

# The Weavers Practice

**Dr R.E Halstead & Dr D. Khanwalkar**

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High Street, Rishton, Blackburn, BB1 4LA and Health Centre, Water Street, Great Harwood, BB6 7QR

## **OUR CLINICAL TEAM:**

**DOCTORS:** Dr Halstead, Dr Khanwalkar, Dr Fish, Dr Connolly & Dr Barsby

**NURSES:** Julia Miller, Jacqui Buchanan, Jacky Yates & Charlotte Knowles

**HEALTH CARE ASSISTANTS:** Sharon Green & Shannon Rea

**OPENING TIMES:** Monday to Friday 8:00am until 6:30pm

## **EMERGENCIES**

For life threatening emergencies please dial **999**

For Out of Hours care (6:30pm – 8:00am) please ring **111**

For further help and advice visit NHS Direct: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **PRIVACY**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment to provide the best possible care. Disclosure of patient identifiable information to any other outside agencies will only be given after receipt of written permission from the patient (dated within 3 months of the request). You have the right to know what information we hold about you – if you wish to have a copy of your information you will need to submit this request in writing (please ask reception for a form). A copy of our full privacy notice is available on request (please ask at reception).

## **APPOINTMENTS**

**GP:** appointments are now triaged by one of our experienced GPs. You will need to complete a simple online request form via PATCHS. If you do not have access to the internet, you can call the practice and speak to one of our reception team who will be happy to advise.

We have same day appointments for urgent problems, appointments within 48 hours and Routine appointments. We offer Face to Face or telephone.

**Nurse & HCA:** available to book in advance – you need to make these in person or via the telephone.

**Extended Access:** GP, Nurse & Health Care Assistant appointments are available via this service – you may be offered one of these appointments when requesting an appointment.

## **Online Services**

If you have the NHS App you can request repeat prescriptions and view information from your medical record.

**ADDITIONAL SERVICES:**

We have the following additional services which are available to book at our practice via reception: Physiotherapy, Mental Health, Physician Assistant, Health & Wellbeing coach.

**HOME VISITS**

If you require a home visit, please call the practice before 11am, requests after this time may be done the following day. Home visits are made at the discretion of the doctor.

**PRESCRIPTIONS**

Please allow 48 hours for these to be processed.

**Sick notes / time off work**

If you are too ill to work, a Self-Certification form covers you for up to one week. After that time if you are not fit to return to work you will need a Sickness Certificate (Med 3 / Fit Note) from the doctor to give to your employer. If you need a private certificate, there will be a standard charge.

**TEST RESULTS**

If you are signed up to the NHS App you can view these online, alternatively contact the surgery after 11am.

**PATIENTS WITH PARTICULAR NEEDS**

**Hearing Impairment:** We have an induction loop for patients who are hard of hearing.

**Sight Impairment:** Large print format is available on request.

**Language barriers:** We have a language line service.

**COMPLAINTS:** We do try to offer the best possible treatment; however, we realise there are some occasions when things don't go as expected. Should you have a complaint about any aspect of your care, please put your complaint in writing for the attention of the Practice Manager.