



Darwen Healthcare

Where your health Matters

Dr Ninan & Partners

Tel: 01254 964640



Practice Information Handbook 2025

**Darwen Healthcare
Darwen Health Centre
James Street West
Darwen
BB3 1PY**

 **01254 964640**



www.darwenhealthcare.co.uk



darwen.healthcare@nhs.net



**[Dr Ninan & Partners](#)
[Darwen Healthcare](#)**



Outstanding
☆

Inspected & rated Outstanding
Darwen Healthcare
Dr M Ninan and partners



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Welcome to Darwen Healthcare.

Darwen Healthcare is so much more than a doctors' surgery. We are fortunate to have a range of health professionals available to help you get the right care when you need it.

Our health professionals work within our practice and within the local community. They are all highly trained and we will direct you to the most appropriate person or service to help you when you need us.

Our GP Team is currently made consists of 7 GP Partners and 5 Salaried GPs.

All of our GPS have special interests and therefore we are able to expand on the care we provide in areas such as Cardiology, Women's Health, Ageing Well and Bone Care, Minor Surgery, Joint Injections and Palliative Care etc.

Alongside our GP doctors, we have:

- 1 Advanced Practitioner Nurse (ANP)
- 5 Practice Nurses
- 3 Assistant Practitioners
- 1 Phlebotomist
- 1 Trainee Nursing Associate
- 2 Clinical Pharmacists and 1 Pharmacy Technician
- 1 Paramedic
- 1 Physician Associate
- 1 Mental Health Practitioner

Our Non-Clinical Team:

- 1 Practice/Business Manager
- 1 Deputy Practice Manager
- 1 Quality Lead
- 1 Finance Lead
- 1 Patient Engagement Lead Medical Secretarial Team
- Reception Team led by a Senior Reception Co-Ordinator
- Prescription Team
- Coders and Note Summariser
- Social Prescribers and Health and Wellbeing Coaches within the Community

You can meet the team further in the booklet



Opening Hours :

Monday 08:00-20:00

Tuesday 08:00-18:30

Wednesday 08:00-19:30

Thursday 08:00-18:30

Friday 08:00-18:30

Our Main telephone number is:.

01254 964640

To ensure your wait is as short as possible there are a number of options you can select to speak to the most appropriate person to help you with your query.

Option:

- 1 GP Appointments
- 2 Nurse Appointments
- 3 Cancellations
- 4 Home Visits
- 5 Prescriptions
- 6 Test Results and General Queries
- 7 Secretaries and Medical Legal
- 8 Cardiology Clinic

The practice telephone system also operates a callback service if you are in a queue with more than 7 patients waiting. We would encourage our patients to accept this service if offered.

MyGP Front Door Triage is an online triage system to enable you to get health advice from your GP, request a fit note, order medication and more without the need to queue on the phones or present at our Reception Desk. Please visit [myGP Triage](#) - Select Login to access the service

When We Are Closed

111 is a NHS telephone number which makes it easier for you to access local health services. You can now call 111 when you need medical help or prescriptions 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, days a week, 365 days a year.

Shortness of breath does constitute an emergency. Please check on our website for advice and guidance.

Training Practice

Darwen Healthcare is proud to be a well-established approved training practice for both undergraduate and postgraduate doctors and other allied healthcare professional student placements. All our GPs have a keen interest in training and education. We believe passionately in improving primary care in the UK through education and training new GPs and Allied Healthcare Professionals.

Junior doctors and GPs in training make up an increasing number of doctors in primary care nationally as well as here at Darwen Healthcare. They usually stay with us on placement 6-12 months. You may see a doctor in their first few years following qualification at Darwen Healthcare. These doctors are well supported by their GP Trainers in practice.

