

Kiddrow Medical Practice

Practice Leaflet

Address:
The Health Centre
Kiddrow Lane
BURNLEY
BB12 6LH

Telephone: 01282 731300

Facsimile: 01282 731311

Email: kiddrowlane.doctors@nhs.net

Website: www.kiddrowmedicalpractice.co.uk

The practice has a contract with NHS England, which is a part of the NHS. Further details of primary medical services in the area can be obtained from NHS England – Lancashire and South Cumbria, 2nd Floor, Preston Business CeNtre, Watling Street Road, FULWOOD, Preston, PR2 8DY. Tel. 01772 420150. Email: england.lancsat-medical@nhs.net

The Health Centre

The surgery is open between 8.00am and 6.30pm weekdays only - excluding Tuesday when from 12 noon our services are provided from Rosegrove Surgery. Our receptionists are available during these hours and will help you with all enquiries. Facilities for the disabled, including wheelchair access and toilets are available. Please use the patients' car park, not the staff car park.

Map of Our Practice Area

Our outer boundary applies only for existing patients who move, our inner boundary area is for new patients – see website.

About The Medical Practice - Our Team

The Doctors (Non-limited Partnership)

Dr Joe M Kallarackel	MBBS (India 1995) MRCP (UK) MRCPCH MRCGP DGM DRCOG
Dr Devesh Khanwalkar	MBBS (India 1994) MRCGP (London 2006) DRCOG (London 2005)
Dr Lissy Kallarackel	MBBS (India 1994) MRCP MRCGP DPD DCH DFFP

Practice Manager

Mrs Helen Harrison BA (Hons)

Office Manager

Mrs Sharon Speakman

Practice Nurses

Sandra Johnson	RGN RM
Angela McCotter	RGN BSc (Hons) Community Specialist Practitioner (General Practice Nursing)
Jacqueline Buchanan	RGN

Assisted by Sarah O'Regan, Healthcare Assistant

Receptionists

In addition there is a team of receptionists who will usually be your first point of contact at the surgery or on the telephone.

About The Medical Practice - Our Services

Arranging a Consultation with the Doctor

All surgeries are by appointment. You may see either of the doctors, but for the best care we suggest you see the same doctor for any further consultations about a continuing problem. To make an appointment telephone 01282 731300 during our opening hours or call at the reception. Some GP appointments can be made online - see below.

We aim to see patients on the day you ask for an appointment, therefore it would be helpful if you could call early in the day - on the day you need the appointment. We generally have more morning appointments available than afternoon ones. If you need to see the doctor urgently please tell the receptionist. It may not be possible to see the doctor of your choice, or at a time specified by you, but you will be seen. One appointment is for one patient with one problem, please tell the receptionist if you have more than one problem to discuss and she will make a double appointment.

Patients who are aged between 16-74, and have not been seen at the surgery for over three years, have the right to ask for a general health check. Patients aged 75 and over who have not been seen for over 12 months have the same right and may be seen at home if their medical condition means that they cannot attend the surgery. Contact reception to make an appointment for this.

Cervical Smears

Current guidance suggests that all women who are aged between 25 - 49 should have a smear test once every three years. Those who are aged between 50 - 64 should be screened every five years and those aged 65 and over should only be screened if they have not been screened since aged 50 or have had a recent abnormal result. These tests are to detect the early signs of cancer of the cervix which can be successfully treated at this stage.

Please note that the test also picks up other 'non-cancer' conditions. We have a recall system and women are invited by letter or telephone call to attend when their smear test is due.

Childhood Immunisations

The practice offers the current recommended immunisations and child health checks for children up to the age of five years. These are given either at the baby clinic or by the practice nurse. Immunisations for older children are usually given at school. Immunisations for some public health campaigns may be given in the surgery.

Contraceptive Services

The practice offers a wide range of contraceptive services and the doctors will be happy to discuss these on an individual patient basis. Referrals can be arranged if the service you require isn't offered in house.

