



# Practice Booklet

**Call:** 01253 344544

**Email:** [blackpool.bmcgp@nhs.net](mailto:blackpool.bmcgp@nhs.net)

**Website:** [www.bloomfieldmedicalcentre.co.uk](http://www.bloomfieldmedicalcentre.co.uk)

**Facebook:** [www.facebook.com/bloomfieldmedical](http://www.facebook.com/bloomfieldmedical)

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# **1. Practice Information**

## 1.1 Introduction

Welcome to Bloomfield Medical Centre. We are one of the largest GPs in the area, providing NHS Primary Care Services over both Bloomfield Medical Centre (our main site) and Grange Park Health Centre (our branch site).

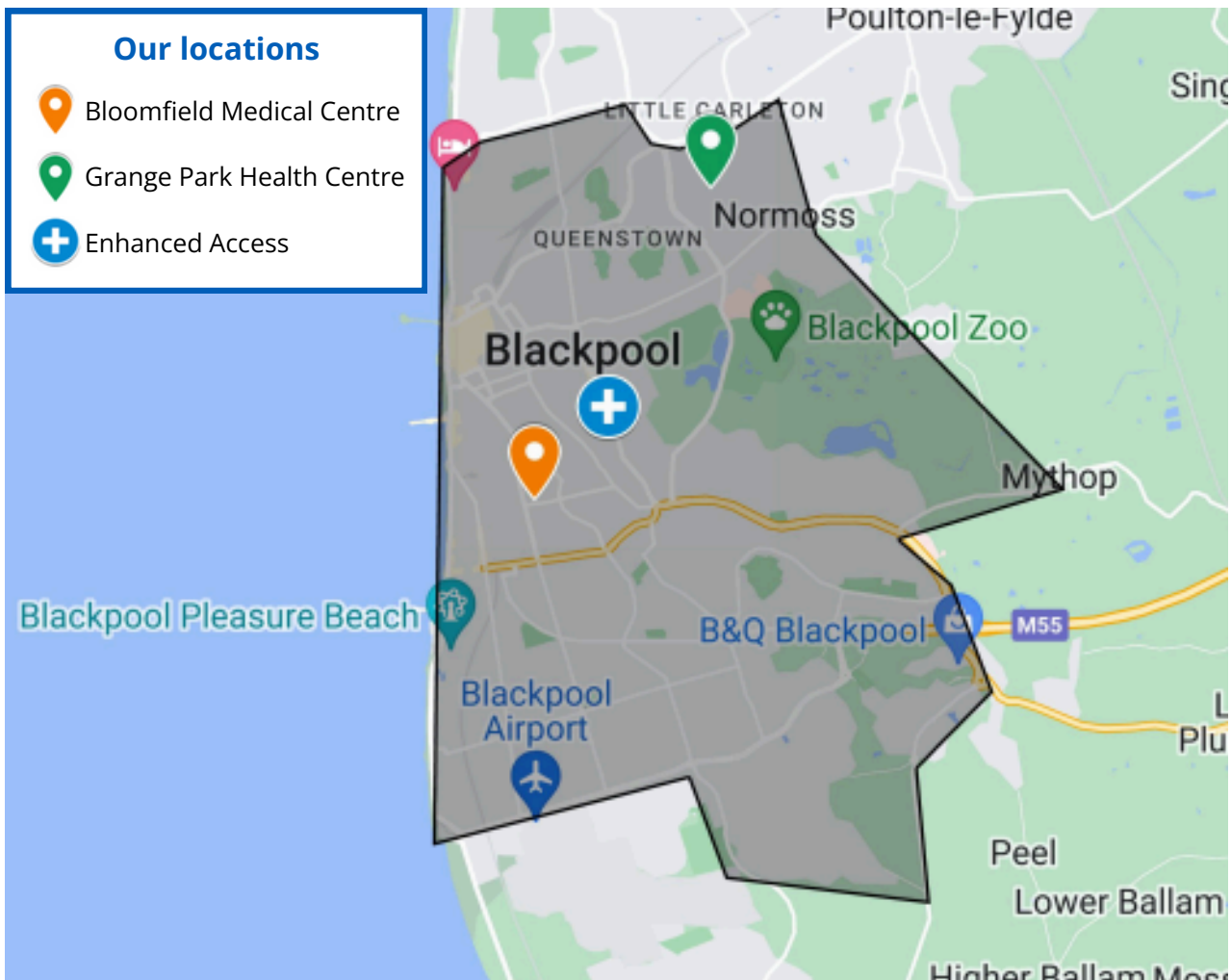
We hope you take the time to read all the information within this practice booklet prior to registering with the practice. Should you have any enquiries, please contact us via telephone on [01253 344544](tel:01253344544), where one of our reception team will happily help you.