QUALITY TEACHING PRACTICE

SILVER AWARD



Presented to:

Darwen Healthcare

For excellence in teaching **Year 5** students (2023-24)

Dr Rachel Lindley
Senior Clinical Lecturer
Lead for Community Based Medical Education (CBME)





GP Partners



Dr Mammen Ninan MBBS MRCP MRCGP DRCOG

GP Senior Partner

Works Tues pm, Wed am & Thurs am Dr Ninan is a GP with Special Interest in Cardiology and holds his clinics here. He undertakes Minor Surgery inc. steroid injections and ingrowing toenail removal. Dr Ninan is also a Medical Undergraduate & Postgraduate Trainer. Dr Ninan is also GP Clinical Lead for Stroke Prevention for Lancashire & South Cumbria



Dr Mohammed Umer MBChB BSc MRCGP DROG MBChB, BSc, MRCGP, and DROG

GP Partner

Working days Monday (am & pm, Wednesday (am), & Friday (am & pm) He ensures the confidentiality of patient information is maintained. He is Clinical Director for the BwD Primary Care Networks and Chair of Local Primary Care Federation. He is the local Place Clinical and Care Professional Lead for the Integrated Care Board



Dr Jane Killalea MBChB MRCGP

GP Partner

Works Mon am & pm, Tues am Fri am. Dr Killalea graduated from Liverpool University in 2005 and completed my GP training in Merseyside in 2010. She joined the practice in 2014 and have interests in child health surveillance and women's health



Dr Qashuf Hussain MBChB Bsc PGCME

GP Partner

Works Mon pm, Tues pm, Thurs am & pm, Fri am & pm. Dr Hussain is a GP Trainer and is a Primary Care Medical Educator on the East Lancashire GP Training programme and is working across Blackburn with Darwen as a Health Inequality Lead.



GP Partners continued



Dr Safwaan Hafez MB ChB 2011

GP Partner

Dr Hafez is our medicines management, complaints, workflow, and digital lead. He is educational & clinical supervisor for GP trainees, allied health professionals & medical students. He is an examiner for the Royal College of General Practitioners and teaches undergraduates at our local universities



Dr Jill Davies MBChB DRCOG DFSRH PGCME

GP Partner

Works Wed & Friday am & pm Dr Davies graduated from the University of Manchester in 2005. She completed her GP training in Manchester and worked there for several years before working for the extended access service in Blackburn with Darwen from 2016. She has interests in medical education, frailty, women's health & fitting contraceptive coils



Dr Oluremi Ige MBChB MRCP, PGCME

GP Partner

Works Monday am & pm, Thursday am & pm, Friday am & pm. Graduated from medical school in 2013 and completed GP training in East Lancashire in 2022. He is the research lead for the practice. His interests are geriatrics, intermediate care, clinical research and postgraduate medical education. He also undertakes steroid joint clinics.



Sessional GP's at Darwen Healthcare



Dr Akram Alzamani MD (Doctor of Medicine) MRCGP
Works Tues to Friday am & pm Dr Alzamani graduated from medical school in 2002 and started in NHS from 2011 first with Acute care (A & E) experience followed by GP training in Bolton. Her interests are mental health and child health



Dr Judith Perera
joined the team after completing her training at Darwen Healthcare.. She graduated from Medical School in 2017. Her working days are Tuesday & Friday Her interests are skin diseases, mental health and general patient education



Dr Motunrayo Alo
Works Mon, Tues and Thurs. Graduated from medical school in 2009. Joined Darwen healthcare in August 2021 as GPST3. Her interests are child health and women's health



Dr Ifeoluwa Okoya MbChB, MRCGP
graduated from medical school in 2013 and completed training locally in East Lancashire. She has interest in women's health



Dr Libby Meredith
graduated from medical school in 2010 and completed her GP training in East Lancashire in 2020. She has interests in frailty, palliative care and lifestyle medicine. Dr Meredith is also trained in steroid joint injections. Her working days are Tuesdays and Wednesdays.



Healthcare Professionals

An Advanced Practitioner is someone who has trained in a non GP role and has then carried on their progressive learning to enhance their skills to deal with a wider range of medical conditions. This can include Nurses, Paramedics, Radiographers and roles playing an important part in delivering services in line with NHS recommendations



Simon Holden - is a Paramedic Practitioner seeing patients in clinic and at their home . Simon spent 15 years as a Paramedic with the Ambulance Service and working 19 Years on Emergency Services prior to joining the practice in 2018. His has a range skills such as Basic Observations, 12 Lead ECG Interpretation, cannulation, trauma, emergencies, chronic conditions and non-medical prescribing.



