

# Emergency Contacts

This guide will help you to choose who to contact in an emergency day or night

## Situation

## Who to contact

Severe life threatening emergency, fall, suspected fracture, heart attack, stroke, bleeding, collapse etc.

Sudden onset of illness or symptoms, 8am-6pm weekdays (excluding life threatening emergencies)

## Please ring us

Minor accidents or injuries during normal working hours 8.30am-6pm ('Phone or walk-in)

For patients registered with community matrons in case of sudden flare-up of problems 8am- 6 pm

Worsening of mental health problems or suicidal

**Crisis Team 01254 226074**

**Samaritans 01254 662424**

Sudden onset of problems outside surgery hours that need urgent care but not casualty

**Out of Hours GP Service 111**





## PRACTICE INFORMATION

[www.cornerstonepractice.com](http://www.cornerstonepractice.com)



2012-2017

*Welcome to The Cornerstone Practice,*

*We are a General Practice offering healthcare across four sites.*

*This is a guide primarily to give you information about the services we offer and we've also included information about other services in the community.*

*The outer pages contain information which applies to all four sites and the inner pages are devoted to the individual surgeries.*



If there's something troubling you, then get in touch. They're there 24 hours a day, 365 days a year. They can help you talk things through and they keep everything confidential.

Call on **08457 909090**. There's also the option of visiting them in person, emailing them or writing to them. Just visit the above website for details.

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers. They're also very helpful in advising people on filling in forms, if this is something you should find difficult when making various applications! Find your local Bureau by visiting: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



## PATIENT PARTICIPATION GROUP



If you would like direct input to the development of services and protocols at your Practice, please ask about becoming a member of our PPG. You will be invited periodically—either by e-mail or by post—to our small meetings held here, where you will be asked your opinion on certain aspects of patient care and given opportunity to suggest any improvements. You will not be obliged to attend all meetings, which usually occur quarterly, but will receive information regarding actions taken as a result of the meetings

## BLOOD BANKS



Do something amazing and register to donate at [www.blood.co.uk](http://www.blood.co.uk)

Walk-in sessions are based at local venues all over the country. Dates and sessions times are regularly advertised in the surgery waiting area.

## **ABOUT THE PRACTICE**

The Practice was started on 4th of July 1988 to provide excellent whole person care for the Shadsworth area. In 1996 we opened the Rhyddings Surgery to serve the people of Oswaldtwistle and Church. In 2006 we opened Lambeth Street Surgery after taking over from St Jude's Surgery and in 2009, we opened in Bentham Road Health Centre.

We aim to have a relaxed and friendly atmosphere and long enough consultations so that people will be able to talk comfortably. Parking is available at all sites and access to public transport is very nearby.

The Practice has a Christian foundation, so we will never impose our beliefs on people and we will treat people equally and will respect them as unique and important individuals. We will not refer for abortions, but we do provide contraception and aim to provide special support for women with unwanted pregnancies.

The Practice is privileged to be recognised as a training practice, so we have fully qualified doctors attached to the practice to complete their training for General Practice. We may have student doctors as well, but you will be asked if you want them to be in when you see the Doctor.

## **PRAYER POLICY**

At the Cornerstone Practice, we believe that God answers prayer. Prayer may be offered as a compassionate response to your situation or at your request, we will respect your wishes if you say "no thank you" and it will make no difference to your subsequent treatment.

## **HOW DOES IT WORK?**



## **APPOINTMENTS**

All surgeries are by appointment. Urgent problems will be seen the same day. Please note, one patient per appointment. If you have several problems please ask for more than one appointment. It is better to see one doctor consistently, although at times you may need to see a doctor other than your usual one. Children under 16 should be accompanied by a responsible adult if possible.

## **SPEAKING TO THE DOCTOR BY TELEPHONE**

Whether or not it is possible to speak to the Doctor is dependant on the time of day. The receptionist will be happy to arrange this for you, however you may need to provide some details in order for them to help you.

## **RESULTS OF TESTS**

These can be given over the 'phone when this has been authorised. Please allow three days for urine tests, a week for most blood tests, a fortnight for x-rays and four weeks for smears. Please telephone, if possible, after 2.00 pm.



Christians Against Poverty is a national debt counselling charity with a network of 218 centres based in local churches. CAP offers hope and a solution to anyone in debt through its unique, in-depth service. The Cornerstone Practice is active in helping support the CAP charity based locally in Blackburn. Please ask at reception for more information or visit their website direct:

[www.capuk.org](http://www.capuk.org)



### Alcoholics Anonymous

To talk to someone about finding your local meetings call the national helpline: **0845 769 7555**,

or visit [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### How can I make a complaint or comment on the provision of the services?

