



## Practice Leaflet – December 2016

### Welcome to Darwen Healthcare

Darwen Health Centre

James Street West

Darwen

BB3 1PY

Tel: 01254 226691/2/3 Fax: 01254 226689

Website address: [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)

### Mission Statement:

Darwen Healthcare – where your health matters. We aim to provide a high quality of care to our patients. Our doctors, nursing team and all our staff are dedicated to offering a caring and professional service.

### The General Practitioners:

Dr C Dalton	GMC No: 2824028	MB ChB DRGOG FPC
Dr P Morris	GMC No: 3116188	MB ChB MRCGP BSc DRCOG FPC
Dr R Sudell	GMC No: 3196892	MB ChB MRCGP BSc
Dr M Ninan	GMC No: 4275798	MBBS MRCP MRCGP DRCOG
Dr C Clayton	GMC No: 4673255	MA MB BChir DRCOG MRCGP
Dr M Umer	GMC No: 6145518	MB ChB BSc MRCGP DRCOG
Dr J Killelea	GMC No: 6127915	MB ChB MRCGP
Dr K Hogarth	GMC No: 7013947	MBBS MRCGP

### General Practice Speciality Registrar

We are a training practice which means that we have a registrar doctor working with us as part of their post-graduate training in General Practice. Occasionally we ask patient's consent to videotape their consultation for educational purposes. You will be informed if the clinic you are attending will be videotaped and give you the opportunity to refuse if you wish. Our current Registrar is Dr Shababa Zafar.

### Foundation Year Two Doctors

We have qualified doctors who are part way through their hospital training. They undertake a variety of work with patients under the supervision of their trainers.

### Medical Students

We have medical students with use several times a year, learning more about General Practice. They sit in with the doctors during surgeries but you have the option not to have the medical student in your consultation if you wish. They may even see you first to take your history before you see the GP.

### Locum Doctors

We also recruit locum GPs to cover sessions for our GPs to ensure we have appointments when our GPs are on holiday or at an educational event.

## **Practice Opening Times**

Monday	08:00 am – 6:30 pm	Extended Hours 6:30 -8:00 pm
Tuesday	08:00 am – 6:30 pm	
Wednesday	08:00 am – 6.30 pm	
Thursday	08:00 am – 6:30 pm	
Friday	08:00 am – 6:30 pm	

## **The Practice Team**

Practice Manager – Ann Neville  
Corporate Governance Administrator – Kim Cunningham  
Contract Administrator – Nicola Wright  
Administrator Co-Ordinator – Susan Hill  
Senior Receptionists – Viv Hoyle and Debbie Taylor.  
Nursing Team Administrator – Gillian Turner

## **Receptionists**

Our team of receptionists Sarah, Brenda, Tracey, Joan, Keri, Sandra, Gully, Lorraine, Julie, ,Louise, Joanne, Alex, Danielle and Courtney who are here to assist you in making appointments, requesting home visits and other enquiries. All our receptionists have received training to guide you to the most appropriate member of our team. They are bound by the same rules of confidentiality as the doctors, nurses and all other staff.

## **Administration Staff**

In addition to our reception team we employ 2 medical secretaries, June and Katie. We also have administrative members of staff, Eileen, Philip and Gillian who together with the reception team, assist the Practice Manager in helping to provide you with the best possible service.

## **Nursing Team**

Advanced Nurse Practitioner – Debbie Yates  
Advanced Nurse Practitioner – Julia Mullaney  
Advanced Nurse Practitioner – Lyndsay Adamson  
Practice Nurses - Katrina Margerison, Fiona Adeoye and Louise Chivers  
Teaching Assistant Practitioner – Maria Slater  
Healthcare Assistant – Terri Livesey and Gully Patel

Our highly qualified nurses deal with a wide and ever increasing range of conditions and health concerns. They are experts in many areas of disease management such as diabetes, asthma, COPD and coronary heart disease. They also carry out cervical smears and vaccinations, as well as providing a range of other health services

Our healthcare assistants are able to give advice on lifestyle. They can see you for blood pressure/hypertension reviews, health checks, phlebotomy, diabetes foot checks, urinalysis and flu vaccinations.