Faiz Majiid - PCN Physician Associate. has been with the practice since November 20. His normal day would consist of clinics with on the day, pre-bookable and follow up appointments utilising either face to face, video or telephone consultations. Twice a week Faiz also completes the Virtual Care Home Ward Rounds.

Jenny Mather - Trainee Advanced Clinical Practitioner currently in practice Tuesday and Thursdays

Tabassum Satvilker & Abheer Hashmi and Sarah Whittle are the - PCN Clinical Pharmacists and Pharmacy Technician

Victoria Roberts - Mental Health Practitioner for GP surgeries in Darwen. Her role is to triage, assess, support treatment plans and educate individuals on their mental health needs. She supports discharges from hospital care services, the mental health teams, to reduce the risk of relapse in the community. You can access her by contacting reception or speaking to your GP

Advanced Nurse Practitioner



Julia Mullaney – Advanced Nurse Practitioner, Queens Nurse. The title of Queen's Nurse is given to nurses who have demonstrated a high level of commitment to patient care and nursing practice. . appointments, Minor Surgery, Acute and Palliative Home Visits and is our Infection Control Lead. Julia is a Practice Education Facilitator with Pennine Lancashire Training Hub and holds a practice teacher qualification.



Practice Nurses



Katrina Margerison- Practice Nurse Works Monday am/pm Tuesday am/pm Thursday am/pm Katrina sees patients in clinic for Chronic Diseases such as Diabetes, Asthma, COPD, CKD, Childhood Vaccinations, Travel Immunisations and Cervical Screening. Katrina is also a Supervisor and Assessor for Student Nurses.



Kerry Nield - Practice Nurse works Tuesday - Friday and see's patients for chronic disease management, cervical screening, vaccinations, spirometry, injectable treatments and has a special interest in diabetes



Katie Smith - Practice Nurse works Monday, Wednesday and Fridays. She covers all chronic diseases, performs spirometry and all immunisations. She is a cervical smear taker and has an interest in women's health. Katie mentors student nurses and the research nurse on Thursdays



Val Riding - Works Tuesday a.m., Wednesday p.m., Thursday a.m. Val sees patients for long term health conditions inc. asthma, COPD, diabetes and high blood pressure, also cervical screening and child, adult, and travel vaccinations. Val is a mentor for student nurses and qualified nurses undergoing cervical screening training



Adeela Rifai - Works Monday, Tuesday and Friday. Adeela has clinics for Childhood vaccinations, Cervical screening, Hypertension, CKD, CHD, Pre-diabetes, Learning Disability Health Checks, Travel vaccine and Injectable treatments. Adeela has started her training in Diabetes



Raesa Moosa - Raesa has clinics for chronic disease review for Diabetes, Asthma, COPD, CKD, Childhood Vaccinations, Travel Immunisations, Spirometry and Cervical Screening. Raesa is also a supervisor and assessor for student nurses.



Associates & Assistant Practitioners



Gulnaz Patel - Training Nursing Associate Works Tuesday to Friday am & pm Gulnaz is a Level 3 Healthcare Assistant but currently completing the Training Nursing Associate Course. She has clinics for Phlebotomy, Blood Pressures, Well Person Clinics, CKD monitoring, Amber Drug Monitoring, Pre- Diabetes, Learning Disability and weight management



Maria Slater - Assistant Practitioner Works Mon, Tues, Thurs, Fri am & pm Maria is a Level 5 Assistant Practitioner and holds clinics for Phlebotomy, Blood Pressures, Well Person Clinics, CKD monitoring, Asthma, COPD, Pre-Diabetes & Diabetes Clinics and Learning Disability.



