staff are entitled and pledges which the NHS is committed to achieve, together with responsibilities which the patients, public and staff have to one another to ensure that the NHS operates fairly effectively. All NHS bodies plus private and third sector providers supplying NHS Services are required by law to take account of the Constitution in their decisions and actions.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We respect your right to privacy and to keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone involved.

Identifiable patient information to any other outside agencies will only be given after receipt of written permission from the patient, dated within 3 months of the request. You have the right to know what information we hold about you at any time. You will be asked to prove your identity prior to seeing your records. If you would like to see your records or would like a copy of your health records, please contact the practice manager. There may be a charge for administration.

GDPR – GENERAL DATA PROTECTION REGULATIONS

This practice handles medical records in-line with laws on data protection and confidentiality.

- We share medical records with those who are involved in providing you with care and treatment.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have genuine cause for complaint. If you feel you have cause for complaint, then please submit this in writing for the attention of The Practice Manager. Further written information of our complaint's procedure is available upon request.

FEEDBACK, COMMENTS OR SUGGESTIONS

We welcome comment and suggestions (positive and constructive) at the practice. We currently have the Friends & Family Test in place for patient feedback, please complete a satisfaction card and post into the Friends & Family Box in the main reception.