Furthermore, we encourage all current and prospective patients to visit our website: [www.bloomfieldmedicalcentre.co.uk](http://www.bloomfieldmedicalcentre.co.uk). Our website is full of more in-depth information about the practice and is updated frequently. It also contains lots of useful tools, information and local services for patients which could be useful to you.

## 1.2 New registrations & catchment area

Bloomfield Medical Centre does allow for new patient registrations. You can now register the practice quicker and easier online through our website: [www.bloomfieldmedicalcentre.co.uk/register](http://www.bloomfieldmedicalcentre.co.uk/register). Alternatively, you can collect a paper registration form from reception at either practice. **New registrations can take up to 2 weeks** to process before showing on our system.

Our catchment area is shown on this map, and you can visit our website to use the interactive map to see if your home postcode is within our catchment area. You will find this under the registration information page on our website.



Whilst we do accept registrations from people outside of our catchment area, these patients may not be eligible for home visits or certain local services we refer to. For your continuing health, patients outside of our catchment area are recommended to re-register with a local practice close to their home.

### **1.3 Zero-tolerance policy**

We do not tolerate abusive behaviour towards any of our staff, and we take all cases of abuse to our staff very seriously.

This practice supports the national campaign for zero tolerance to all members of NHS staff, as we have a right to care for people without the fear of being attacked or abused in any way. Our staff are fully trained to be polite and helpful, and we expect the same in return for this. All forms of aggressive behaviour will not be tolerated, and we actively remove abusive patients from our surgery, and in some cases, contact the police.

## **1.4 Medical student training**

We participate in training medical students. You will always be advised by the clinician if a medical student will be in surgery with you, and asked if you give permission for the medical student to remain present for your consultation (you have the choice, this is not compulsory). We thank all patients who allow for the continuing education of our future clinicians.

## **1.5 Disabled access**

Both of our practices are fully compliant with regulations for our disabled patients. At Bloomfield Medical Centre, there is a lift to the first floor. Grange Park Health Centre operations on the ground floor only.

## **1.6 Data protection**

When you register as a patient with the practice, we pass your details to Lancashire and South Cumbria Health Authority who will obtain your Medical Records from your previous GP (this may take several weeks). Other parts of the NHS may have access to your Medical Records (e.g., inpatients in hospital may ask for details of your medical history). The practice is registered under the Data Protection Act.

## **1.7 Freedom of information**

This act entitles anybody to ask for any recorded information we may keep. All requests for information must be made in writing. You must clearly state what information you are requesting and supply your name and address. You do not need to say why you want the information. In most cases we will respond to your request within 30 days of receiving it; if we cannot do this, we will explain why and let you know when you will receive a reply.

## **2.**

# **Practice Staff**



## 2.1 GP partners

### **Dr Peter Smith**

MB ChB (Manchester 1987) MRCGP Dip Clin Acupuncture.  
Male GP. GMC number: 3184257.

### **Dr Howard Brown**

MB ChB (Birmingham 1988) MRCGP DCH FP Cert.  
Male GP. GMC number: 3263255.

### **Dr Neil Hartley-Smith**

MB ChB (Manchester 1996) MRCGP.  
Male GP. GMC number: 4303800.

### **Dr Anthony Loock**

MB ChB (Pretoria 2001) MRCGP FSRH.  
Male GP. GMC number: 6054649.

### **Dr Paul Collins**

MB BCh BAO (Dublin 2008) MRCS MRCGP.  
Male GP. GMC number: 7022987.

### **Dr Liam Rees**

MBChB (Manchester 2011) MRCGP.  
Male GP. GMC number: 7136223.

### **Dr Helen Moore**

MB ChB (Manchester 2006), Clin Dip Pall Med, MRCGP.  
Female GP. GMC number: 6145482.

### **Dr Samantha Parker**

MBChB (Liverpool 2014) MRCGP  
Female GP. GMC number: 7458861.

## 2.2 Salaried GPs

### **Dr Janet Pollock**

MB ChB (Glasgow 1985) MRCPGP DRCOG DCH.  
Female GP. GMC number: 3070318.

### **Dr Katie Riding**

MB ChB (Manchester 1997) MRCPGP  
Female GP. GMC number: 4401698.

### **Dr Senna Aslam**

MB ChB (Manchester 2015) MRCPGP  
Female GP. GMC number: 748964.