Terri Livesey - Assistant Practitioner Works Mon, Tues, Wed & Friday am & pm Terri is a Level 5 Assistant Practitioner and hold clinics for Phlebotomy, Blood Pressures, Well Person Clinics, CKD monitoring, Asthma, COPD, Pre- Diabetes & Diabetes Clinics



Eliot Wright - Assistant Practitioner Works Mon, Thurs & Fri am & pm. Eliot I He holds clinics for Phlebotomy, Blood Pressures, Well Person Clinics, CKD monitoring, Pre- Diabetes and weight management

Nursing Team Administrators:

Assist with the booking of patient appointments with members of the nursing team and can be contacted via our main number option 2



Gillian Turner



Management Team



Ann Neville, Business Manager

Joined Darwen Healthcare in 2013 with over 18 years' experience working within the NHS, having previously worked for Cancer Services and East Lancashire Hospice. Ann is responsible for leading the practice's strategic development and overseeing the day to day running of the practice. She is committed to high quality health and care services that are compassionate, inclusive and constantly improving, being part of the Patient Participation Group and actively listening to patient feedback is an important factor to achieving this goal. Ann is also the Practice Manager Lead for the Darwen Primary Care Network.



Kim Cunningham, Deputy Practice Manager

Kim assists Ann in the general day to day running of the practice and assisting with patient complaints and feedback. Kim is responsible for ensuring that the Trainee GPs are supported in their placements and completing the rota programs for both Trainee GPs and Medical Students throughout the year.



Nichola Wright, Quality Lead

Nichola ensures that the practice meets its targets in the Quality and Outcomes Framework and leads on the practice strategy to develop and implement vaccination programs, ensures that the Clinical Coding Team continue to effectively code medical conditions within patient records and is responsible for setting up the appropriate searches for all clinical audits completed.



Craig Robertson, Finance Lead

Craig assists Ann with several financial elements within practice such as payroll, pensions, claims and has been with the practice for 14 years. His role has increased to include Information Governance, Health and Safety and Mandatory Training and ensuring that the practice telephony service is fit for purpose.



Susan Taylor, Patient Engagement Lead

Susan assists Ann as Deputy Safeguarding Lead within the practice and leads the administrative functions associated with Palliative Care. Susan has been a member of the Patient Participation group since 2014.



Administration Team

Our extensive team includes staff such as Medical Receptionists/Care Navigators, Prescription clerks, Medical Secretaries, Clinical Coders and Notes Summarisers. All staff have undergone training and are ready to help you at any time. They may need to ask you for further details when you telephone for medical advice. – This is to ensure we can assist you as speedily as possible. All staff are bound by the same rules of confidentiality

Keri Medical Secretary
Milly Medical Secretary
Eileen Clinical Coder
Alex Clinical Coder
Angela Note Summariser

Research Team:

Sue Medical Legal / SAR Administrator

Since 2020 the Practice has been developing an infrastructure to support Research within the practice and they have been involved in several studies.

Research Clinical Lead: Dr O Remi, Research Nurse: Katie Smith Research

Reception Team:

The Reception Team is led by our Senior Reception Coordinator Debbie Taylor assisted by a team of Care Navigators and Prescription Clerks:

Tracey, Sandra, Alex, Diane, Amanda, Zynab, Joan, Jess, Shelley, Brenda, Sofia, Cristy, Katie, Megan, Danny and Aiasha



Debbie



Research Practice

Darwen Healthcare is a research-active practice. Research is critical in helping prevent, diagnose, and cure diseases. Our Research Team may invite you to participate as a patient in research they are carrying out.

Why we carry out research:

Research is critical in helping prevent, diagnose, and cure diseases.

When you participate in a clinical trial you are making a huge contribution and potentially helping many other people.

What is involved

Taking part in a research study can vary greatly and might involve completing a questionnaire, agreeing to an interview with a researcher, or taking part in a clinical trial.

- Our healthcare professionals may talk to you about a particular study and ask if you would be interested in participating.
- We may send you information via post or text message if you are suitable for that area of our research
- Participation in research is voluntary. You can choose not to participate and doing so will not impact on the medical care we provide you.

How research may help you

Our Research team will keep you updated on your progress and how the study is doing. This can help you to learn more about your health.

- Research improves services and treatments, not just for you but also for future generations.
- Your contribution can help the development of new tests for diagnosis, treatments and processes.
- Being part of the research may help to give you a more positive outlook with any health issues.

Our Research Team

We have a dedicated Research Team led by Dr. OluRemi Ige.

Clinical Research Nurse Katie Smith is available to talk to about our research and answer any questions you may have. She is usually available on Thursdays at our Practice.



