



**Patient Information Brochure**  
**[www.laytonmedicalcentre.co.uk](http://www.laytonmedicalcentre.co.uk)**  
**01253 951955**

# Welcome to Layton Medical Centre

**This brochure is for new and existing patients who want to know more about the Practice and what we offer.**

**This will tell you about what we offer, how to access our services and general information about the Practice.**

As a training practice we regularly have Foundation Year 2 Doctors working over 4-month intervals and Medical Students on a 6-week rota.



**Layton Medical Centre**  
with Fylde Coast Clinical Research



## Opening times



Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Saturday	*Closed*
Sunday	*Closed*

We are closed on bank holidays. More information for this can be found on our Facebook page

# Contact Information

## Address:

Layton Medical Centre  
200 Kingscote Drive  
Blackpool  
FY3 7EN



Email: [admin.laytonmedical@nhs.net](mailto:admin.laytonmedical@nhs.net)

This email is not be used for booking appointments

Telephone number:  
01253 204083



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# Patient confidentiality and Information Sharing

To ensure compliance with the General Data Protection Regulation (GDPR), 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 care

This information may be used for management and audit purposes However, it is usually only available to, and used by, those involved in your care.

You have the right to know what information we hold about you.



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# Accessibility

## Access

Layton Medical Centre is equipped with facilities for the disabled. Disabled access is via the front entrance. All consulting rooms are at ground level, as are the disabled toilet facilities and baby changing area. All our doors are automatic, or button operated. For any reason should a patient need to access the 1st floor we have a lift available.

## Parking

The surgery car park is easily accessible at the junction of Onslow Road and Kingscote Drive. Parking is at the rear of the premises.



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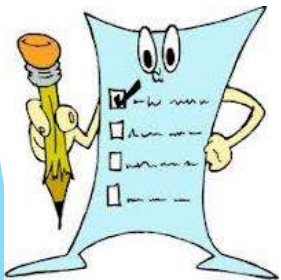
# How to register

We welcome all new patients here at Layton Medical Centre. You can apply to register with us by following visiting our website, or you ask come into the surgery and ask the reception team for a form.

Depending on your address, we will inform you if you are out of our catchment area and therefore not entitled to a home visit if required. If we feel your medical needs would be best at a practice near your address, we will inform you of this also.

We never discriminate on the grounds of sex, age, race, medical condition, social class or disability.

If you have not been registered with a GP in the UK previously, please bring your passport, if available.



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# Services

All GP practices are contracted to provide Essential Services, that is, basic treatment of ill people.

- ❖ We also provide the following Services:
- ❖ Cervical smears
- ❖ Child health and immunisation
- ❖ Contraceptive services,
- ❖ An annual flu immunisation programme
- ❖ Annual reviews for patients with long term conditions.
- ❖ Regular monitoring for patients on a range of medications



We also offer appointments with Alan Barnard - Mental Health Practitioner  
Tracy Chippendale - Podiatrist  
Beth Tierney - Cancer Care Co-Ordinator





# Appointments

We offer advanced, bookable GP and Nurse Practitioner appointments as well as on the day appointments.

Our lines are open 8am-6.30pm and we advise calling in the morning for the on the day appointments. If you call and request a same day appointment, we cannot guarantee this will be with your chosen clinician.

The Reception team will ask you a few questions to determine which clinician to book you in this.

Appointments made with the Practice Nurses and Health Care Assistant can be booked in advanced.

Home visits must be requested before 11am. This will be triaged by the on-call GP to assess if a home visit is required.

To help our appointments run smoothly, patients can help by being on time for appointments and cancelling appointments if they are no longer required.

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# Extended Access Service Appointments

Evening and weekend appointments are available through the extended access service at Whitegate Drive HealthCare Centre with GPs, Practice Nurses and other healthcare professionals for routine pre-booked services. The Fylde Coast NHS is committed to improving access to primary care services. This includes making appointments available at times that are convenient to patients. If you:

- find it difficult to attend an appointment during the working day;
- are a busy parent with small children;
- or rely on working carers to take you to appointments;

then this service is for you.

The reception team can book these appointments for you.



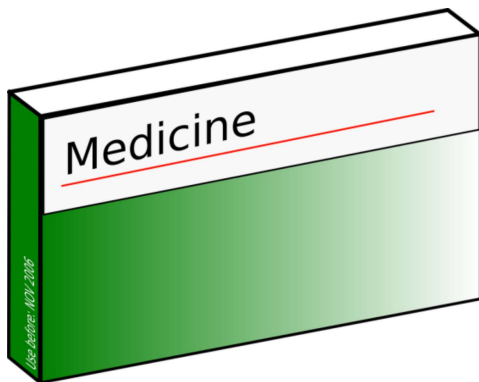
# Repeat Prescriptions



We no longer take prescription requests over the phone. Prescription requests can be made by using the My GP app which can be downloaded on IOS/Android devices. For more information on this please speak to the Reception team.

You can also use the request slip from your previous prescription which can be handed in at reception or placed in the prescription box in the waiting area.

Please allow two working days for the request process to either be sent to your nominated pharmacy electronically or to collect from the reception desk.