We endeavour to offer the best possible service to our patients. However, if you feel that we have not provided the service that is expected, please address your concerns to the site manager. There is also a suggestion box on the reception counter.

If patients do not wish to raise their concerns directly with the Practice, all Primary Care complaints are handled centrally. Complaints regarding Independent Contractor Services (e.g. GP, Dentist, Pharmacy, Opticians) should be directed to:

NHS England, P.O. Box 16738, Redditch, B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am – 6pm, excluding English Bank Holidays)

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Complaints regarding commissioning decisions e.g. individual patient funding requests and continuing health problems should be directed to:

Customer Care Team, Lancashire Commissioning Support Unit, Lancashire Business Park, Jubilee House, Centurion Way, Leyland. PR26 6TR

Tel: 0800 032 2424

Email: [customer.care@lancashirecsu.nhs.uk](mailto:customer.care@lancashirecsu.nhs.uk)



### Disability and Access

The practice works hard to make its facilities accessible by all. Each site has reserved parking, power-assisted or automatic doors, ramp access and ground-floor toilets. Mobile hearing loops are available for use with a hearing aid for a person with hearing impairment. This leaflet is available in large font format upon request.

## **REPEAT PRESCRIPTIONS**

**PLEASE DO NOT TELEPHONE FOR PRESCRIPTIONS** as this can block the phone for emergencies and you may also be misunderstood.

If you are on long-term medicines and need regular prescriptions, please tick the box next to the items you need, which will be on the right hand side of your previous prescription. Please allow 48 hours if collecting or 4 days if you enclose a stamped addressed envelope.

Prescriptions can be ordered over the internet. Please ask at reception for more details. We also happily accept prescription requests by fax (**01254 617475**).

Please be aware that most local pharmacies offer a free service for ordering and collecting prescriptions, which is handy for those who struggle to visit the surgery during opening hours.

## **REPEAT DISPENSING**

If you are stable on your medication, you may be eligible for this scheme. If the doctor considers you to be a good candidate (it can depend on the type of medication you take and your compliance with it) you could get six month 'batch prescriptions'. You still only collect one month's worth of medication at a time to keep at home, but once these run out you need only to collect the next month's medication direct from the chemist—eliminating a monthly trip to the surgery. Please ask our receptionists for further details.



Do you have regular access to a computer with an internet connection? You can now order your repeat prescriptions and make appointments online!

### **Step 1**

Ask at reception for a registration form. This will provide all the information you need to register to use the Patient Access internet facilities.

### **Step 2**

Visit the practice website at: [www.cornerstonepractice.com](http://www.cornerstonepractice.com)\*, click on 'prescriptions' and then click on the appropriate link on the right hand side of the page. Click on 'create your account' to register.

### **Step 3**

Enter your personal registration details (PIN, access ID, practice number and NHS number) exactly as they appear on your registration form. If the information does not match, your registration will not be accepted\*\*.

\*It is also possible to access our registration forms directly on our website

\*\*You may need to 'enable cookies' to use the system. On the website, go to tools and internet options. Click on the privacy tab, and then advanced. Click on the box to 'over-ride automatic cookie handling'. Click on OK to save the changes.

**We still ask for 48 office hours to process prescriptions (i.e. not including weekends and bank holidays).**

Certain appointments must be booked by a receptionist: medicals; injections; or any investigation or procedure that may take longer than usual. Please do not book these online.

**When using Patient Access all your personal information is safe and secure.**





## Drug and Alcohol Problems

If you need help with drug or alcohol problems speak to your doctor. Alternatively visit Regent House (**01254 226062**) or Evolve (**01254 297050**), local organisations that accept self-referrals.

## Counselling

Local counselling services are available at The WISH Centre ([www.thewishcentre.org.uk](http://www.thewishcentre.org.uk)) or The Blackburn Lighthouse based at 33 King's Street, visit [www.blackburnlighthouse.org.uk](http://www.blackburnlighthouse.org.uk) for more information.

## EATING A HEALTHY DIET, LOSING WEIGHT AND HELP WITH EXERCISE

Eating healthily and being the right weight makes you feel better and also reduces your risk of heart disease and arthritis. For advice about healthy eating or for help with losing weight, please make an appointment with the practice nurse. Exercising regularly can give you more energy and reduces your risk of heart disease.

## Health Trainer

Tuesday 10am-12pm by appointment

Take control of your wellbeing and get advice and support for adopting a healthier lifestyle with the help of our Health Trainers. Pick up a leaflet at the surgery.