### **Dr Jennifer Harrington**

MB BS (Newcastle 2016).  
Female GP. GMC number: 7511268.

### **Dr Amr Elseby**

MB BS (Newcastle 2018).  
Male GP. GMC number: 7582192.

### **Dr Mike Watson**

MB ChB (Keele 2012).  
Male GP. GMC number: 7266389.

## 2.3 Management

### **Practice Manager**

Mr. Gary Cunliffe

### **Business Manager**

Mr. Ben Sharples

### **Nurse Manager**

Mrs. Kathryn Blacow

### **Admin Manager**

Mrs. Karen Timperley

## **Reception Manager**

Mrs. Michelle Dickinson

### **2.4 Nursing team**

Our nursing team is run by Kathryn Blacow. The nurses offer a full range of clinics that help to promote better health for our patients, including NHS Health Checks, Chronic Disease management (e.g., asthma, COPD, diabetes), diet & lifestyle advice, women's health (e.g., cervical screening), wound care/reviews, stitch/suture removal, injections/vaccinations, and much more.

### **2.5 Clinical pharmacists**

Our clinical pharmacists are Magnus Hird, Rachael Douglas, Christine White, and Laura Eccles. They are qualified as independent prescribers and can help patients with a range of issues, such as: pain reviews, standard/complex vascular reviews, chronic disease management, and much more.

Our pharmacists also undertake structured medication reviews, which we encourage all our patients to have on an annual basis if they are on medication for extended periods of time. This is to ensure your medication is working as best as it can for you and help reduce medicine waste in the NHS.

### **2.6 Midwives**

Patients must self-refer to the midwifery service online, please search: [www.bit.ly/MaternitySelfReferral](http://www.bit.ly/MaternitySelfReferral).

The midwives provide care for the mother and child throughout and following the pregnancy. We have our own in-house midwife, Sharon Blackburn, who runs a clinic at Grange Park Health Centre on Thursdays, and at Bloomfield Medical Centre on Fridays.

If you need to contact the Midwives department, you can call them on [01253 956820](tel:01253956820).

## **2.7 District nurses**

The experienced team of district nurses provides nursing care for those patients who are housebound. The practice, as well as the hospital and other agencies, will refer to the district nurses who will then undertake assessment and provide the appropriate care as directed by a clinician. If necessary, referrals are made to other agencies, such as: chiropody, social services, health visitors, and more.

Should you need to contact the district nurses (Central Neighbourhood), please call them on [01253 953377](tel:01253953377). Alternatively, you can call the main reception within the Whitegate Drive Health Centre on [01253 953040](tel:01253953040). You can also email them at [bfwh.central@nhs.net](mailto:bfwh.central@nhs.net).

## **2.8 Reception**

Our fully trained reception staff are here to help you and navigate you to the most appropriate care to meet your needs. This is a very difficult and demanding job, so ensure you treat them with respect and courtesy – we are a zero-tolerance practice. So that they can understand the urgency of your situation and navigate you to the most appropriate care, we may have to ask you a series of questions. Receptionists, just like clinicians, are bound under the same rules of confidentiality.

For the full list of our staff, please visit our website: [www.bloomfieldmedicalcentre.co.uk/our-staff](http://www.bloomfieldmedicalcentre.co.uk/our-staff)

# **3.**

# **Appointment information**

### **3.1 Routine appointments**

Most appointments are routine, which means booked in advance. Routine appointments are up to 28 days away when available. To book an appointment, please contact either surgery on [01253 344544](tel:01253344544). You can also book routine doctor's appointments online with the NHS App. Alternatively, you may be invited to book an appointment by an SMS text message which contains a link for you to book an appointment yourself on your internet browser.

If you have a preferred clinician you would like to see, please inform the receptionist when booking your appointment. We aim to have you seen as soon as possible and our trained reception team will navigate you to the most appropriate care to meet your needs. Please note, we have 2 sites and our Enhanced Access service, so please ensure you attend the correct location for your appointment. If you are unsure of where your appointment is, you can contact reception for further details.

### **3.2 Urgent appointments**

This practice offers a same day telephone triage service with the on-call duty team, made up of GPs and Advanced Nurse Practitioners (ANPs). To organise an urgent appointment, please contact reception on [01253 344544](tel:01253344544) and provide details of your need for an urgent appointment. You may be invited into the practice for a face-to-face consultation with a clinician following your telephone consultation, if deemed necessary.

