

### 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

### Help us to improve our service

We are happy to hear your suggestions on how we can improve your experience of The Weavers Practice. Please use the suggestion box in both our waiting rooms, tell a member of our team or email us at [elccg.weaverspractice@nhs.net](mailto:elccg.weaverspractice@nhs.net)

### Complaints

We do try to offer you 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, our Practice Manager is responsible for investigating and responding to all complaints.

If you do not wish to raise your concern with the practice, contact:

NHS England, PO Box 16738, Redditch, B97 9PT;

Tel: 0300 3112 233,

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Out of hours emergencies, call:

**999** for life threatening emergencies only

**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

**Please use the above services with discretion!**

For health advice and reassurance, contact nhs direct:

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Your Named Accountable GP

From 1st April 2015 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 welcome to ask for this to be changed to a doctor of your preference.

### 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 the 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.

# The Weavers Practice

**Dr S C Burke, Dr R E Halstead,  
Dr Khanwalkar and Dr Fish**  
[elccg.weaverspractice@nhs.net](mailto:elccg.weaverspractice@nhs.net)

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

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

# About The Weavers Practice

## Opening times:

Our doors and phones are open Monday to Friday 8am to 6:30pm.

There are morning and afternoon surgeries daily and emergency appointments made available every day

## 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.

## 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.

## 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.

## Our clinical 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

## Please remember:

- \* Keep your appointment and arrive on time. If you are late, you may be asked to re book or wait until the end of the surgery
- \* If you are unable to keep your appointment, please let us know as soon as possible so that it can be offered to someone else
- \* Use the check-in screen when you arrive for your appointment to avoid queuing at the desk
- \* If you have more than one problem to discuss with the doctor, please ask for a longer appointment time. This will prevent other patients waiting longer than necessary
- \* Switch off your mobile phone before your consultation to avoid interruptions
- \* Treat our staff courteously. They are trying to help you