Emergency contraception can be obtained on prescription; patients should make an appointment with the doctor. Alternatively, emergency contraception is now available to buy over the counter from certain pharmacies.

Fit Note

You do not need a doctor's certificate for the first seven calendar days of an illness. You should complete a self-certification form, more information is available at <https://www.gov.uk/taking-sick-leave> . If you need a private certificate requested by your employer, or for insurance reasons, there will be a charge for this. It is not recommended that you attend the doctor for sickness certification alone. The doctor is only able to give you a certificate if he considers that you are 'not fit for work' or 'maybe fit for work'; even if you consider you are not fit for work it may be in your own interests to return to work. The doctor will discuss the management of your illness with you and we ask that you respect the decision he reaches.

Home Visits

Home visits are at the discretion of your doctor. Please do not ask your doctor to call unless the patient is genuinely too ill to come to the surgery. Requests for a home visit can be made by phoning 01282 731300 before 10.00am whenever possible and giving the receptionist as much information as you can. This helps the doctors to plan their visits so that the most urgent calls are made first. If you need to see a doctor we prefer you to come to the surgery if you can and we can usually arrange an urgent appointment to see one of the doctors at short notice.

Home visits are time consuming and have to be fitted in between surgeries or later in the day. Whilst we appreciate that not everyone has easy access to a car, the local bus and taxi services are good and difficulties getting to the health centre can usually be overcome. Lack of transport should not be a reason for requesting a home visit! Whenever possible we ask you to try and come to the surgery where we have better facilities for examining and treating you.

Influenza, Pneumonia and Shingles Vaccines

In accordance with Department of Health guidelines, the practice recommends and offers the influenza vaccine annually and a one-off pneumonia vaccine for patients aged over 65; those in an at risk group; carers (unpaid); pregnant women and residents of nursing and residential homes. Please speak to a receptionist for further details as recommendations change regularly. The Shingles vaccination is being rolled out gradually, currently to certain people in their 70's, more information is available at

<http://www.nhs.uk/conditions/vaccinations/pages/shingles-vaccination.aspx>.

Medicines

Your doctor will try to make best use of NHS resources and as a result will not usually prescribe branded medicines. Costs of drugs change and it may sometimes be necessary to change the medication you are taking because of this. Changes may also be necessary if products are withdrawn, if there are safety issues or in light of new research.

Prescriptions are usually for one month although we can alter this for holidays.

Please follow the instructions you have been given when taking your medication and check that medication is not past its expiry date. Tell the doctor or nurse about any side effects or any changes in your medication. It is also essential that your doctor or nurse knows about any over-the-counter medication you are taking.

OLD OR OUT OF DATE MEDICATION SHOULD BE RETURNED TO A PHARMACY FOR SAFE DISPOSAL.

We do not prescribe medicines for short term minor ailments or for conditions when the respective medicine can be bought from a pharmacy or supermarket at a significantly lower cost than to the NHS. More information is available at <https://www.nhs.uk/common-health-questions/medicines/why-cant-i-get-prescription-over-counter-medicine/>

Minor Surgery

The practice offers a minor surgery service including removal of small skin lumps, freezing warts, joint injections

etc. Patients should make an appointment in the usual way and, following their initial consultation, they will be invited to have the minor operation performed.

Monitoring

The practice offers a service for patients who are taking certain drugs which require regular monitoring, where the monitoring is not being provided by the hospital. Your doctor or consultant will inform you if your medication warrants this monitoring.

Blood for Warfarin (anticoagulant) monitoring is now arranged by contacting at the Pharmacy at Burnley General Hospital - their telephone number is 01282 804343 - although there are clinics held locally. If you are taking Warfarin we will need a copy of your monitoring booklet after each blood test.

New Patients

When the practice list is open, the practice is able to register patients who live within the inner practice area. There is a map showing the boundaries of the inner practice area on our website. Any further enquiries about how to register should be directed to our reception staff. All new patients over the age of 5 are required to have a health check within the first few weeks of registering. General health checks and advice are offered. You will be allocated a named GP – if you have a preference please tell the receptionist at the time of registering. You can see any GP, you do not have to see only your named GP.

