



Practice Booklet

Bloomfield Medical Centre

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🌐 www.bloomfieldmedicalcentre.co.uk

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1. Practice information

1.1 Introduction

Welcome to Bloomfield Medical Centre. We are one of the largest GP practices in the area, providing NHS services over both Bloomfield Medical Centre (main site) and Grange Park Health Centre (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 the practice and we will be happy to help you.

Furthermore, we encourage all current and prospective patients to visit our website: www.bloomfieldmedicalcentre.co.uk. Our website is full of more in-depth practice information and policies. 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 welcomes new patients. You can register online through the NHS app or on our website: www.bloomfieldmedicalcentre.co.uk/register. If you are unable to access the internet, you can collect a paper registration form. Please allow 2 working weeks for your registration to be processed.

Please see our catchment area on the next page. You can also view the interactive map on our website to see if your home postcode is within our catchment area.

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. It is in the best interest of these patients outside of our catchment to 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 for all 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 and abusive behaviour will not be tolerated. We actively remove abusive patients from our practice, and in where necessary, contact the police.

1.4. Other practice policies

For all other practice policies, please visit our website where we frequently review and update our policies:

www.bloomfieldmedicalcentre.co.uk/policies. You can also contact the practice for more information.

1.5 Comments, Suggestions & Complaints

Please view our Comments, Suggestions & Complaints information on our website: www.bloomfieldmedicalcentre.co.uk/complaints. You can also attend the practice and have a printed booklet.

1.6 Accessibility & Reasonable Adjustments

Both of our practices are fully compliant with regulations for our disabled patients. Bloomfield Medical Centre operates on 2 floors and provides a lift. Grange Park Health Centre operates on the ground floor only. You can view our Physical Accessibility Statement on our website:

www.bloomfieldmedicalcentre.co.uk/accessibility. You can also contact the practice for more information.

As part of the equality act (2010) we provide reasonable adjustments to patients who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to do normal daily activities to ensure everyone has good and equal access to healthcare. If you require any reasonable adjustments, please contact the practice.

1.7 Training practice

We are proud to be a training practice and help support the development of future healthcare professionals, including medical, nursing and pharmacy students. You will always be informed by the clinician if a medical student will be in consultation with you and asked if you give permission for the medical student to remain present for your consultation. If you do not want to have a medical student present in your appointment, please inform your clinician. We thank all patients who allow for the continuing education of our future clinicians.

1.8 Veteran friendly accredited GP

We are proud to be recognised as an Armed Forces veteran friendly accredited GP practice by the Royal College of General Practitioners. This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let us know to ensure you are getting the best possible care.

2. Meet the Team

The practice partners are supported by our Salaried GPs and a variety of other practice staff such as Nurses and Clinical Pharmacists. For the full list of practice staff and their roles, please visit our website:

<http://www.bloomfieldmedicalcentre.co.uk/team>.

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 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) MRCPGP

Female GP. GMC number: 7458861.

2.2 Management

Practice Manager

Mr. Gary Cunliffe

Reception Manager

Mrs. Michelle Dickinson

Business Manager

Mr. Philip Brown

Admin Manager

Miss. Karen Timperley

Nurse Manager

Mrs. Kathryn Blacow

Grange Site Manager

Ms. Maria Perkins

2.3 Primary Care Network staff

Bloomfield Medical Centre is part of the Blackpool South Central Primary Care Network (PCN). Your PCN provides you with a wider variety of healthcare professionals you can access, such as Physiotherapists and Advanced Clinical Practitioners.

For the full list of PCN staff and their roles, please visit our website:

www.bloomfieldmedicalcentre.co.uk/about/staff.

2.4 Midwife

Patients must self-refer to the midwifery service online:

<https://www.blackpoolteachinghospitals.nhs.uk/services/maternity>

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

2.5 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.

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

2.6 Other support & contacts

The FYI directory is administered by Blackpool Council and is funded by a partnership between Blackpool Council and Lancashire and South Cumbria NHS integrated care board. The FYI directory is an information resource for people and professionals across Blackpool, Fylde, and Wyre.

It brings together information about a wide range of local health and council services, community clubs, social groups, wellbeing activities and events into one comprehensive source. It also includes Blackpool's Local Offer for Children and Young People with Special Education Needs or Disabilities.

Please visit their website: www.fyidirectory.co.uk.