Clinical Support Faiz Majiid, Physician Associate

Administrative Support: (Within the Team)

Services We Provide:

Our highly qualified nursing team deal with a wide and ever-increasing range of conditions and health concerns. They are experienced 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. We are able to give advice on lifestyle blood pressure/hypertension reviews, health checks, phlebotomy, diabetes foot checks, urinalysis and flu vaccinations.

Dedicated Clinics:

- Asthma and COPD - Check-ups and advice from Nursing Team 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 -
- 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 5- yearly intervals up to the age of 65
- Ageing Well Reviews
- Diabetes Clinics - Carried out by our Practice Nurses and Assistant Practitioners
- Health Checks - Carried by all members of our Nurse Team

Core Services

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



Enhanced Services

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

Non NHS 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 and our website.

How to make an appointment:

Appointments can be either Face to Face, Video or Telephone- ideally if virtual video is the preferred means so that you can see the clinician and the clinician can see you. Please ensure that you advise the practice of your up- to-date contact details.

To book an appointment, ring 01254 964640 Option 1

As with all GP practices in Blackburn with Darwen your request will be answered by a Care Navigator who has received extensive training in recommending the right clinician to deal with your condition, which in some cases may mean you being referred to a community pharmacist who can prescribe for a wide range of conditions. The referral is completed electronically, and you can be seen within a couple of hours. If at any time the clinician, you see feels your treatment needs escalating they can refer you without delay. You can also forward a medical or admin query via our website, and we aim to respond within 48 hours.

To request an appointment online please see our website on how to sign up for MyGP app via smartphone or tablet via www.darwenhealthcare.co.uk

Appointment Reminder Service

Text reminder service is provided by Iplato. Reminders are sent 72 hours prior to an appointment and 24 hours prior to the appointment.



Appointments Duration

Please note that appointments are generally 13 - 15 minutes, Patients often present with more than one problem, the clinician you are seeing will endeavor to address most points, however this can cause an inevitable delay to patients booked in for the next and subsequent appointments. If your appointment is delayed by previous patients, please be tolerant as it may be yourself that causes the delay next time, thank you.

Cancelling Appointments

If you have an appointment that you are unable to keep, PLEASE let the surgery know 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 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 01254964640 option 4 before 12:00 pm if you require a home visit. (although requests are taken throughout the day). Please give the Home Visit Administrator 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.

Online Access:

As from October 2023 patient have access to their medical record. If however, you wish to telephone for test results please ring 01254 964640 opt 6 between 1:30-5:00 pm. 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. Tests 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

The Practice accepts repeat prescription requests as follows:

- Online Access via your registered method i.e. Patient Access or myGP app
- Telephone 01254 964640 opt 5 between the hours of 9:00-12 and 2:00-4:00
- Email: repeat.P81051@nhs.net
- Post: to the address on the front cover (If you have mislaid your re-order slip please ask at reception for a print out)
- In person at the practice. Please allow a full 48 hours for collection of requested repeat medication from your
- nominated pharmacy.
- If you have a query regarding your prescription, please ring as above or email your query to the team

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. 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 us or your preferred pharmacy to sign up to EPS.

Prescription Orders by telephone The above is available to all patients. Please contact 01254 964640 option 5 . Please allow a full 48 hours for collection of requested repeat medication from your nominated pharmacy The prescription telephone line is open as follows: Monday – Friday 09:00 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



My GP:

The practice recommends using the myGP app on phone or tablet to order repeat medication

Patient Access on line Prescription Requests

Alternatively you can register for Patient Access online for laptops and PCs. Please ask at reception for more details of your preferred method. Once you have downloaded the app or registered on line you will need to contact the practice to verify your identity. Registering also includes appointment booking, ordering of repeat prescriptions and access to summary information in records.

Website:

You can request medications via our website

Online patient records will include detailed coded access on consultations, medication, allergies, illnesses, immunisations and test results.

New Patients:

Registrations: If you live within the catchment area of Darwen locality you are welcome to register with us as a patient and our Reception and Admin Team will be happy to guide you through the Registration Process. A Registration Pack is given to people wishing to register in person 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 sometimes still take a considerable time for us to receive your medical records if they are not transferred GP2GP.