Named GP

All patients have a named accountable GP who is responsible for their care – ask at reception for details of yours however, you can see any GP, not just your named GP but for continuity of care we recommend you see the same GP for the same problem wherever possible.

Nursing Team

We have three practice nurses and a health care assistant who are trained to provide:

Blood pressure checks and 24 hour blood pressure monitoring

Cervical smears

Chronic disease checks for patients with asthma, chronic obstructive pulmonary disease, diabetes, heart disease and other long-term conditions

Contraceptive advice

Dietary advice

ECGs

Immunisation for adults and children

New patient checks

NHS Health Checks for eligible patients

Spirometry

Weight checks

Patients with chronic diseases need to be seen at least annually by the practice nurse - if you think you may be due or overdue a review, please contact us. This is also the case even if you are also being seen by another specialist. If the practice is prescribing medication for you, it is likely that you will still need to be reviewed by the practice too.

Online services

Online services allow you to book GP appointments online, to order repeat prescriptions online or to send us messages. If you're 16 or over you can register to view your medical records online. Please call at reception with a form of identification. To view your medical records you'll need to complete a separate form. Proxy access can also be arranged.

Referral to Other Services

You will often be able to make a choice for many referrals. This is done using the "E-Referral" system which your doctor will discuss with you when he refers you. If you are referred by a locum this referral will need to be checked by one of the regular doctors first.

Some services will telephone you after you have been referred and before you are seen to assess how soon you need to be seen and who will be able to offer you the best care. Some services will also require you to 'opt in'; these are typically services with long waiting lists where many patients fail to attend for their first appointment. If you receive a letter asking you to opt in, it is important that you respond - failure to do so will mean that your referral will not be followed up.

Repeat Prescriptions

Repeat prescriptions can be ordered either by post, telephone, online or by calling at the surgery in person. You

<u>Day</u>	<u>Location</u>	<u>Times</u>	<u>Contact Number</u>
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or your relative/carer should order your prescription, we do not usually accept orders from pharmacies. Please contact us if a pharmacy is ordering on your behalf and you feel they are over ordering. Please give the name of the preparation which is printed on the bottle or on the computer print-out attached to the prescription. We accept telephone requests only from patients who are unable to come to the surgery or order online, but after 10.00am. Please allow at least one full working day from ordering your prescription to collecting it if collecting from our reception desk – you will need to leave longer if collecting from a pharmacy – check with the pharmacy. Prescriptions can be posted if a stamped, self-addressed envelope is provided.

We have a prescription box in reception in which you can post requests. Wherever possible please try to use the right-hand side of your prescription if you are on regular medication. If you wish to order online, you will need to register in person at the surgery for this service.

Wherever possible we now prescribe electronically using the Electronic Prescription Service (EPS), this allows you to nominate a pharmacy for us to send your electronic prescription – call in at your preferred pharmacy to complete a form.

Results of Tests

These can be given over the telephone or by calling at reception. Please ring after 2.00pm for results of tests. The doctor will authorise the results to be given by the receptionist or, if the doctor wishes to discuss the results with you, you will be given an appointment. ***Please note that it is your responsibility to contact the practice for your results from any investigations or tests.***

If you are given the result by the receptionist but wish to discuss this in more detail, you will be able to request an appointment with the doctor or Practice Nurse, whoever is more appropriate.

Speaking to Your Doctor or Nurse by Telephone

It is usually possible to speak to your doctor or nurse if you need to. The receptionist will arrange this for you but she will ask you for some details before passing the message on to the doctor or nurse.

Surgery Hours

All consultations are by appointment and are subject to change to meet the needs of patients and the practice. Surgery times are changed when one of the regular doctors isn't working due to annual leave, sickness or other reason. We will also employ locums at these times and it is more likely that your appointment will be with a locum as the remaining doctor will be dealing with more clinical administration and running of the practice. There are surgeries every morning and on Monday, Wednesday, Thursday and Friday afternoons, all by appointment.