3. Appointment Information

3.1 Routine appointments

Most appointments are routine, which means booked in advance. Routine appointments can be anywhere within a 6-week period. We will always aim to give you the earliest possible appointment, or as close to a date that you have requested.

To book a routine GP appointment, you can use the NHS app, or you can contact the practice by telephone. Our trained reception team will ask a few questions regarding the reason for your appointment and navigate you to the most appropriate care to meet your needs. If you have a preferred clinician you would like to see, please inform the receptionist.

We may invite you to book an appointment online via SMS text message. To use it, click on the link, enter your date of birth, and select an appointment location, date, and time you would prefer.

We have 2 practices and our Enhanced Access service. Please ensure you attend the correct location for your appointment. If you are unsure of where your appointment is, you can use the NHS app or view your appointment reminder message. You can also contact the practice.

3.2 Urgent appointments

This practice offers a same day telephone triage service for urgent matters only with the on-call duty team, made up of GPs and Advanced Nurse Practitioners (ANPs).

To request an urgent appointment, please contact the practice by telephone, ideally before 11am. You may be invited into the practice for a face-to-face consultation by the clinician following your telephone consultation, if deemed necessary.

This service cannot be demanded for non-urgent or ongoing problems.

Criteria for an urgent appointment is listed below:

- 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.

We cannot provide a time for an urgent triage consultation. Should you fail to answer your callback from the practice, it may not be possible to recontact you, and you may be signposted to another appropriate service, such as NHS 111 or an Urgent Treatment Centre.

3.3 Evening & weekend appointments

Being part of a PCN helps us to provide booked appointments on evenings and weekends at Whitegate Health Centre with doctors, nurses, and other healthcare professionals. This Enhanced Access service is by booked appointments only.

To book or manage your Enhanced Access appointment, please contact the practice during our opening hours. When the practice is closed, please call the FCMS Care Coordination Line on 0300 033 6520.

As this is an external service, you will not receive appointment reminders, and appointments will not show on your NHS app.

3.4 Home visits

Home visits are for the housebound or for those too ill to travel. If you think that you require a visit, please aim to contact the practice by telephone before 11am. The receptionist will ask you for brief details of your problem and pass this to the on-call duty team who will decide if a visit is necessary and arrange this with you by telephone.

3.5 Appointment reminders

You will receive appointment reminders via SMS text message (unless you have declined contact via SMS), confirming your appointment date, time, and location. Reminders are sent 1 and 3 working days before your appointment. Your reminder will include a link to cancel or request a different appointment if you are unable to attend.

Please ensure we always have your up-to-date contact details. You can do this through the NHS app or on our website:

www.bloomfieldmedicalcentre.co.uk/contact. You can also contact the practice by telephone.

3.6 Cancelling your appointment

Unfortunately, many appointments are wasted when patients do not attend (approximately 300 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:

- Using the link on your appointment reminder message
- Using the NHS app or other online service
- Calling us on and speaking with reception when we are open or leave a voicemail when we are closed.
- Emailing 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. Patients will be cautioned for every appointment they fail to attend and could eventually be removed from the practice if they continue to not attend.

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 a life-threatening 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. This can be found on our website: www.bloomfieldmedicalcentre.co.uk/policies.

3.10 Fit notes

To request a new fit note, you will have to book a routine appointment with any doctor to discuss your you may be unfit to work.

If you have only been off work with sickness for 7 days or less, you do not have to see a doctor. You should complete a self-certification form (SC2 Form). More information is available on our website: <http://www.bloomfieldmedicalcentre.co.uk/sick-notes>.

If you have an existing fit note and require an extension, please contact us online through the NHS app or our website to make an admin request. Alternatively, you can contact us by telephone.

3.11 Test results

If your test results come back as normal and/or do not require actioning, we usually do not 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.

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. You can also contact us online through the NHS app or our website to make an admin request. Alternatively, you can contact us by telephone.

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 us.

- 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).

Our doctors will not be able to be countersignatories (e.g., for passport application forms), as per UK Government guidance.

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:

- NHS app (or other online services)
- Attend the practice and complete a form
- 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, please use the NHS app. If you cannot do this, please contact the practice.

If you are a vulnerable patient and require further support with ordering your prescriptions, please contact us and speak with our prescription team.

4.2 Medication reviews

As part of your ongoing treatment for any health conditions you may have, patients are encouraged to have medication reviews annually. You may be asked to have a review sooner than this where clinically necessary. This goes for all patients, no matter how long they have been on the same medication for.