## Healthy Living

### Contraception

Your doctor can help you choose the right method of contraception (family planning) for your situation and prescribe for you a variety of contraception medicines. Our nurses can administer the contraceptive injection and we are a condom distribution point. Contraception services can also be accessed through Contraception Clinics.

**Barbara Castle Way Health Centre** **01254 617100**  
**The Family Planning Association** [www.fpa.org.uk/information](http://www.fpa.org.uk/information)

### Sexual Health

We can provide help and information about maintaining sexual health. If you are concerned you may have picked up a sexually transmitted infection or want screening for these, contact the Genito-Urinary Medicine (GUM) clinic at Royal Blackburn Hospital **01254 679300** for an appointment. Alternatively they offer walk-in clinics which can be found on the ground floor of the hospital. Their website is [www.elht.nhs.uk](http://www.elht.nhs.uk)

### Stopping Smoking

Contact your local Stop Smoking Service on (Freephone) **0800 328 6297**. Sessions are held here at Bentham all day on Tuesdays with Debbie Roberts our Smoking Cessation Advisor, as well as at various other venues in the local area. Support and information can also be found on [www.gosmokefree.nhs.uk](http://www.gosmokefree.nhs.uk)





Going away anywhere nice on holiday this year? Do you know if vaccinations are recommendable for visits to that area? **ASK!**



Please request a travel vaccination form from reception at least 8 weeks prior to travel. Complete the form, hand it back to reception and allow 2-3 days before 'phoning the surgery to find out whether vaccinations are necessary for your trip and to make an appointment.

This is usually a twenty minute consultation with a nurse who will have checked your records to see what you may have been vaccinated against in the past, and who will know what risks are related to the part of the world you will be visiting. You will receive full, unbiased advice and have the opportunity to weigh the decision to receive a vaccine or medication.

Please be aware that **not all** vaccines are available for free on NHS.

## New Patient Registration Checks

### Why do I need a registration check?

It can be several months before your medical records arrive with us from your previous doctor's practice. This means that your new doctor will know very little about your health needs.



In order to give you the best possible care, we ask you to attend a 20 minute appointment with the Practice Nurse or Healthcare Assistant, so that we can assess your medical needs prior to your records arriving.

### What will happen at the registration check?

The nurse or HCA (healthcare assistant) will check your height, weight and blood pressure and will also carry out a urine test (you will have been given a small container so that you can bring a sample of your urine with you).

The nurse or HCA will also ask you about your and your family's past medical history; any medication that you are using; dates of vaccinations or smear tests etc.; and if you suffer from any allergies. The nurse will also ask about your diet, whether you smoke, drink alcohol or take part in any form of exercise. If you have any regular medications please bring a list of details (your labelled boxes or repeat order list) to your appointment.

Please do not worry if you are unable to answer all of these questions. Any information you can provide will assist the Doctor, until your medical records arrive.



## Healthy Living

### Breastfeeding

#### Do you have any problems/questions?

If so, please contact the Blackburn with Darwen Infant Feeding Team on telephone: **01254-732673** or National Breastfeeding Support Line **0300 1000212** (9.30 a.m.-9.30 p.m.)

### Healthy Legs Clinic

Opening times 1.00 p.m. to 4.00 p.m.

This clinic is run from Spring Bank Court, Spring Bank Terrace, Blackburn.

They offer an appointment system or patients can drop-in. If you would like to be seen in the clinic, please choose from the following:

- Make an appointment on **01254 663361** (appointments take priority) or;
- Attend as a drop-in patient. Please arrive by 1pm/early to clinic, but you may have to wait to be seen.

### Back Pain Drop-In Clinics

For patients with low back pain symptoms clinics are now available at:

Barbara Castle Way Health Centre on:

Tuesday 9.30-11.30 a.m. and Thursday 1.00-3.00 p.m.

Tel: **01254-617323/01254-617324**

## MINOR OPERATIONS, SMEARS, BLOOD PRESSURE AND

### CHOLESTEROL

- Minor operations (lumps, bumps & warts) can be removed at the surgery. These are usually held at our Shadsworth site, but can be arranged by your normal GP.
- Cervical smears are usually done by the practice nurse. We operate a “call and recall” system to help remind you.
- If you have high blood pressure, make sure it is kept under control by regular check-ups. The nurse can advise how to keep blood pressure normal without drugs.
- Blood tests for cholesterol can be taken for people at risk of heart disease.



## Surgery Pod

Have you seen and/or tried our pod in the waiting room?

Why not try out the new surgery pod to save time when coming to see the nurse.

Key Features of the pod include taking blood pressure readings and weight check. Please ask a receptionist for assistance or instructions.