Please speak to a receptionist if you would like a telephone consultation.

Training of Health Care Professionals

The practice does take part in the training of both doctors and nurses. On occasion you may be asked if a trainee doctor or nurse can sit in on your consultation; please let the receptionist, doctor or nurse know if you have any objections.

Other Services

Chiropodist/Podiatrist

Available at the health centre but you must fit certain criteria to be seen and you will need a referral which your doctor or nurse can arrange if appropriate.

Community Midwives

These are attached to the practice and participate in the care of all pregnant ladies and visit mother and baby at home in the early days after delivery. The antenatal clinic is usually run by the midwife on Tuesday mornings but you will need an appointment.

District Nurses

These are based in the health centre and work closely with the doctors seeing patients in their homes and at the health centre. You can contact them either by calling in at the health centre or by telephoning 01282 731001/731010.

Health Visitors

Regular local child health clinics are available to parents of children from birth to five years old. At these clinics the health visiting team are available to discuss any aspect of a child or family's health and wellbeing. This includes sleep, behaviour, toilet training, feeding, healthy weights, minor illness and more. Clinics and their contact details are:

Monday	Sure Start South West Burnley Childrens Centre, Tay Street , Burnley , BB11 4BU	13.30 -14.30	01282 832249
Tuesday	Whitegate Children Centre, Victoria Road, Padiham, BB12 8TG	09.00 – 10.30	01282 772283
Wednesday	St Peter's Primary Health Care Centre, Church Street, Burnley, BB11 2DL	10.00 – 11.00	01282 805920
Thursday	Burnley Wood Children Centre, 33 Brunswick Street, Burnley BB11 3 NY	11.00 – 12.00	01282 452714
Thursday	The Fold, 2-8 Venice Avenue, Burnley, BB11 5JX	11.00 – 12.00	01282 628651
Friday	Ightenhill Children Centre, Oak Street, Burnley BB12 6QZ	09.00 - 10.30	01282 839706

Mental Health Team

There are a variety of services on offer, some of which do not operate from the health Centre. You may need to be referred by the GP for some of the services. More information is available at www.eastlancshealthyminds.nhs.uk

Specialist Nurse Practitioners

The Specialist Nurse Practitioner (SNP) team consists of highly skilled and experienced nurses who possess advanced nursing qualifications.

The SNPs are able to:-

Diagnose, treat and manage long term conditions and/or acute conditions for those residents in nursing and residential care homes, prescribe medications when required, review and monitor medications, periodically make adjustments as necessary in agreement with their doctor, work with the residents own family doctor, implement and review care planning, improve the quality and delivery of care wherever possible. They also work with patients over the age of 75 who are housebound. They have access to your medical record and are able to add consultation details to your medical record.

Treatment Room

The treatment room is open Monday to Friday both mornings and afternoons and is staffed by the community nursing team. An appointment system is in operation. To make an appointment please ring 01282 731001.

Please note that ears are no longer syringed routinely. Further details are available in the self-help section of this booklet.

General Information

Allergies

Please inform the doctor, nurse or receptionist if you have any allergies, particularly to medicines or latex, before your consultation or before any new medication is prescribed.

Care Data / National data opt out

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

We need to make sure that you know this is happening and the choices you have. Speak to the Practice Manager if you'd like more information or look at www.nhs.uk/your-nhs-data-matters .

Care Navigation

When you call us to make an appointment the receptionist will ask you for a brief outline of your problem, our

reception staff are trained to navigate you to the correct health professional, who may not be a member of our team, this is to ensure you see the right person and to ensure we don't have wasted appointments, it means that you should get a GP appointment sooner if you need one.