Our reception desk is open to deal with your enquiries.

## **Clinics – Please contact reception for further details**

- **Asthma and COPD**  
Check-ups and advice from practice nurses on lifestyle, inhaler techniques and medication
- **Baby and Childhood Vaccinations and Childhood Surveillance**  
Monday, Tuesday and Wednesdays however the practice does offer appointments outside of these days if needed.
- **Blood Pressure and Hypertension**  
Carried out by our Practice Nurses and Health Care Assistants
- **Cervical Cytology (Smears)**  
Routine cervical smears are undertaken by our Practice Nurses. Guidelines state that routine smears should commence at age 25 and continue at 3-yearly intervals up to the age of 49. After the age of 49, guidelines state that the interval should be 5 years
- **Diabetes Clinics**  
Carried out by our Practice Nurses and Senior Healthcare Assistant
- **Health Checks**  
Carried out by our Health Care Assistants
- **Travel Vaccinations**  
Patients requiring vaccinations relating to foreign travel will be advised to attend a local travel clinic as we only provide NHS funded vaccinations.

## **Core Services**

- General management of medical conditions
- Health promotion advice
- Referral to secondary care and other appropriate services
- Required care for temporary residents
- Anti-coagulation

## **Enhanced Services**

- Minor Surgery procedures (incisions/excisions)
- Contraceptive services including coils and implants
- Influenza vaccinations

## **Additional Services**

The practice also offers some medical services which are not available on the NHS e.g. HGV/Taxi Medicals and Insurance Medicals. The doctors charge a fee for these services. The receptionists will advise you in advance if you request a service for which there is a fee. The current fees leaflet is displayed on our waiting room notice board and available from reception.

## Attached Staff within Darwen Health Centre

- Treatment Room
- Drugs Misuse Team
- Counselling Team
- District Nursing Team

## How to make an appointment

To book an appointment please ring our main telephone number on 01254 226691, 226692 or 226693. **Urgent cases are seen on the day.** Our team of receptionists have a difficult job to do; they may need to ask for medical information so that they understand the urgency of your request. Please be as helpful as you can and please remember that they are always working under the instructions of the doctors. On-line booking of appointments is offered – further details and registration forms are available from our reception.

- If your condition is non-urgent, we aim to provide a routine appointment to see a named GP within 5-7 working days (subject to holidays, courses etc.). Appointments can normally be booked up to five weeks in advance
- Telephone consultations are available with the doctors for problems that do not require a “face-to-face” consultation
- We aim to provide a routine appointment with a Practice Nurse within 5 working days (subject to holidays, courses etc.).
- We aim to provide a routine appointment with a Healthcare Assistants within 5 working days (subject to holidays, courses etc).
- We have three Nurse Practitioner who are very well qualified and are able to see patients with undiagnosed problems, make assessments, create referrals to secondary care and issue prescriptions. Appointments are booked on the day in their morning and afternoon clinics.

## Appointment Reminder Service

Text reminder service is provided by Iplato – Please ask for further details.

## Appointments

Please note that appointments are generally 10 minutes long and politely ask where possible that they are for one problem only. Patients presenting with several problems at the same appointment can cause inevitable delay to the patients booked in after them. If you prefer and is appropriate your appointment can be adjusted to a telephone consultation.

## Cancelling Appointments

If you have an appointment that you are unable to keep, PLEASE let the surgery as soon as possible to enable the appointment to be re-allocated to another patient. Our telephone system offers the facility to be connected to the home visit/cancellation line. Whenever possible always try to contact our reception team outside the hours of 08:00 am to 10:00 am when the phone lines are extremely busy. You can also cancel your appointment if you use our text reminder service. A failed appointment is a wasted appointment that could have been used by another patient.

## Home Visits

If you are housebound, or your condition prevents you attending the surgery, a home visit may be requested. Please telephone 01254 226691, 226692 or 226693 option 2 before 11:00 am if you require a home visit. Please give the receptionist as much information as possible. A doctor may contact you by phone and complete a telephone consultation. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit so this facility should only be requested if you are definitely unable to attend the surgery due to medical reasons.

