

## **LITTLE HARWOOD HEALTH CENTRE**

*Plane Tree Road*

**BLACKBURN**

**BB1 6PH**

*Tel: 01254 617521 Fax: 01254 662091*

[www.lhhc.co.uk](http://www.lhhc.co.uk)

### **Welcome to the Practice**

#### **THE DOCTORS(Partners)**

Dr Andy Bristow	(Manchester 1985) (Male) MB ChB
Dr Kevan Tucker	(Leeds 1977) (Male) MB ChB MRCP
Dr Dorothea Privonitz	(Mainz, Germany 1987) (Female) DFFP MRCP
Dr Usman Master	(Liverpool 2002) (Male) MB ChB MRCP
Dr Caroline Wooding	(Manchester) (Female) MRCPCH MRCP MB ChB
Dr Terrenia Brosnan	(Manchester) (Female) MRCP MB ChB
Dr Milan Garg	(Nagpur, India) (Male) MBBS, MS, MRCS, MRCP

#### **PRACTICE STAFF**

Practice Manager	Jane Eaton
Assistant Manager	Maureen Nixon
Secretaries	Victoria Pilkington, Joanne Hastwell
7 full-time Receptionists	
4 part-time Receptionists	
3 Admin Assistants	
1 Medicines Management Assistant	
1 Nurse Practitioner	Ann Rodgers
2 part-time Practice Nurses	Hilary Mellor,
1 Healthcare Assistant	Nina Rolfe

We welcome patients from the town and surrounding villages. Our practice area is the BB1 and BB2 postcode. Please ask for a form from reception to submit your application.

#### **SURGERY TIMES**

Monday – Friday (appointments only) 08.00am to 6.30pm  
Extended hours surgeries (Mon to Thurs by a GP/Nurse) 7.15am to 8.00am/ 6.30pm to 7.30pm

#### **Advice Line**

If a patient needs advice only we have a dedicated Advice Line available on Mondays/Tuesdays and Fridays between 08.30am and 09.30am. You will be asked to leave your contact details and the Nurse Practitioner will ring you back and try to help you. This is INSTEAD of booking an appointment.

#### **HOW TO MAKE AN APPOINTMENT**

To make an appointment, ring Blackburn 617521 or visit the surgery between 08.00am and 6.30pm. You may request any Doctor, but for ongoing problems we do encourage you to see the same Doctor where possible. This doesn't have to be the Doctor with whom you are registered. Normally you will be offered the earliest appointment with the Doctor of your choice. If they are fully booked, we will try to offer you an appointment with another Doctor.

From Monday 11<sup>th</sup> April 2016 we have started offering a 'TELEPHONE CONSULTATION' option. If you think your problem can be resolved by telephone, rather than coming into surgery, you can choose to receive a call from either a GP or Nurse.

If you feel you need to be seen URGENTLY, please tell the Receptionist and we will arrange to see you that day.

### HOW TO CANCEL AN APPOINTMENT

Please ring 617521 if you no longer need the appointment you have made. The appointment can be offered to another patient so please ring as soon as possible and at least 1 hour in advance of the appointment.

A record of appointments that are booked but not attended is kept. If you fail to attend twice you may be sent a letter reminding you that our resources (such as the Doctor's/Nurse's time) should not be wasted and that another fail to attend could result in you being asked to seek another GP. Your co-operation is appreciated.

### HOME VISITS

You may request a home visit by telephoning 617521 before 12.00 noon. The Receptionist will ask for a few details to enable the Doctor to assess the urgency of your call. We cannot guarantee which Doctor will visit.

**Please note that home visits are only for those who are too elderly and frail to come to the surgery, or those whose illness is so severe, they cannot leave the house.**

Wherever possible, we do ask you to come to the surgery. In the time taken on one home visit, the Doctor can see four patients at the surgery.

### ACCESS FOR DISABLED PATIENTS

There is a reserved car parking space for disabled patients to use at the front of the building. A ramped footpath provides access to the surgery and a wheelchair is available for patient use. The wheelchair is kept in the waiting room for ease of access to patients.

### NIGHT/WEEKEND CALLS

An "Out of Hours" service is provided by the GP's in the local area, through NHS111. They cover the hours between 6.30pm and 8.00am weekdays, plus all weekend. You should ring NHS111 direct as this is a free call. The NHS receptionist will take your details and either give you advice or pass your call to the appropriate team. You may be invited to attend the Primary Care Unit to be seen by a Doctor if it is felt that a home visit is unnecessary. The Doctor will be a local GP, but not necessarily one of our own Doctors.

**PLEASE NOTE; Out of Hours calls are STRICTLY for EMERGENCIES only!**

### SERVICES AVAILABLE

The Partners offer a comprehensive range of appointments, both bookable in advance and on the day, at varying times of the day, to meet the patients' demands. Besides focussing on the general health and wellbeing of patients and dealing with any concerns the patient may have, the Partners offer a comprehensive family planning service and minor operations service.