Care Quality Commission (CQC)

The CQC ensure that GP practices provide people with safe, effective, compassionate and high quality care. They do this by inspecting us. Details of inspections and our registration with them can be found on their website www.cqc.org.uk. If you wish to contact them you can telephone 03000 61 61 61, or email enquiries@cqc.org.uk

Carers

Are you an unpaid carer or do you have a carer? Please let us know so that we can ensure you are receiving the appropriate support. If you provide regular and substantial care for someone aged 18 or over, you can ask your Local Authority (Lancashire County Council) or your local carers service for a 'Carers Assessment'; more information, help and support is available at <http://www.eastlancscarers.org.uk/> or by ringing Carers Link Lancashire on 0345 688 7113.

If you feel that you, or someone you know, needs extra help, you can contact Social Services direct on 01282 425961.

Change of Personal Details

Please let us know promptly if you change your name, address, telephone number or email address. If you move out of the practice area you must register with to a practice closer to your new address. It is particularly important that you keep us up to date with mobile numbers as we currently have a text message reminder service for appointments booked in advance. We use your email address to communicate with you about our Patient Participation Group, to circulate our newsletters and to pass on useful information. This is necessary because the doctors have agreed a practice boundary with NHS England (see map on page 3). This boundary defines the area the doctors cover so that visits and emergencies can be dealt with swiftly and safely. Please note that no exceptions will be made, no matter how infrequently you attend the surgery. If you move out of the area temporarily, for example to recuperate following an illness, or to stay with relatives, you will need to register temporarily with a GP in that area. This includes patients who move into nursing homes which are out of our practice area. We now have an outer boundary (see website), this is for patients already registered with us who move into the outer boundary and therefore are able to remain registered with us, it is not for new patients who we can only register if living in our inner boundary.

Chaperones

If you would like another member of staff to be present during your consultation, examination or procedure please ask the doctor, nurse or a receptionist. For certain examinations or procedures the clinician may automatically arrange for a chaperone to be present. This may mean that sometimes the consultation will take a longer time.

Complaints, Compliments and Concerns

In order to improve our services the practice welcomes feedback, both positive and negative, about the care we offer. Following an appointment, providing we have your up to date mobile telephone number you will be given the opportunity to participate in the Family and Friends test, in addition you can complete our paper Family and Friends test questionnaires which are available in the waiting room, or electronically on our website at

www.kiddrowmedicalpractice.co.uk

You can telephone, call in person or email helen.harrison2@nhs.net. Patients wishing to comment on the services provided by the practice should contact the practice manager or your own doctor. Feedback is shared at monthly team meetings to try to improve any aspects of our service which have been criticised and build on the positive aspects. We have a policy for dealing with complaints which can be obtained from the practice manager if required. You can also leave feedback on the NHS Choices website at www.nhs.uk, then by locating our practice. If you wish to complain but don't feel able to contact us directly, you could contact Patient Advice & Liaison Service, East Lancashire Hospitals, Tel. 0800 5872586, Email: pals@elht.nhs.uk

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. In addition to paper records, this information is recorded on computer and we are registered under the Data Protection Act. All members of the practice team have access to patient information. In addition, the practice is audited regularly by other NHS departments and the CQC, it will be necessary for members of this team to have access to patient records for audit purposes only. However, should you wish to deny the auditors access to your records, you should put this request in writing to the practice manager and a note will be made in your records. The practice

will ensure that patient confidentiality is maintained at all times by all members of the practice team and the auditors.

There may be rare occasions when we need to disclose your personal information without your consent; we would only do this if it were necessary for the provision of your health care. An example may be if a new service were set up for a large group of patients making it impractical to obtain individual consent. If this were the case, we would inform you by displaying a poster in the surgery or a message on our prescriptions. The practice will now be visited regularly by the Care Quality Commission (CQC) and they may need to access your records.

Our administrative staff are bound by the same rules of confidentiality as the doctors and nurses. They have a difficult job to do especially in dealing with the large numbers of patients who visit or telephone the surgery each day. They have to try and keep both doctors and yourselves happy and to do so may have to ask what might appear at times to be unnecessary questions. They are only doing what they are asked to do by the doctors. Please help them carry out their job by providing the information they need.