Alternatively, if you would like to register online, please complete the online registration forms.

All new patients are offered a Health Check to ensure that any required tests are up to date, and we have an accurate record of any repeat medications you are taking.

All new patients will be notified of their named GP to support continuity of care.

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. The practice can facilitate a practice leaflet in larger print.

Chaperone Policy:

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 or if needed a formal chaperone i.e. a trained member of the practice team.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy. A copy of our policy is available on our website

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). You can request a Fit Note via the Front Door Triage Service. It is up to your employer to decide whether you are incapable of work. A medical certificate, 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.

GP practices in Darwen are working with the DWP to help those needing fit notes to get back in to work or volunteering roles which can help improve your overall welfare, staff and clinicians will offer details of the service when you request a fit note. The service operates on Monday Morning and Wednesday all day as a face to face offer. On the other days the service is provided remotely.



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 Business Manager or Kim Cunningham, Deputy Practice Manager or alternatively complete a suggestion form and post it to us in the suggestions box located on our reception desk or practice waiting room.

You can also forward reviews via Ratings and reviews - Darwen Healthcare - NHS

Patient Participation Group – Patient Satisfaction Survey

Darwen Healthcare PPG carries out annual patient surgery welcoming valuable feedback from our patients. You can also leave comments and suggestions on our website

Patient Participation Group

The practice has a very active group of patients who provide valuable feedback, from a patient's perspective, on the services that we provide. They meet by BI-monthly on a Monday evening and are keen to recruit young and ethnic members to the group. They take an active part in preparing our quarterly newsletter and health awareness promotions. If you wish to obtain more information about the group then please contact Ann Neville Business Manager or Susan Taylor, Patient Engagement Lead.

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 and have provided consent to receive.

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 Ann Neville or Kim Cunningham 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.darwenhealthcare.co.uk



Zero Tolerance:

In line with all organisations that make up the NHS, we have a zero tolerance policy regarding aggressive or threatening behavior and physical violence.

Such behavior will result in instant removal from our list and could result in police involvement and legal action. A copy of the Zero Tolerance Policy is displayed within the practice and on our website. Telephone Calls are recorded and are listened to for the purpose of quality and training and will be accessed in terms of Zero Tolerance.

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

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 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



Guide to Abbreviations & Terminology

Term /Abbr	Meaning
A&E	Accident & Emergency Department at the Hospital
AHP	Allied Health Professions (Non GP Clinicians who have specialist training)
ANP	Advanced Nurse Practitioner (Nurse with advanced skills)
CHD	Chronic Heart Disease
CKD	Chronic Kidney Disease
COPD	Chronic Obstructive Pulmonary Disease
DWP	Dept of Work & Pensions
FIT Note	A Document to confirm whether you are medically fit to work or not
FIT Test	A test to detect Bowel Cancer
GP	General Practitioner
HMRC	His Majesty's Customs & Revenue (Tax)
Phlebotomy	Taking of Blood Samples
SAR	Subject Access Request (Request for Patient Notes & Records)
Smear Test	A test to detect Cervical Cancer

If you come across terminology in this booklet or General Practice that you are not sure of the meaning please email darwen.healthcare@nhs.net this may help others also.



YOUR NOTES

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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Useful Information

**Darwen Healthcare
Tel 01254 964640
Darwen Health Centre
James Street West
Darwen BB3 1PY**

Treatment Room Services Tel 01254 283000

Local Chemists

Geloos	Tel 01254 705849
Market St	Tel 01254 873977
Cohens	Tel 01254 772106
Boots	Tel 01254 703120
Everest	Tel 01254 777230
Church St	Tel 01254 702435

East Lancashire Hospitals Switchboards

Royal Blackburn Hospital	Tel 01254 263555
Burnley General Hospital	Tel 01282 425071
Accrington Acorn Centre Minor Injuries	Tel 01254359036
Midwife(Maternity Service)	Tel 01282 804512
Early Pregnancy Unit	Tel 01282 268700
Social Services	Tel 01254 585585
Emergency Dentist	Tel 0300 123 4010
Podiatry	Tel 01254 283581

**Not sure of where to go for Treatment?
Ring 111 the NHS helpline or visit www.111.nhs.uk**