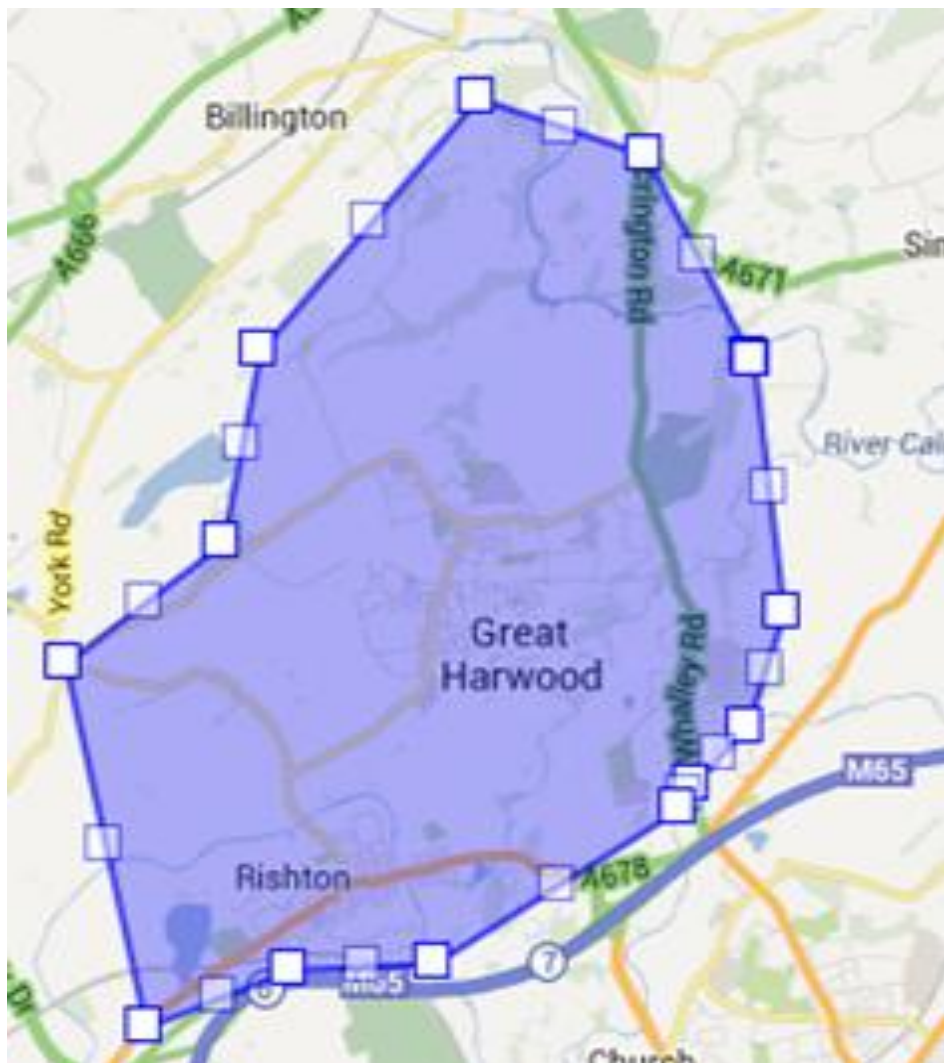


Practice Area (Highlighted Area)



HIGH STREET SURGERY



Drs Tyagi, Radice, Ireland, Ansar & Gauge
87 – 89 High Street
Rishton
Blackburn
Lancashire
BB1 4LD

TELEPHONE NUMBERS

Reception: 01254 617570
Fax: 01254 617573

Email: ghmg@nhs.net
Website: www.ghmg.org.uk

OPENING HOURS

Monday: 08.00 – 18.30
Tuesday: 08.00 – 18.30
Wednesday: 08.00 – 12.00
Thursday: 08.00 – 18.30
Friday: 08.00 – 18.30

HSS is a member of the East Lancashire Care Commissioning Group



Introduction

Welcome to High Street Surgery. We work very closely with other members of the health team who are based at Gt Harwood health centre:- these include, the treatment room nurses, podiatrist, speech therapists, and others – all of whom you may see when needed.