Patients can have access to their medical records, for which a fee is payable, however those over the age of 16 can now register to access their medical records online – please ask at reception, there will be a form to complete.

Dental Problems

It is not appropriate for patients with acute dental infections to be treated by a GP with antibiotics as this can often lead to further more severe problems. If you think you have a dental problem, you should make an appointment to see your dentist. If you are not registered with a dentist you can find a local dentist on www.nhs.uk or by ringing 111. Same-day appointments can be arranged for urgent cases. Dental abscesses or decay need treatment by a dentist as does toothache. Whilst you are waiting for treatment for toothache, you could take over-the-counter painkillers such as paracetamol or ibuprofen, and you should avoid hot or cold foods which will probably make the pain worse. Temporary relief may be obtained from biting on a cotton wool ball soaked in oil of cloves.

To avoid dental problems, you are advised to limit the amount of sugary foods and drinks you consume; brush your teeth, gums and tongue twice a day using fluoride toothpaste; change your toothbrush every three months; use a mouthwash that kills bacteria; clean between your teeth using dental floss and visit your dentist regularly. DO NOT SMOKE, ask a member of staff if you need help giving up.

Diabetic Eye Screening

Diabetic patients should have annual eye screening and are seen by a centralised service, which is based at St Peter's. The service does also see patients at Kiddrow Lane Health Centre. If you would prefer to be seen here speak to your practice nurse or telephone the service direct on 01282 805601. You will still need to see your optician if you have any other eye problems.

Disabled Patients

The health centre premises are on one level although there are small kerbs to negotiate from both the road and the car park. If you think that you may have difficulty in accessing the premises, please telephone us before your visit so that we can do all we can to help. There is a disabled toilet adjacent to the treatment room. We do have an adjustable examination couch. If you have any special requirements, please try to let us know before your visit so we can do all we can to help.

Emergency Hospital Services

If you need an emergency ambulance, ring 999. Cases of severe injury / illness requiring a blue light ambulance will usually be taken to the Royal Blackburn Hospital.

Freedom of Information Act Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information which the practice intends to routinely make available. The scheme is available by contacting the Practice Manager.

Laboratory Specimens

Specimens are sent to the hospital daily Monday to Friday. If you are asked to bring a specimen, please ensure that we receive it before 2.00pm. It is your responsibility to contact the practice for the result.

Medical Records

Many NHS services now have access to your medical records to help improve the care you receive. Your consent will always be asked before access is granted. Please contact the Practice Manager if you would like more information.

National Cancer Diagnosis Audit (NCDA)

This GP practice is taking part in an important national project to improve how people are diagnosed with cancer. This project is called the National Cancer Diagnosis Audit (NCDA).

If you have been diagnosed with cancer, your GP practice may share, securely, certain information with the National Cancer Registration and Analysis Centre at Public Health England.

This information might include how many times you came in to see the GP with symptoms, what types of tests you had, and when you were referred.

Taking part in the NCDA shows that this GP practice is committed to diagnosing cancer as early as possible, to improving care for people with signs and symptoms that could be cancer and care for cancer patients.

The type of information, and how it is shared, is controlled by law and enforced by strict rules of confidentiality and security.

For further information about how your data is used, please see www.cruk.org/ncda

More information about cancer registration is available at www.ndrs.nhs.uk

If you do not want your information to be used, please inform the receptionist, your GP or your nurse. This will not affect your care in any way.

More information is available at www.cruk.org/ncda , www.ndrs.nhs.uk or ask a member of staff.

National Diabetes Audit (NDA)

This GP practice is taking part in an important national project about diabetes care and treatment in the NHS. The project is called the National Diabetes Audit (NDA).

To take part, your GP practice will share information about your diabetes care and treatment with the NDA.

The type of information, and how it is shared, is controlled by law and enforced by strict rules of confidentiality and security.

For further information about how your information is used please ask for the NDA patient information leaflet.