# Practice Staff

## GP Partners:

Dr R Clark *MBChB MRCGP DFRSH*

Dr S Shaw *MBChB MRCGP*

Dr T Marland *MBChB MRCGP*

## Employed GPs:

Dr A Daruzzaman *MBBS, MRCGP*

Dr A Smith

## Advanced Nurse Practitioner:

Martin Lovatt

Lisa Parkes

## Practice Pharmacist:

Emma Hatton

## Nurses:

Sister Caroline Lillicrap - *Practice Nurse*

Sister Kath Skiba - *Practice Nurse*

Danielle Tennant - *Health Care Assistant*

Janice Simmons - *Health Care Assistant*

## Research Team:

Mrs Angela Parker - *Business Development Manager*

Ms Mandy Chalk - *Lead Research Nurse*

Mrs Elaine Duncan - *Research Nurse*

Mrs Amy Clayton - *Research Nurse*

Ms Abigail Mupandawana - *Research Practitioner*

Mrs Karen Jackson - *Administration*



# Practice Staff

**Practice Manager:**  
Mrs Samantha DaCosta

**Reception Team:**

*Alison, Dawn, Nicola, Leeone,  
Ruth, Elle, Taylor*

**Administration Team:**

*Lisa, Zoe, Naomi*

**Medical Secretaries:**

*Clare, Carly, Jodie*

**Additional Staff:**

*We have a range of community staff within the surgery. This includes, District Nurses, Midwives and Counsellors.*



# Useful information

## Choose the right NHS service for your healthcare needs

### Self-care

Cough. Colds. Minor cuts. Sore throat. Headache.

Many common illnesses can be treated with a well-stocked medicine cabinet and plenty of rest.



### Pharmacy

Earache. Teething. Diarrhoea. Painful cough. Rashes.

Pharmacists are health professionals who can provide advice and treatment for a range of common illnesses.



### NHS 111

If you need medical advice or reassurance and don't have a GP to call.

Call or go online anytime, 24 hours a day, 7 days a week.



Persistent pain. Vomiting. Chronic backache. Asthma. Arthritis.

GPs provide medical advice, examinations, prescriptions and routine care for illnesses and injuries that aren't life-threatening.

GP



Severe bleeding. Breathing difficulties. Stroke symptoms. Broken bones. Chest pain. Baby with a rash or temperature.

Dialling 999 or going to the ED if you don't need to could delay treatment for someone who is seriously ill.

Emergency / 999





# Useful Contacts

**Blackpool NHS Walk-in Health Centre**  
Whitegate Drive, Blackpool. FY3 9ES - 01253 953 953

**Emergency Dentist**  
Whitegate Drive Health Centre, Blackpool, FY3 9ES - 0300 1234 010

**Patient Transport - 0800 032 3240**  
[https://www.nwas.nhs.uk/services/patient-transport-service-pts/make-a-booking/Ambulance Service](https://www.nwas.nhs.uk/services/patient-transport-service-pts/make-a-booking/Ambulance%20Service)

**Blood donation - 0300 123 23 23**  
<https://www.blood.co.uk/ation>

**Health visiting team - 01253 957 434**

**Sexual Health Services - 0300 123 4154**

**District Nursing Team - 01233 953377**

**Blackpool Teaching Hospitals switchboard - 01253 300000**

**Health, social care, childcare and community directory for the Fylde Coast**  
<https://www.fyidirectory.co.uk/>



# In the event of an emergency

If you or someone else experiences severe chest pain, blood loss or broken bones, go to your nearest Accident and Emergency department or call 999

A+E departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment

A+E is for life threatening illnesses and injuries and should only be used in a real emergency.

For minor illnesses and injuries that need urgent care you can contact the GP surgery or visit a Walk In Centre or Urgent Care Centre.

If you are unsure about which service, you need you can contact NHS 111 or visit their website where they can offer advice



# Patient Responsibilities

We ask that you treat our Doctors and staff with courtesy and respect. Please remember that staff are working under Doctors' orders. The first couple of hours of the morning can be extremely busy. Please keep telephone calls brief and if possible, leave routine calls until later in the day. Please attend appointments on time or give the Practice adequate notice if you wish to cancel. You can opt to receive text messages to remind you of your appointment. An appointment is for one person only, where another member of the family needs to be seen or discussed, a separate appointment should be made. If you change your address, name, telephone number, mobile number or email address please let us know immediately. It does affect how we contact you, potential referral letters etc. and may mean a delay in your care.





# Zero Tolerance

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients.

To protect staff and patients alike we operate a zero-tolerance policy within the practice where rudeness and abusive behaviour are unacceptable. We are also looking to create a calm and pleasant environment for us all to enjoy.

You will be removed from the list should you be responsible for any form of abuse or violence that occurs to GPs, staff or other patients on our premises.

## Complaints Procedure

If you are unhappy and feel this warrants a complaint, please put this in writing to the Practice Manager. We aim to have dealt with the issue within 6 weeks.



# Fylde Coast Clinical Research

We are also an award-winning NHS Research facility working to bring better health outcomes.

If you are interested in partaking in any research, you can find more information @

Website - <https://fCCR.co.uk/>

Facebook - search Fylde Coast Clinical Research

Call - 01253204084

Email – [hello@fCCR.co.uk](mailto:hello@fCCR.co.uk)

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