Your Doctors & Nurses

Dr Anil Tyagi	BSC.MBBS.FRCS. MRCP
Dr Lucy Radice	MBChB. MRCP, DFRH
Dr Jill Ireland	DFRH. DRCOG. MBChB, MRCP, BSC
Dr Sohail Ansar	MPharm, MBChB, DRCOG, MRCP
Dr Victoria Gauge	BSC, DFRH, MRCP, DRCOG, MRCP
Carol Flynn	Practice Nurse
Jane Shaw	Practice Nurse

Surgery Hours

Surgery doors open at 08.00am. Doctors clinic times are:

Monday:	08.30 – 11.30	14.30 - 18.00
Tuesday:	08.30 – 11.30	14.30 - 18.00
Wednesday:	08.30 – 11.30	
Thursday:	08.30 – 18.00	14.30 – 18.00
Friday:	08.30 – 18.00	14.30 – 18.00

Patients With Particular Needs

Our surgery is accessible to patients using a wheelchair. Access to the surgery is flat and the consulting rooms are on the ground floor. We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Dr Tyagi speaks Urdu & Hindi and Dr Ansar speaks Urdu & Punjabi. Please let us know if you require this service when booking an appointment.

Useful Websites

Care Quality Commission.....	www.cqc.org.uk
Department of Health.....	www.dh.gov.uk
General Medical Council.....	www.gmc-uk.org
Public Health England.....	www.hpa.org.uk
NHS.....	www.nhs.uk

Useful Telephone Numbers

NHS Dentist	0300 1234 010
Great Harwood Health Centre Main Reception	01254 736164
East Lancashire Hospital Switchboard	01254 263555
NHS 111 Service	111
Social Care	0300 123 6720
Inspire Substance Misuse Services	01254 282900
Carers Link Lancashire	01254 387444
Local Pharmacies	
Boots (Gt Harwood)	01254 884330
Cohens (Rishton)	01254 884044
Well (Clayton le Moors)	01254 232999
Holdens (Gt Harwood)	01254 886178
Lloyds (Accrington)	01254 237773
My Pharmacy (Gt Harwood)	01254 882800
Rishton Pharmacy	01254 883831
Tesco (Gt Harwood)	01254 897847

Comments, Complaints & Suggestions

Comments on any aspect of the practice will be received with interest. Please pass any suggestions to a member of the reception team.

Everyone at surgery tries their best to provide a friendly, efficient and safe service to all our patients, often under considerable pressure. Despite this, if something goes badly or you feel you need to complain, we will be happy to hear about it and try to put it right. Unless we know about it we cannot make changes and improvements. Either speak or write to the practice manager who will then look at your concerns carefully and seriously before replying to you.

The Health Care Team

The following make up the team in addition to the Doctors and Nurse:

Practice Manager	Sarah Lord is the manager and is responsible for the running and administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice.
Assistant Practice Manager	Debbi Whitwell is the assistant practice manager and may be contacted in the absence of Sarah Lord.
Health Care Assistant	Sharon Green is available by appointment and can undertake a variety of clinical procedures including blood pressure, blood tests, seasonal flu and pneumonia vaccinations and vitamin B12 injections.
Secretary	Debbi Whitwell is the secretary who deals with the referrals process for patients to hospital and outside agencies.
Receptionists	Anne Ward, Joessa Green, Vicky Owen, Neola Braysford, Sarah Pinder, Julie Bartley, Helen Lytle & Pam Mason.

Responsibilities of the Patient

- Keep your appointment & arrive on time – if you are unable to keep an appointment please advise the practice as soon as is practical so that it can be offered to someone else. If you are late for your appointment it is at the Doctors discretion if you can still be seen although you may be asked to rebook and / or wait until the end of surgery.
- Value the team – We value our team tremendously and we are trained and committed to providing the best possible care. Whilst we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We are here to help and it is not acceptable to verbally or physically abuse members of the team. In such instances we may have to review whether you can remain registered with the practice.
- Keep personal details up to date, ie address and contact details. Please always let us know if you move address or change telephone number, as very occasionally we may need to contact you urgently.
- Work with us to provide a high quality NHS service.

Home Visits

Home visits are at the discretion of the Doctor and are for terminally ill and truly housebound patients as most others can be safely brought to surgery to be seen here. If you need to request a home visit, please ring the surgery before 10.30am.

Carers

If you would like to be registered with us as a carer, or a patient with a carer please let a member of the reception or the HCA know.

Further information can be found via the Carers Link website www.carerslinklancashire.co.uk or their telephone number is 01254 387444.

Access to Patient Information

The practice uses computers in almost all aspects of its day-to-day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patient's records are held on the computer in accordance with the guidelines of the Data Protection Act.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a GP. The register does not contain information regarding your health.