Taking part in the NDA shows that this GP practice is committed to improving care for people with diabetes.

If you do not want your information to be used, please inform the receptionist, your GP or nurse. This will not affect your care.

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it is not a life-threatening situation.

NHS website

The NHS website is the official website of the NHS in England, it provides a health information service and lets you find, choose and compare health, support and social care services in England. It also publishes reviews and ratings across health and social care services, it can be located at www.nhs.uk

Non-NHS Services

Not all the services that we provide are done under the NHS and some services may incur a fee. These include medicals for occupational reasons, passport applications, private sick notes, some travel vaccines and insurance forms. Please ask at reception for details if you think you may incur a fee.

Notices

Please look at our notice boards in the waiting room whenever you are in the health centre. We do try to inform patients of any changes in the services we offer, via notices. We also use the board for reminders. One of the notice boards is a 'theme' notice board which changes regularly and which we use for health promotion and promotion of any new practice initiatives. In addition, if you are on regular medication, the right-hand side of your prescription is also used for notices.

Out of Hours - Night and Weekend Calls

The practice does not provide cover outside of our core hours (Monday to Friday 8.00am – 6.30pm), this is arranged by NHS England. If you need urgent medical attention in the night, at weekends or during public holidays, you should telephone: 111

You may be given telephone advice, invited to the out-of-hours Primary Care Centre where there are excellent facilities for treating most illnesses, or visited by a doctor if necessary. As with daytime visits, these should be only when you are too ill to attend the centre and not due to lack of transport! It is unlikely that the emergency doctor will be your own doctor. The Out of Hours Centre is not a walk-in centre and you must make telephone contact before you attend.

Please note: try to contact us during the day. Out-of-hours calls are strictly for medical emergencies only!

For dental emergencies and dental pain please contact your dentist or telephone NHS 111.

If you or a family member is expected to die in the near future, providing we have consent we will send some information to the out-of-hours doctor. This will ensure that the out-of-hours doctor is aware of the wishes of patients and their families so ensuring that appropriate medication is available.

Patient Participation Group

We have a Patient Participation Group which meets approximately every 3 months. If you would like to join the group simply give your email address to a receptionist, or ask for the Practice Manager if you would like more information. Patients are asked for feedback on our service and by becoming a part of the group you will learn how the surgery runs and will be asked when we want to make changes to our services.

Patient Surveys

Department of Health Patient Surveys are regularly sent out and we would encourage you to participate if a questionnaire is given or sent to you as this is one way in which our work is evaluated.

Rights and Responsibilities of Patients

Patients will be treated with courtesy and respect as individuals and partners in their healthcare. Please understand that everyone works better when treated with courtesy and respect.

Violent, threatening and abusive behaviour will not be tolerated in this practice; any patient behaving in such a way will be removed from our list.

The practice expects patients to keep appointments that they have made. Whilst we appreciate that there are often genuine reasons for non-attendance, persistent non-attendance without reasonable explanation is not acceptable as valuable practice time is wasted. Please let us know if you are unable to keep an appointment. We have a policy to deal with patients who constantly do not attend for appointments they have made and they will be removed from the practice list.

Text Messaging System

We currently have a text messaging system which is automated to send reminders about appointments which have been booked in advance. We also use it to send reminders or give out health promotion messages. For this reason it is particularly important that you ensure your contact details with us are up to date, particularly your mobile telephone number. You can still give us your number, but opt out of the messages.

Urgent Care Centre

If you have an urgent, but less serious injury or illness which cannot be dealt with by a GP, you should go to the Urgent Care Centre. These are situated at either Burnley General Hospital, off Briercliffe Road or the Royal Blackburn Hospital (next to the A&E department). Both units are staffed every day, around the clock by senior doctors and nurses.

Vaccinations for Travel or Occupation

Not all vaccinations can be given free of charge under the NHS. For some vaccinations, there may be an administration charge. You may have to pay a prescription charge or you may have to pay the cost of the vaccination. The practice nurse will give you details at the time of your appointment. Please give the receptionist at the time of making your appointment as much information as possible about why you need a vaccination.