## **Why does the receptionist need to ask what's wrong with me?**

### **It's not a case of the receptionists being nosey!**

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- The most appropriate care
- The most appropriate healthcare professional
- At the most appropriate time

### **Receptionists are asked to collect brief information from patients:**

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see a nurse or other healthcare professional rather than a doctor, where appropriate

### **Reception staff, like all members of the team, are bound by confidentiality rules**

- Any information given by you is treated strictly confidentially
- The Practice would take any breach of confidentiality very seriously and deal with it accordingly
- You can ask to speak to a receptionist in private, away from reception
- However, if you feel an issue is very private and do not wish to express what it is, then your wish will be respected.

**Thank you for your support!**

## **PATIENTS' RIGHTS AND RESPONSIBILITIES**

Healthcare is a two way process between you and the people who care for you. The practice adhere to the codes of practice set out in 'Your Guide to the NHS; getting the most out of your National Health Service' which can be found on the Department of Health website [www.dh.gov.uk](http://www.dh.gov.uk). There are also things you can do to ensure the best possible care.

### **As a patient, you can expect:**

- \* *To be treated with courtesy, with respect for your privacy and dignity.*
- \* *To receive treatment on the basis of your clinical need.*
- \* *To be able to choose to have a friend or relative with you during consultations and examinations.*
- \* *Staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave.*
- \* *To be told on arrival if any delays are occurring.*
- \* *To take part in all decisions regarding your treatment and to be told of all the pros and cons of any treatment.*
- \* *To be able to request a second opinion.*
- \* *To be encouraged to ask questions regarding your diagnosis and treatment.*
- \* *To choose whether or not you see medical and other healthcare students, or take part in any trials, surveys, etc.*
- \* *To have the details about you treated in confidence, except where required by law, and to be given the opportunity to decide if your details can be passed to anyone else to have access to information kept about you.*
- \* *To receive an explanation and, where appropriate, an apology if things go wrong.*
- \* *To be able to complain if you are unhappy with your treatment.*
- \* *To know the names and professional status of all the staff involved in your care.*

## CLINICS AT BENTHAM ROAD HEALTHCARE CENTRE

### BABY VACCINATION CLINIC

Thursday 8:45am-11:45am

Please make an appointment for development checks and immunisations.

Want to have your baby weighed? Need help? Child not sleeping or eating? Not sure what to do? Our health visitors can be contacted at The Innovation Centre .

### PREGNANCY COUNSELLING

Wednesday 3-5pm

Ring **0845 330 8466** or text **07797 803693** for an appointment.

### FAMILY HEALTH DROP-IN

(Run by our Health Visitors)

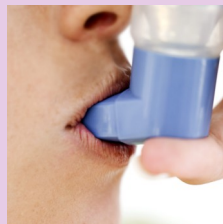
Thursdays 10:30am-12:30am

### ASTHMA CLINIC

Waking up at night short of breath? Wheezing on exercise or first thing in the morning? Get your asthma looked at properly— **Make an appointment for the clinic!**

### DIABETES MANAGEMENT

Good management of diabetes is the key to good health. Regular check-ups will help prevent possible complications. We host a regular XPert Diabetes Course to enable patients to better understand and manage their condition. Speak to a GP or Nurse about referral.



## Bereavement Counselling

Wednesday 10-12pm. Appointments can be booked by any patient who feels they will benefit from this service. Please ask at reception.



## Chaplaincy

The Practice has an 'in-house' chaplain, Ian Ferguson, available to give emotional support and guidance to anyone who feels this will be a benefit to them. All contact with him is confidential. Please ask at reception to get in touch with Ian.

## Health Workshops

Lynette Bannister from Neighbourhood & Learning Services runs regular Health Workshops from our community room here at Bentham Road Health Centre. The workshops are open to all (bring a friend along!) covering a wide range of informative health and wellbeing topics such as healthy eating, hydration, active heart, sleep strategies. Ask at reception for dates, times and topics planned.

**As a patient, you have a responsibility:**

- \* *To treat the staff with courtesy and respect at all times.*
- \* *To inform the surgery at once of any change in contact address or telephone number. (Please let the hospital know too).*
- \* *To attend appointments on time, or give reasonable notice if you are not able to attend.*
- \* *To understand that there are pressures and limitations of resources on the health service and those working within it.*
- \* *To attend follow up appointments as requested.*
- \* *To let staff know if you have any allergies or sensitivities to medications.*
- \* *To consider the consequences of refusing treatment or not following medical advice and accept responsibility for your own actions.*
- \* *To tell staff if you are uncertain or don't understand any aspect of your treatment.*
- \* *To give staff full information about your condition including permanent disabilities, along with details of any medicines you are taking.*
- \* *To tell staff about any change in your health that could affect the treatment you are having.*
- \* *To take any medicines as instructed and seek medical advice before stopping or changing treatment.*
- \* *To treat other patients with courtesy and respect.*



# Stay and Play!

Tuesday 9:30-11:30

Enjoy some quality play time! Take part in lots of fun crafts, games and activities right here at Bentham Road Health Centre. Suitable for 0-5 year olds who attend with their parents or carers.