In addition to using information for your care and treatment, it may also be needed for other reasons such as:

- Helping staff to review the care they provide to make sure it is carried out at the highest standard.
- Training and education, for example support of Registrars (you can choose whether or not to be involved personally).
- Looking after the health of the general public, ie The Health Protection Agency uses anonymous information to continue to protect the health of the population as a whole, ie to identify or investigate infectious diseases, hazardous chemicals, notifiable diseases such as measles food poisoning or TB. Reports are published on their website www.hpa.org.uk
- Making sure that our services can meet patient's needs in the future.
- Preparing statistics on NHS performance and activity.
- Investigating complaints or legal claims within the NHS.
- Financial controls and audits.

Appointments

Appointments may be made by telephoning 01254 617570, we now operate an online service to book appointments via the practice website. Registration for this service is required prior to use, please enquire with reception. Routine appointments for all GPs may be made for a period of six weeks in advance.

To help improve our patient service we will send you a free reminder via text before your appointment. Appointments are precious, should you no longer need your appointment please let us know as soon as possible so that we can offer your slot to someone else. Please help us not to waste valuable and scarce time.

Emergencies Outside Normal Working Hours

The surgery's answer machine will give you the emergency number to call, or you can call direct on 111.

You will be asked some questions in order to help you further then NHS Direct will give you advice. If you need to be seen by the duty doctor this can be arranged but may require you to attend the out of hours centre. This service is not a substitute to the normal daytime surgery. It is for **EMERGENCIES** only and it is costly to provide.

Repeat Medication

Request for repeat prescriptions can be posted or left in the special box in reception or ordered online via the website or email account.

Please allow 48 hours from ordering before you or a representative collects the prescription from reception. If you stop taking a drug or it is changed by a doctor elsewhere (such as at a hospital appointment) please let us know so that your records can be kept accurate. Occasionally the doctor will want to see you to check that the medication is still working well for you and discuss any concerns.

Other Services

Minor Surgery – Some minor surgery procedure are carried out at Gt Harwood Medical Group with the nurse assisting the doctor. This service requires you to see one of the doctors for referral to Dr Tyagi's clinic held on a Thursday afternoon at Gt Harwood.

Asthma Clinic – Advice and monitoring is available via the Practice Nurse by arrangement.

Family Planning – This service is provided by Dr Radice and Dr Ireland, please contact the reception team to make an appointment at Gt Harwood.

Treatment Room – Services include dressings and removal of clips and stitches and ear irrigation at Gt Harwood.

Smoking Cessation – There are clinics held within the health centre for smoking cessation, please contact 0800 328 6297 or 01254 283370 for details and clinic times. www.quitsquad.nhs.uk

Travel Clinic – A range of immunisations are available for travel please ask Reception for a form to complete.

Baby Clinic – Health visitors are available on Wednesday mornings between the hours of 9.30am and 12.00pm at Gt Harwood Health Centre.

Carers Link - There are clinics held at Gt Harwood for carers, please contact 01254 387444 for details and clinic times.

Private Service – This includes completion of medical reports, DVLA medicals and letter encounters. This service does incur a charge as they are not covered by NHS arrangements.

How to Register as a Patient

If you move to the practice area registration forms are available from reception for your completion. Upon completion if you are over the age of 16 you are required to attend an appointment with the Health Care Assistant for a new patient check.

If you are on any repeat medication we do recommend that you obtain one month supply from your previous GP whilst we process your application.

How to See the Doctor

Appointments can be made by calling in at, or ringing the surgery on 01254 617570 alternatively, routine appointments can be made via the practice website (details for registration of this service are below).

If you wish to see a specific GP please specify upon your request for an appointment. If the GP of your choice is not available we will offer the next available appointment with an alternative GP.

On Line Booking

The surgery now accepts appointments booked online through the website www.qhmq.org.uk. This service allows you to view, book and cancel GP appointments via the internet 24 hours a day. Repeat prescription ordering is also available online. To register for this service please ask a member of the reception team.

Waiting Times

All effort will be made to see patients on time in surgery. However, surgeries can run late for a number of reasons. If clinics start to run late we will aim to let you know upon arrival. Please bear with us.

Notification of Results

Patients who do not have a follow up appointment with the Doctor may contact the practice to discover the result of their test. Results may take 3 days or longer to come back to the surgery.

Chaperones (Your Dignity)

If you wish a chaperone to be present during your consultation please advise the reception, clinician or manager who will arrange this for you.

Patient Information and Confidentiality (Your Privacy)

We recognise that there may be times when you wish to discuss sensitive matter. If you are not comfortable at the front desk we will find a private area for this discussion.

Accessible Information Standard

The Accessible Information Standard aims to ensure that disabled people have access to information they can understand and the communication support they need. Please let us know if you have any information or communication needs.