Urgent appointments are for:

- A new health problem causes major disruption to your ability to do things you would normally be able to do.
- A new health problem that is significantly worsening despite you following advice on how to look after it (e.g., from your care plan, a local pharmacist, or following a consultation with a clinician at the practice).
- A health problem you have previously been advised requires an urgent response.

- A health problem that, if left untreated, will cause or risk significant harm to your health.

**For medical emergencies requiring immediate action, please dial 999 or visit A&E. We are not an emergency service.**

This service cannot be demanded for non-urgent or ongoing problems. If you require same day help with a health condition that is non-urgent and not appropriate for our triage service, please contact NHS 111.

### **3.3 Evening & weekend appointments (Enhanced Access)**

The practice is part of the South-Central Primary Care Network (PCN), allowing us to provide evening and weekend appointments with doctors, nurses and other healthcare professionals based within the Whitegate Drive Health Centre on the first floor (currently signposted as Extended Access). This allows our patients to access healthcare outside of the practice's opening hours, ideal for those in full-time work or those with younger children.

This service runs on an appointment only basis. To book or manage your evening or weekend appointment, please contact the practice on [01253 344544](tel:01253344544). If the surgery is closed, please contact [01253 952950](tel:01253952950).

### **3.4 Home visits**

Home visits are intended for the housebound or for those too ill to travel. If you think that you require a visit, please phone the practice on [01253 344544](tel:01253344544) before 11am. The receptionists will ask you for brief details of the problem to assess the degree of urgency of your request. The doctor will decide if a visit is necessary by contacting you by telephone.

### **3.5 Appointment reminders**

For patients who have consented to SMS messages from the practice, you will get a text reminder to your mobile phone number the night before your appointment, confirming your appointment date, time, and location. Please ensure we always have your up-to-date contact details. You can do this through our website, or by contacting the practice on [01253 344544](tel:01253344544).

### **3.6 Cancelling your appointment**

Unfortunately, many appointments are wasted when patients do not attend (approximately 300 to 400 each month), which limits the number of available appointments for other patients who need them. If you are unable to make your appointment time, it is important that you cancel it as soon as possible. You can cancel your appointment by:

- Call [01253 344544](tel:01253344544) and leave a voicemail message.
- Speaking to a member of reception in person or over the phone.
- Using online services (such as the NHS app).
- Replying to the text reminder of your upcoming appointment sent the day before.
- Emailing [blackpool.bmcgp@nhs.net](mailto:blackpool.bmcgp@nhs.net).

### **3.7 Non-attendances (DNAs)**

Patients who fail to attend for their appointment waste valuable time for clinicians and massively contribute towards a lack of available appointments for other patients to book their appointments. Patients will be warned via a letter for every appointment they fail to attend and could eventually be removed from the practice if they continue to not attend their appointments.

If you cannot attend for your appointment, it is important you cancel it as soon as possible.



### **3.8 Out of hours help**

The NHS 111 service can be used by anyone who believes they need medical help that is not an emergency and direct you to the most appropriate care. For emergency help, you should dial 999 for visit A&E. NHS 111 can also be used for help with emergency prescriptions.

The Urgent Treatment Centre (UTC) within Whitegate Drive Health Centre is open every day from 8am to 8pm.

### **3.9 Chaperones**

Bloomfield Medical Centre is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being always followed 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 trained chaperone to be present.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made without delaying the appointment. Where this is not possible, we will endeavour to provide a formal chaperone at the time of request, however, it may be necessary to reschedule your appointment.

Your clinician may also require a chaperone to be present for certain consultation in accordance with our chaperone policy.

### **3.10 Sick notes**

To get a sick note, you will have to book a routine appointment with any doctor to discuss your symptoms. Please note, routine appointments can be up to 28 days in advance when available. You can find out more information regarding our appointments system by clicking [here](#). If you have only been off work with sickness for 7 days or less, you do not have to see a doctor. More information is available on our website:

[www.bloomfieldmedicalcentre.co.uk/sick-notes/](http://www.bloomfieldmedicalcentre.co.uk/sick-notes/).

If you have an existing sick note and would like to extend it, you can now make this request online! Please use the NHS App or visit our website for more information online. Alternatively, please contact the surgery on [01253 344544](tel:01253344544).

### **3.11 Test results**

If your test results come back as normal or okay, we do not usually contact you as there is nothing to worry about.

If your test results are out of range, usually this is nothing to be immediately concerned by, although we do understand that it can be worrying for some of our patients. Usually, you will be invited to book a routine appointment with a healthcare professional to discuss your results. Routine appointments can be up to 28 days away when available. If there is anything urgent, a healthcare professional will contact you directly and discuss the next steps.

