

SABDEN AND WHALLEY MEDICAL GROUP



Whalley Medical Centre
42 King Street
Whalley
Nr Clitheroe
BB7 9SL
Tel: 01254 919888

Sabden Medical Centre
The Holme
Sabden
Nr Clitheroe
BB7 9DZ
Tel: 01254 919888

www.whalleysurgery.nhs.uk

PATIENT INFORMATION LEAFLET

Dr Carole J Brown (GP Partner)
Dr Christopher M Dalton (GP Partner)
Dr Arrian K Green (GP Partner)
Dr Padma Chennubhotla (GP Partner)
Dr Rebecca Thornber (GP Partner)
Dr Jane Hindle (Salaried GP)
Dr Anna Chamberlain (Salaried GP)
Dr G Sethi (Salaried GP)
Dr R Khatri (Salaried GP)
Dr A Dedat (Salaried GP)
Dr B Hayden-Pawson (Salaried GP)

WELCOME TO THE PRACTICE

The Practice was formed over sixty years ago and was based in a terraced house with a list size of less than one hundred patients. Today there are now approximately 14500 patients registered, and the Practice has excellent well-equipped purpose-built premises, the main surgery being on King Street in Whalley and the branch surgery in Sabden. Both premises have disabled access and facilities. Situated in the beautiful Ribble Valley we combine the traditional values of family medicine with a fully computerised dispensing Practice, giving a friendly service to the Pendleside villages of rural Lancashire. There are nine doctors in the Practice including three female partners. Patients are registered with the Practice and can request an appointment with any of the doctors.

GP TRAINING

We are a fully recognised training practice which means that doctors who are fully experienced and qualified in hospital medicine 'ST1, ST2 and ST3' are invited to join us for a period of time before embarking on their career in General Practice.

PRACTICE AREA AND HOW TO REGISTER

In addition to Whalley and Sabden the Practice covers many of the surrounding villages as shown on the map below. To register with the Practice please obtain and return a registration form (GMS1) from Reception. If you know your NHS number, please record this where specified on the form.



OPENING TIMES

Whalley Medical Centre is open between 8.00am to 6.30pm each weekday and until 8.00pm when an evening surgery is being held.

Sabden Medical Centre is open from 8.00am until 12.30pm and from 1.30pm until 6.00pm each weekday.

APPOINTMENTS

WHALLEY

Surgeries are held morning and afternoon each weekday. To make a face-to-face appointment, or telephone consultation appointment, please call into Whalley Reception or telephone 01254 919888. Appointments can also be made online if patients are registered for online booking – please ask at Reception regarding this.

SABDEN

Surgeries are held morning and afternoon each weekday. To make a face-to-face appointment, or telephone consultation appointment, please call into Sabden Reception or telephone 01254 919888. Appointments can also be made online if patients are registered for online booking – please ask at Reception regarding this.

To help with the smooth running of the surgeries we would be grateful if patients could consider the following:

- *Urgent cases will be seen the same day but not necessarily by your preferred GP*
- *Appointments are made for one person*
- *The standard consultation is for ten minutes, please ask to make a double appointment if you have more than one problem to discuss*
- *Please inform the Practice if you are unable to keep your appointment.*

HOME VISITS

If you are too ill to visit the Practice a home visit can be arranged by telephoning Whalley (01254 919888) or Sabden (01254 919888). Please telephone before 10.30am to allow the doctors to plan their rounds and see the most urgent cases first. One doctor from the Practice will be “on call” for the rest of the day should emergency visits arise. The Practice covers a very large area and so any requests for visits after 10.30am should be of an urgent nature only.

OUT OF HOURS

The Practice is closed for appointments at weekends and bank holidays. Patients who require urgent medical attention when the Practice is closed should telephone NHS Direct on 111 or visit www.111.NHS.UK/emergency-prescription. In emergency telephone 999.

DISPENSARY/REPEAT PRESCRIPTIONS

Repeat prescriptions should be ordered at least 48 hours in advance, Monday to Friday. Please allow two working days from the time of ordering before calling to collect your prescription. To avoid errors we try not to take requests by telephone, however we ask those patients who need to 'phone to do so between 2.30pm to 4.30pm. Prescriptions can be ordered through the Practice website, www.whalleysurgery.nhs.uk. Patients who live more than a mile from the nearest chemist are able to have their medication dispensed to them at the Practice.

