

The Weavers
Practice

Dr S C Burke, Dr R E Halstead & Dr Khanwalkar

**The Surgery
High Street
Rishton
BB1 4LA
Tel: 01254 884217**

and

**The Health Centre
Water Street
Great Harwood
BB6 7QR
Tel: 01254 884217**

elccg.weaverspractice@nhs.net

Opening times

Our doors and phone lines are open:
Monday to Friday from 8.00am to 6:30pm.

There are morning and afternoon surgeries and emergency appointments available every weekday Monday to Friday

We do not open our doors on Saturdays and Sundays but there are extended access appointments available locally – ask at Reception for details

Out of hours emergencies:

- Call **999** - For life threatening emergencies only
- Call **111** - If it's not life-threatening, but you need urgent medical attention. You will be assessed, advised, and directed to a local service that can help you
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Please use the above services with discretion!

For health advice and reassurance, contact NHS Direct via:

www.nhsdirect.nhs.uk

Our practice team

Doctors Dr Sean Burke, MBChB, MRCP, MMedED
Dr Rachel Halstead, MRCP, DRCOG, MBChB
Dr Devesh Khanwalkar, MBBS, MRCP, DRCOG
Dr Fish, MBChB, DRCOG, MRCP, FRACGP

Nurses Julia Miller
Jacky Yates
Jacqui Buchanan
Charlotte Knowles

HCA Sharlene Easen, Health Care Assistant
Sharon Green, Health Care Assistant

Admin Katie Webb, Practice Manager
Kath Stubbens, Assistant Practice Manager
Norma Baker, Building Manager

Care provided:

- * General medical services
- * Asthma clinics
- * Diabetes clinics
- * Cervical smears
- * Maternity care and family planning
- * Children's immunisations and development checks
- * Flu and pneumonia vaccinations
- * Minor operations
- * Coronary heart disease clinics
- * Chronic obstructive airways clinics
- * Blood pressure clinics
- * Stop smoking clinics

Patient information and confidentiality

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 so that those treating you can provide the best possible care. Disclosure of identifiable patient 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; please ask a receptionist if you wish to see or obtain a copy of your record. If you are referred to a hospital specialist you are also welcome to request a copy of the referral letter.

Online Services

We offer online access to book appointments, request repeat prescriptions and view summary information from your medical record. Ask at Reception for information

Your Named Accountable GP

We are required under contract to allocate a named accountable GP to ALL patients (including children). Your GP is responsible for your overall care at the Practice. You are welcome to ask who you have been allocated to and you are also welcomed to ask for this to be changed to a doctor of your preference.

To make an appointment with a doctor or a nurse

Most appointments are made in advance by contacting our reception in person or by telephone.

You can also book appointments online. To register ask one of our Receptionists for a form or download one from our website

Routine appointments - bookable in advance

Emergency appointments - allocated on a daily basis and cannot be booked in advance

Telephone consultations – if you are not sure if the matter is urgent, ask the Receptionist for a telephone consultation from one of our GPs

Please note: emergency appointments may not be with a doctor of your choice.

To request a home visit:

Please call the surgery before 11am to request a home visit. Home visits are made at the discretion of the doctor and are for patients who are genuinely unable to attend the surgery. Any requests made after 11am will be triaged by the GPs and may be done the following day.

To order a repeat prescription:

Please order your repeat medication about a week before you run out. All requests for repeat prescriptions are made preferably using the tear-off form on your prescription or online. Without the correct names, we cannot issue a prescription as mistakes can have serious consequences.

Please allow us 48 hours to process your request.

If you stop taking a drug or it is changed by a doctor elsewhere (such as after a hospital appointment) please let us know so that your records are accurate.

There is a review date for any prescribed medication and the doctor may contact you prior to completing the prescription if you have not been seen recently.

To speak to a doctor over the phone:

If you have an urgent matter you would like to discuss with a doctor over the phone, please ask a Receptionist and they will pass a message on to the doctor who will contact you at some point the same day.

Sick notes / time off work

If you are too ill to work, a Self Certification form (SC2) 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 (Med3) from the doctor to give to your employer. If you need a private certificate there may be a standard charge.

Test results

Please allow 7 days before ringing the surgery for results. Please ring between 10am and 4pm if possible.

Patients with particular needs

For patients with hearing problems there is an induction hearing loop available in both branches.

We can arrange interpretation and translation services by phone for patients who do not speak English. Please let us know if you require this service.