You can view your test results online through the NHS App (so long as you have requested access to your full medical records to be accessible through online services). You can also request to find out your test results online by contacting the practice through the NHS App or the Patient Triage section of our website.

### **3.12 Private medical examinations**

The NHS does not provide the following services, and therefore a fee will be charged. For further information, please contact reception on [01253 344544](tel:01253344544).

- Employment medical examinations.
- Examinations or certificates for travel, school, sport, employment, motor insurance (e.g., elderly driver).
- SCUBA diving medicals.
- Examinations for pilot's licence (PPL Class 2).
- Seat-belt exemption certificates.
- PSV, HGV licence application medicals.
- Hackney carriage (Taxi Driver application).
- Firearms certificates Vaccination certificates.
- Holiday cancellation insurance claim forms.
- Private health fees insurance claims (BUPA PPA etc)
- Friendly Society claim forms.
- Medical reports for third parties (e.g., solicitors).

# **4.**

# **Prescription information**

## 4.1 How to order

**We do not take prescription requests over the phone.** You can only order your repeat prescriptions using the following methods:

- Online services (such as the NHS app).
- Completing a “repeat request form” within the surgery.
- By post: Bloomfield Medical Centre, 118-120 Bloomfield Road, Blackpool FY1 6JW.

All repeat prescriptions requests take up to 2 full working days and are usually sent electronically to your nominated pharmacy. If you are unsure of your nominated pharmacy, or would like to change it, you can now do this on the NHS App.

## 4.2 Medication reviews

As part of your ongoing treatment for any health conditions you may have, patients are invited to book medication reviews with either a doctor or a clinical pharmacist. Medication reviews should be done at least once a year, but in some cases, you may be invited to book a review sooner than this. This goes for all patients, no matter how long they have been on the same medication for.

If you would like to book a medication review, please contact reception on either [01253 344544](tel:01253344544) to book a routine appointment with a clinical pharmacist or a doctor.

# **5. Feedback**

### **5.1 NHS Friends & Family Test (FFT)**

The NHS Friends and Family Test was introduced by the NHS in 2013 to help understanding if patients are happy with the service provided to them, or if any improvements are needed. This is a quick and anonymous way to give your views about the practice after receiving care/treatment from us. You can do this in reception at either surgery, or through our website: [www.bloomfieldmedicalcentre.co.uk/FFT](http://www.bloomfieldmedicalcentre.co.uk/FFT).

### **5.2 Patient Participation Group (PPG)**

The Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for everyone, both patients and staff. The NHS requires every practice to have a PPG. It gives our patients a chance to voice their opinions on what they think we are doing right, and what else we can do to improve our services to benefit everyone involved.

The PPG is open to all our patients, and we encourage as many of our patients to get involved to create a diverse and inclusive group who can collaborate and build ideas to help us improve. We want to listen to your ideas and make the service work as best as it can for you. If you would like to join, please email [blackpool.bmcgp@nhs.net](mailto:blackpool.bmcgp@nhs.net), or inform one of our reception team.

More information is available on our website:

[www.bloomfieldmedicalcentre.co.uk/PPG](http://www.bloomfieldmedicalcentre.co.uk/PPG)

### **5.3 Complaints/suggestions**

At the surgery we try our best to get things right but there is always room for improvement. We welcome any feedback on ways to improve our service to you to make sure that you are happy with the service. Please contact reception or email us at [blackpool.bmcgp@nhs.net](mailto:blackpool.bmcgp@nhs.net).

A copy of our complaint's procedure is available online through our website: [www.bloomfieldmedicalcentre.co.uk/complaints](http://www.bloomfieldmedicalcentre.co.uk/complaints). Alternatively, you can collect a printed copy from reception.

# **6.**

# **Useful telephone numbers**



## 6.1 Useful telephone numbers

Bloomfield Medical Centre	01253 344544
Grange Park Health Centre	01253 344544
Enhanced Access appointments	01253 952950
Blackpool Police (non-emergency)	101
Blackpool Victoria Hospital	01253 300 000
Childline	0800 1111
Citizens Advice (Blackpool)	01253 308405
Crisis line	0800 953 0110
Emergency dentist (Whitegate Drive)	0300 1234 010
Empowerment charity	01253 477959
Midwives	01253 956820
NHS 111service	111
Pregnancy advisory service	01253 293096
Samaritans	116 126
Sexual health clinic	0300 1233 154
Smokefree Blackpool	0808 1964 324

## 6.2 Further support

Other useful information on local services, information and helplines can be found online using the FYI Directory. Please visit:

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