TEST RESULTS

All test results are checked by a doctor. Results may be given over the telephone after 2.00pm with the doctors permission. Patients are asked to note that Practice staff are bound by the same rules of confidentiality as the doctors and results will not be discussed with a third party.

COMPLAINTS/COMMENTS

We do strive to provide the highest standard of care possible, and if you do have an issue which you feel you need to bring to our attention, please do so as soon as possible by contacting a member of the management team, either verbally or in writing. We will endeavour to deal with your complaint/comment as quickly and efficiently as possible. Further information regarding the Practice Complaints Procedure is available upon request. Alternatively, please contact the Complaints Manager at NHS England on 0300 311 22 33.

PRACTICE STAFF

Our Practice Manager is Mrs Luan Stewart who looks after the Practice staff and is also available to deal with any issues you may have of a non-medical nature.

The Dispensary team deal with all requests for repeat prescriptions and dispense drugs to patients who live in a dispensing area. They also work closely with the local chemists in arranging prescriptions for home delivery to patients.

The reception team deal with all appointments, requests for home visits, test results and telephone queries etc.

The administration team are responsible for keeping records up to date, referring patients to hospital and dealing with incoming hospital letters, insurance form requests and arranging clinics and immunisations etc.

A receptionist/dispenser works at the branch surgery in Sabden and is available to deal with any queries regarding appointments, home visits, test results etc. They also process any requests for repeat prescriptions and dispense drugs ready for patients to collect.

There are a large number of health care professionals working within the Practice which include:

ADVANCED NURSE PRACTITIONER/CLINICAL NURSE MANAGER

Sister Stella Haythornthwaite

PRACTICE/TREATMENT ROOM NURSES

Sister Debbie Shepherd

Sister Katie Demaine

Sister Sophie Gwyther

Sister Rachael Ashcroft

Chelsey White – Nurse Associate

Becky Parkin – HCA

Vanessa Roper – Phlebotomist

The Practice Nurses/Nurse Associate see patients in the Treatment Room who require blood tests, dressings, blood pressure monitoring, cervical smears and vaccinations etc. They also deal with chronic disease management: chronic heart disease, diabetes, respiratory etc. They can treat minor illnesses and provide information on many subjects including family planning, diet, exercise, smoking and travel advice. The Practice is a registered Yellow Fever Centre.

The Health Care Assistants/Phlebotomist hold clinics specifically to take blood tests and carry out health screening and procedures.

All of the Nursing team see patients by appointment which can be made by contacting Reception on 01254 919888.

HNT

The Home Nursing Team (HNT) are based at Whalley Medical Centre. The HNT team support the GPs by seeing patients in residential homes, and also patients in their own homes who have complex health needs. HNT work closely with other health professionals as well as voluntary organisations.

COMMUNITY MIDWIVES

A team of community midwives are attached to the Practice and hold clinics on a Wednesday and Thursday. Appointments can be made by contacting Reception.

PHYSIOTHERAPIST

The Practice has a visiting physiotherapist, Pete Burns, who holds clinics on a Tuesday and Friday at Whalley. Pete can see musculoskeletal problems which may be amenable to physiotherapy without patients having to see a GP first. To make an appointment please contact Reception.

MINOR SURGERY

All of the GPs can see patients for minor surgery procedures such as removal of lumps, joint injections and cryotherapy.

CARERS ADVICE

Carer support and advice can be obtained from Carers Link on 01254 387444 or www.carerslink.org

SMOKING CESSATION CLINICS

Smoking cessation advice is available from both the GPs and Practice Nurses. Specialist smoking cessation clinics are held at Whalley Medical Centre on Fridays – appointments can be made by contacting Reception.

NON NHS SERVICES

The Practice is also able to provide non-NHS services such as private medicals (HGV, PSV, pre-employment etc) in addition to completing private medical forms etc.

USE OF INFORMATION

The NHS and Practice are committed to the security of patients' medical records and treatment. The Practice adheres to the Data Protection Act 1998.

PATIENT PARTICIPATION GROUP

The Practice welcomes feedback from patients. The Patient Participation Group meets on a quarterly basis to discuss issues. Please ask at Reception for further details.

PRIVACY NOTICE

Should you wish to view the Practice's privacy notice, you can do this by visiting our website (<https://www.whalleysurgery.nhs.uk/>)

USEFUL CONTACTS

Lancashire and South Cumbria Integrated Care Board (ICB)

Tel: 0300 373 3550

<https://www.lancashireandsouthcumbria.icb.nhs.uk/>

lscicb-fw.patientexperience@nhs.net