If you are planning a trip abroad and think you may need vaccinations, you should contact us at least eight weeks before your date of travel, you will be asked to complete a questionnaire prior to your appointment. You should see a pharmacist about anti-malaria treatment if appropriate. Some vaccinations may need more than one dose. The Fit for Travel website has plenty of useful information at: www.fitfortravel.nhs.uk. This includes advice on sun exposure, animal bites, children travelling, travellers' diarrhoea as well as vaccinations needed for every country in the world. It is also advisable to look into obtaining a 'European Health Insurance Card' which can be done online at www.ehic.org.uk. We are unable to give complex travel vaccines and in these cases it is likely that you will be asked to attend a private travel clinic.

Waiting Time

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay. Please do everything you can to keep appointments but tell us as soon as possible if you cannot, otherwise other patients may have to wait longer for an appointment.

Website

All the information in this booklet and our newsletters is available on our website at www.kiddrowmedicalpractice.co.uk Information is also available on www.nhs.uk and then by navigating to our

practice.

Burnley Primary Care Charter

Expectations

In order to give our patients the best possible service and care GP Practices in Burnley have agreed a set of principles that patients can expect their local surgery to offer to all:

- Patients can expect to be greeted in a friendly and welcoming manner and treated with courtesy and respect by everyone working in the practice.
- Patients can expect clean, comfortable premises, with good access for the disabled.
- Staff will make every effort to ensure confidentiality is maintained at all times.
- Where there is a delay Patients can expect to be told by the receptionist the reason for this. The doctors and nurses aim to see patients within 30 minutes of their appointment time.
- Patients are encouraged to discuss their health with the surgery in order for us to support them to see the right person, the receptionist will care navigate you.
- We aim to give a routine appointment within two working days with an unspecified doctor.
- Patients can expect to be offered appropriate advice about how to stay healthy and to avoid illness.
- Patients can expect to be informed of any changes or developments in the practice by means of leaflets, surgery displays and /or their websites.
- All patient complaints are taken seriously and if you wish to make a formal complaint you must do so in writing following the practice complaints procedure.
- Patients can expect to have their comments or suggestions about our service taken seriously and to receive a prompt reply to any items you raise with us, provided you leave contact details.
- Patients can expect repeat prescriptions to be ready for collection within two working days after ordering.
- Patients can expect the diversity, values and human rights of people who use our services to be recognised.
- Patients can expect us to communicate with them in a way that is appropriate to meet their needs e.g. through interpreters, and support for disabled patients.

With These Rights Come Responsibilities

- Patients have a responsibility not to delay other patients from seeing the doctor or nurse by being punctual for their appointment
- Patients who have been given an appointment are responsible for keeping it or giving adequate notice of cancellation, so that the appointment can be made available to someone else.
- A doctor can see more patients in surgery and carry out more thorough investigations than when visiting patients in their home. It is the Patient's responsibility to come to the surgery for appointments, unless they are housebound, terminally ill or have a severe chronic illness.
- Patients have a responsibility to make more than one appointment, if more than one member of their family needs to see the doctor when they come to the surgery. This will avoid unexpected delays for other patients.
- Patients have a responsibility to request repeat prescriptions following the Surgery's correct procedure and to only order the medication they require.
- Patients have a responsibility to be courteous and respectful to the doctors, nurses and reception staff.

Our patients' health is a priority and we are here to support them by working in partnership to keep them healthy and avoid ill health.

We pledge to treat our patients with consideration and we expect the same in return.

All employees have the right to deliver patient care and services without fear of violence, harassment and aggression in the workplace.

All physical assaults will be reported to the Police with a view to obtaining a criminal sanction.

Non-physical assaults will be investigated and reported through the incident reporting system and an appropriate response devised, dependent on the nature of the event. Both non-physical and physical assaults, therefore, will

not be tolerated.

If you have any comments about this Charter please contact the Practice Manager