## Meet the team



### **PRACTICE MANAGER**

Mrs Katie Stanton is responsible for the smooth running of the Practice and should be able to help you with any queries you have about administrative or non-clinical aspects of your care. She would also be pleased to receive any suggestions about how we might improve our services. She is assisted by Chris Coupe, Operations Manager and Peter Pilkington, our Finance Manager. Each surgery within the Practice also has its own Site Manager based at their respective centre.

### **RECEPTIONISTS**

Our receptionists are here to help you. They may need to ask you for further details when you telephone for medical advice—this is to ensure that we can assist you as speedily as possible. The receptionists are bound by the same rules of confidentiality as the doctors.

### **DISTRICT NURSES**

The District Nurse Team can be contacted through the surgery for help after discharge from hospital, with chronic illness, disability and incontinence.

### **COMMUNITY MATRON**

The Community Matron, Victoria Birtwistle, heads up the community staff nursing team. She provides at-home community care for elderly or housebound patients with long-term conditions. She is based at St George's Surgery in Blackburn, along with the district nurses, and is contactable on **01254 663670**.

### **HEALTH VISITOR**

Health visitors attend pregnant ladies at their home, and continue their care post-natally. They are based at The Innovation Centre on Haslingden Road in Blackburn and are contactable on **01254 584343**.

## **Roles of the Practice Nurses and Healthcare Assistants:**

The **Practice Nurses** carry out these pre-booked routine procedures:

- Smear tests
- Asthma check-ups
- Dressing changes/wound checks
- Ear irrigation
- Administer injections eg. depo, vitamin B12 etc.
- Annual reviews for chronic diseases (i.e. COPD, CVD, diabetes etc.)

• **Healthcare Assistants** can take blood tests and blood pressure readings—including from the 24 hour monitor. They can test urine samples, including pregnancy tests. They're qualified to complete: registration checks, basic health checks, hypertension reviews and lung function tests. They also perform ECGs and administer flu vaccinations.

If you have symptoms you believe to be related to a urinary tract infection, you don't need an appointment, simply drop-off a sample in reception (either in a receptacle provided by ourselves or any sealed, sterilised container from home). Complete a urinalysis form, available at reception, and a nurse will dip test it for you that day. The nurse will usually ring with the result and you may be able to get a prescription that same day, or we may have to wait 2-3 days for a more definitive result from the pathology lab.

## The Bentham Road Healthcare Team

### Our Doctors

**Dr Adam Black**

(Glasgow 1999)

MBChB MRCP

GMC No. 4622273

**Dr Naomi Chadwick**

(Sheffield 2003)

MB ChB MRCP

### Other Healthcare Staff

#### **Nursing**

We have a team of nurses including Practice Nurse **Christine Yates**, Nurse **Michelle Lee** and Health Care Assistants **Brandi Lim** and **Shelley Forrest**. All the nursing team work closely with the doctors.

#### **Registrars/Trainee Doctors**

We often have doctors who are completing their General Practice training with us. Rest assured they are fully qualified and you can book in with them in the same way as you would book in with any of our other GPs.

### SURGERY OPENING TIMES

#### **Bentham Road Health Centre**

Monday	8.00 am — 6.30 pm
Tuesday	8.00 am — 8.00 pm
Wednesday	8.00 am — 8.00 pm
Thursday	8.00 am — 6.30 pm
Friday	8.00 am — 6.30 pm
Saturday	8.30 am — 12.30 pm

#### **EMERGENCIES TEL: 111**

**111**

#### When do I use it?

You should use the NHS 111 service if:

- \* you need medical help fast, but it's not a 999 emergency;
- \* you think you need to go to A&E or Emergency Department or another NHS urgent care service;
- \* you don't know who to call for medical help or you don't have a GP to call; or
- \* you require health information or reassurance about what to do next.

**We sometimes close for training purposes. When this is the case we let patients know by printing the information at the top of prescriptions, as well as displaying posters in and around the surgery waiting room. We apologise for the inconvenience on these occasions.**





**Bentham Road**  
**Blackburn**  
**BB2 4QD**  
**Tel: 01254 617474**  
**Fax: 01254 617475**