Our Practice Nurses undertake chronic disease prevention and monitoring of patients, reporting to the Partners any circumstances that arise which may need further investigation or treatment. They are also trained in family planning and may be seen (by appointment) for pill checks, smears, vaccinations, holiday and general advice. (Please give 8 weeks' notice for holiday vaccinations.)

The morning after pill – is effective up to 72 hours after sex. Please ask the receptionists for an emergency appointment for this.

Our healthcare assistant offers preliminary diabetic checks and blood tests for patients who are due to see the Nurse Practitioner, Practice Nurses or Doctors for their annual review. She also takes blood samples for those patients on particular medication that requires constant monitoring.

We are also fortunate to have the services of Treatment Room staff, Midwives, Dietician, Mental Health and Wellbeing assessors as well as the Doctor and Practice Nurses and work closely with the District Nurses and other health providers when appropriate.

## GENERAL PRACTICE TRAINEES

This is an approved practice for General Practitioner training. This means we often have other Doctors working with us to gain experience in General Practice. These Doctors work under the guidance of our Partners during their time here.

From time to time the trainee or Partners will need, as part of their training within General Practice, to video their consultation with you, the patient. This will not affect your consultation or treatment in any way. No intimate examination will be recorded. We hope that you will consent to this being carried out. The record will be kept as confidential as your medical records and will only be used for educational purposes, then erased. It is used to assess the Doctor's skill in the consultation, to teach the Doctor how to improve and for research – all of which helps you to get better treatment.

## REPEAT PRESCRIPTIONS

Each prescription is issued with a tear-off slip listing your medication, how to order further repeat prescriptions and your personal computer number. Repeat prescriptions can be ordered in several ways;

Return the tear-off slip to us (ticking the boxes to show which medication you need) by post or by placing the slip in the red box outside or the brown box inside the practice, or hand the slip to the Receptionist,

Fax your request to 01254 662091,

Register for Patient Access (bring photographic ID into the Practice to obtain a code number to set this up on your own computer) to order your prescription on-line,

Please telephone reception to order your medication Tel; 01254 617521, option 2 at set times.

The prescription may be collected after 4.00pm the following working day. If you wish it to be posted to you, please enclose a stamped, self-addressed envelope. We also use the Electronic Prescribing Service whereby you need to 'nominate' a pharmacy where you will collect the prescription. Your request will transmit automatically to them as soon as the Dr has approved it. Normally, a two-month supply of medication will be issued. Periodically, you will need to see the doctor before any further repeat prescriptions are issued to enable him to review your medication.

We offer a Repeat Prescribing Service for those patients with a long-standing stable condition which enables them to order enough prescriptions to cover six months rather than two. Please ask at Reception for a form – there is particular criteria to meet.

## ACCESS TO HEALTH RECORDS

You are entitled, by law, to have access to your medical records which were written after 1st November 1991. You must apply in writing and a charge of £10.00, plus any photocopying fees incurred, will be made. A full set of paper and computerised records is subject a £50.00 maximum fee. The Doctor is entitled to withhold any information which they consider could be detrimental to you.

Any person requesting information from your records (other health providers, Solicitors, etc) must provide a written consent form from yourself before such information is given. Patient confidentiality is considered a high priority and staff understand that such information should not be disclosed without your knowledge and agreement.

## COMMENTS/SUGGESTIONS/COMPLAINTS

We aim to provide you with a medical care of the highest quality. If you have any comments or suggestions on how we could improve our services, or if you wish to make a complaint, please feel free to contact our Practice Manager.

There is also a group of our patients who have formed a Patient Participation Group. They give their own time to help improve the patient-experience at the health centre. Correspondence can be passed onto them through the Practice Manager.

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients, be it 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.

## PRIMARY CARE TRUST

Blackburn with Darwen 'Clinical Commissioning Group' is the organisation which should be approached for details of the primary medical services in the area. Their telephone number is: 01254 282000.

## USEFUL TELEPHONE NUMBERS IN THIS AREA

NHS	111
NHS England	03003 112223
Royal Blackburn Infirmary	01254 263555
District Nurses, Blackburn North	01254 283100
Registrar Births, Deaths & Marriages	01254 588660
Alcoholics Anonymous	0800 9177650
Blackburn Drugs Team	08450 555657
Samaritans	01254 662424
Age UK, Blackburn	01254 266620
Blood Transfusion Service	0300 1232323
Childline (free)	0800 1111
Police Station	01254 353594
Social Services	01254 583328
Blackburn Borough Council	01254 585585
Community Health Council	01254 56163
RELATE (marriage guidance)	01772 717597