## Test Results

Please telephone 01254 226691, 226692 or 226693 after 11am to enquire about your test results as our reception staff will have more time to deal with your request at this time. Please note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When your test is taken you will be told how long it will be before the results are return to the practice. It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so. We will only get results for tests where the tests have been requested by Darwen Healthcare. If your tests were requested by another organisation then please contact them directly for the results. Test done at the hospital will usually go back to the hospital rather than to us. Please allow between three to five days for most urine and blood tests, 14 to 21 days for x-rays and two weeks for smears.

## Repeat Prescriptions

If you are on long term or repeat medication and your regular prescription is due, please tick the items you require on the tear off slip on the right-hand side of your previous prescription and put it into the box provided at our reception area. Alternatively, you may fax it us on 01254 226689.

Please note that only prescription requests can be dealt with by fax or e-mail. Email address: [repeats.P81051@nhs.net](mailto:repeats.P81051@nhs.net) If you have mislaid your reordering slip, a new one can easily be printed off for you to pick up at our reception. If you have a prescription query please speak to our reception and they will send a message to the prescription team who will call you back.

**Please allow a full 48 hours for collection of requested prescriptions e.g a request submitted on a Monday afternoon will be ready for collection on Wednesday afternoon providing that the medications are actually due.**

## Electronic Prescription Service (EPS)

The Electronic Prescription Service enables our prescribers – such as GP's and practice nurses to send prescriptions electronically to a pharmacy of your choice. This makes the prescribing and dispensing process more efficient and convenient for you.

- If you collect repeat prescriptions you will not have to visit the practice to pick up your paper prescription, instead, your GP will send the prescription electronically to the place you choose, **saving you time**
- The prescription is an electronic message so there is **no paper prescription to lose**
- You will have **more choice about** where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop**
- If the prescription needs to be cancelled the GP can electronically cancel and issue a new prescription without you having to return to the practice – **saving you extra trips**

**You may not have to wait as long at the pharmacy** as your repeat prescriptions can be ready before you arrive. Please contact your preferred pharmacy to sign up to EPS.

## Prescription Orders by telephone

The above is available to our patients aged 65 and over, housebound, disabled or listed as a carer. Please contact 01254 226691 option 1. We aim for prescriptions to be available for collection after 4pm 48 hours later.

The prescription telephone line is open as follows:

**Monday – Friday 10:00 am – 12:00 pm and 2:00 pm – 4:00 pm. The telephone line is closed outside of these hours to allow the prescription staff to complete prescription requests.**

## **Patient Access**

Registering with Online Patient Access includes appointment booking, ordering of repeat prescriptions and access to summary information in records. As from April 2016 online patient records will include detailed coded access on consultations, medication, allergies, illnesses, immunisations and test results. Please ask at reception should you wish to sign up for this service which will require you to complete a form and provide photo ID.

## **When We Are Closed**

111 is an NHS telephone number which makes it easier for you to access local health services. You can now call 111 when you need medical help fast, but is not a 999 emergency. You will be assessed, given advice and directed straightaway to the local service that can help you best.

Calls are free from landline and mobile numbers and you can ring the 111 number 24 hours a day, 7 days a week, 365 days a year.

Call 999 in an emergency. Chest pains and/or shortness of breath do constitute an emergency. Please check on our website for advice and guidance.

## **New Patients – Registrations**

We welcome patients located within the Darwen locality. A Registration Pack is given to people wishing to register which includes the forms for completion, practice leaflet and relevant practice information. To register with us you will be asked to complete a registration form along with a medical questionnaire and a contract of care. This is because it can take a considerable time for us to receive your medical records. There is an online version of these files too, which you may fill out and send to us. Most of these documents can also be downloaded from our website. We also have a health monitor which we ask that you use on registering and this will record your height, weight & BP, Smoking and Alcohol status.

