

SABDEN AND WHALLEY MEDICAL GROUP



Patient Information Leaflet

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Dr Jane Hindle (Salaried GP)

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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 14,890 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 eleven doctors in the Practice including five GP 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.



How to register with the surgery

- Download and complete the GMS1 forms from the Practice website and email or post a copy to the Practice.
- Visit the surgery to collect a GMS1 form from reception.
- Register online on the following website:

<https://gp-registration.nhs.uk/P81017/gpregistration/landing>

Finding your NHS number

When you register, it is helpful to have your NHS number. You can use the NHS website to find your NHS number. If you have recently moved from overseas and do not yet have an NHS number, we can provide one for you. Ensure to complete all detail details on the form including the date you moved to the UK.

OPENING TIMES

Whalley Surgery

42 King Street, Whalley, Lancashire. BB7 9SL

Monday	08:00am – 6:30pm
Tuesday	08:00am – 6:30pm
Wednesday	08:00am – 6:30pm
Thursday	08:00am – 6:30pm
Friday	08:00am – 6:30pm

Sabden Surgery

The Holme, Sabden, Lancashire. BB7 9DZ

Monday	08:00am – 6pm
Tuesday	08:00am – 6pm
Wednesday	08:00am – 6pm
Thursday	08:00am – 6pm
Friday	08:00am – 6pm

APPOINTMENTS

Urgent appointments

To request an urgent appointment for today or tomorrow (Monday to Friday):

- Phone us on 01252 919888, Monday to Friday from 8am – 6:30pm.
- Visit the surgery and speak with a receptionist, Monday to Friday from 8am – 6:30pm.

When you get in touch, we will ask what you need help with. We will use the information you give us to choose the most suitable Doctor, Nurse or healthcare professional.

Routine Appointments

To request a routine appointment:

- Phone us on 01252 919888, Monday to Friday from 8am – 6:30pm.
- Visit the surgery and speak with a receptionist, Monday to Friday from 8am – 6:30pm.
- Use your NHS App account to arrange your appointment.
- Complete an online AccuRx triage submission form.

When you get in touch, we will ask what you need help with. We will use the information you give us to choose the most suitable Doctor, Nurse or healthcare professional.

Cancelling or changing your appointments

To cancel your appointment:

- Phone us on 01252 919888, Monday to Friday from 8am – 6:30pm.
- Use the NHS App to cancel or rearrange your appointment
- Reply CANCEL to your appointment reminder text message.
- Visit the surgery and speak to a member of our reception team.

DISPENSARY/REPEAT PRESCRIPTIONS

Ordering repeat prescriptions

The easiest way to order repeat prescriptions are:

- By completing an AccuRx triage submission form.
- Requesting your repeat medication via the NHS app.

These accounts show you all your repeat medicine and dosage and you can choose the ones you need.

You can also:

- Bring the paper form to the surgery, Monday to Friday from 8:30am to 6:30pm.
- Order your repeat medication over the phone by ringing the surgery on 01254 919888.

Please note that we do not take prescription requests via email.

Collecting your prescription

You can usually collect your prescription from the pharmacy 3 to 5 working days after you have order it.

You will need to choose a pharmacy to collect your prescription from. We call this nominating a pharmacy.

You can change your nominated pharmacy at any time by:

- Changing it on the NHS App or website where you order your repeat medication.
- By contacting any pharmacy that accepts repeat prescriptions.

Medication reviews

If you have a repeat prescription, we may ask you to come in for a regular review. We will be in touch when you need to attend the surgery for this appointment.

What to do with your old medications:

Take your old medication to the pharmacy that originally issued you the medication. Do not put it in household bin or flush it down the toilet.

TEST RESULTS

Getting your test results

If your test results show that you need more tests for treatment, we will contact you.

Once a doctor has reviewed your test results, you can view them:

- In your NHS App account.
- By completing the AccuRx triage submission form to request your results.
- By phoning or visiting the surgery to request your results.

Questions about your test results

If you want to talk to someone about your test results, contact the reception team on 01254 919888 or use the online booking services to arrange an appointment.

Please bear in mind that most results will take several days to be processed and reported on (some may take longer).

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 Emma Rollo, 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

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. Please note that private reports

can take up to 28 working days to complete and there are fees and charges which are to be paid on completion of the report.

USE OF INFORMATION

The NHS and Practice are committed to the security of patient's 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.

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

Updated November 2025