

The Weavers Practice

Dr S. Burke, Dr R.E Halstead & Dr D. Khanwalkar

Tel number: 01254 884217 Email: lsicb-el.weaverspractice@nhs.net

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

OUR CLINICAL TEAM:

DOCTORS: Dr Burke, Dr Halstead, Dr Khanwalkar, Dr Fish & Dr Connolly

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

HEALTH CARE ASSISTANTS: Sharon Green & Shannon Rea

OPENING TIMES: Monday to Friday 8:30am 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

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

Face to Face is available up to 3 weeks in advance.

Emergency: There are several appointments available on the day (**these are for absolute emergencies only**).

Telephone: are available up to 3 weeks in advance.

Online: GP Face to Face and Telephone appointments are available to book online (via the NHS APP).

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

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

ADDITIONAL SERVICES:

We have the following additional services which are available to book at our practice via reception: Physiotherapy, Mental Health, Physician Associate, 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

Please ring after 11am for results.

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.

Care provided includes Chronic disease reviews, Cervical Smears, Childrens Immunisations and development checks, Seasonal vaccines, Minor ops (joint injections).

Help us improve our service:

We are happy to hear your suggestions on we can improve our services. Please use the suggestion box in our waiting rooms.

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.