## **Patients with Particular Needs**

As a purpose built health centre we have toilets for the disabled, wheelchair access to the building is via the front entrance. Darwen Healthcare is located on the first floor if you require an appointment at the beginning of a surgery due to access etc please discuss this with the receptionist who will try to find a suitable time to attend. We can arrange interpretation and translation services by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment as prior booking of this is required. The practice has a hearing loop for patients with hearing difficulties.

## **Chaperone Policy**

Darwen Healthcare is committed to providing a safe, comfortable environment, where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present i.e. trained member of staff.

Wherever possible we would ask you to make this request at the time of booking the appointment, so that arrangements can be made and your appointment not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to re-schedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

## **Statement of Fitness for Work Notes (Fit Note)**

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website. If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

If you need to contact the practice regarding this please contact us after 11:00 am. It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (Fit Note) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

## **Comments and Suggestions**

We welcome comments and suggestions from our patients learning all the time in order to improve our services. Please present your views in writing and forward them to Ann Neville, Practice Manager or Kim Cunningham, Corporate Governance Administrator or alternatively complete a suggestion form and post it to us in the suggestions box located on our reception desk. Darwen Healthcare carries out an annual patient surgery welcoming valuable feedback from our patients.

## **Patient Reference Group**

The practice has a small group of patients who provide valuable feedback, from a patient's perspective, on the services that we provide. If you wish to obtain more information about the group then please contact Ann Neville, Practice Manager or Susan Hill, Administrative Co-Ordinator.

## **Contact Details**

It is the patient's responsibility to provide the practice with up-to-date and reliable contact address and phone number (home and mobile). Many reminders e.g. for cervical smears or vaccinations go astray because we have not been advised of such changes. We are now able to send SMS text reminders for appointments so please ensure that we have an up-to-date mobile number.

## **Complaints**

We always try our best but sometimes things don't always go right. We aim to give a friendly, caring and professional service to all our patients. If you have any concerns about any aspect of our service, please let our customer service manager know. In the majority of cases, concerns can be resolved quite easily.

However, if you feel we have not dealt with the issues you have raised as you would wish; please ask for a copy of the complaints leaflet from our reception staff or our website [www.drawenhealthcare.co.uk](http://www.drawenhealthcare.co.uk)

## **Zero Tolerance**

In line with all organisations that make up the NHS, we have a zero tolerance policy regarding aggressive or threatening behaviour and physical violence. Such behaviour will result in instant removal from our list and could result in police involvement and legal action.

## **Confidentiality**

We respect your right to privacy and 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 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 not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please contact our practice manager.

## **How Your Health Records are Used**

We respect your right to privacy and 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 not involved in your care.

You can find how your health records are used to provide direct care and for purposes beyond your direct care by reading the leaflet enclosed with your New Patient Pack or by having a look at our website [Darwen Healthcare - Your Health Records](#). This leaflet also includes links for further information on Care.Data and Summary Care Record and how to opt out.

Please get in touch with Ann Neville or Kim Cunningham if you have any questions on how your information is used.

## **Darwen Healthcare Waiting Room Notice Boards**

Our waiting room notice boards are regularly updated including valuable patient information regarding our services, our Patient Participation Group, Non NHS Fees Poster, Chaperone Policy and our current Failed to Attend Appointments Information, current opening times and other patient information. One of notice boards will be dedicated to the services and information provided by our nursing team.



## Useful Telephone Numbers

### Pharmacy Numbers

Darwen Health Centre	01254 772106
Boots	01254 703120
Geloos	01254 705849
Lloyds, Blackburn Road	01254 702602
Lloyds, Church Street	01254 702435
Market Street	01254 873977
Everest	01254 777230

### Hospitals

East Lancs Hospitals	01254 263555
Royal Preston	01772 716565
Beardwood	01254 507617

### Health Centres

Darwen Health Centre	01254 226666
Barbara Castle Way Health Centre	01254 617100
District Nurses	01254 283569
GUM Clinic	01254 736045
Midwives	01254 778900
Physiotherapy	01254 226755
Podiatry	01254 282000
Social Services	01254 587547
Treatment Room	01254 282000