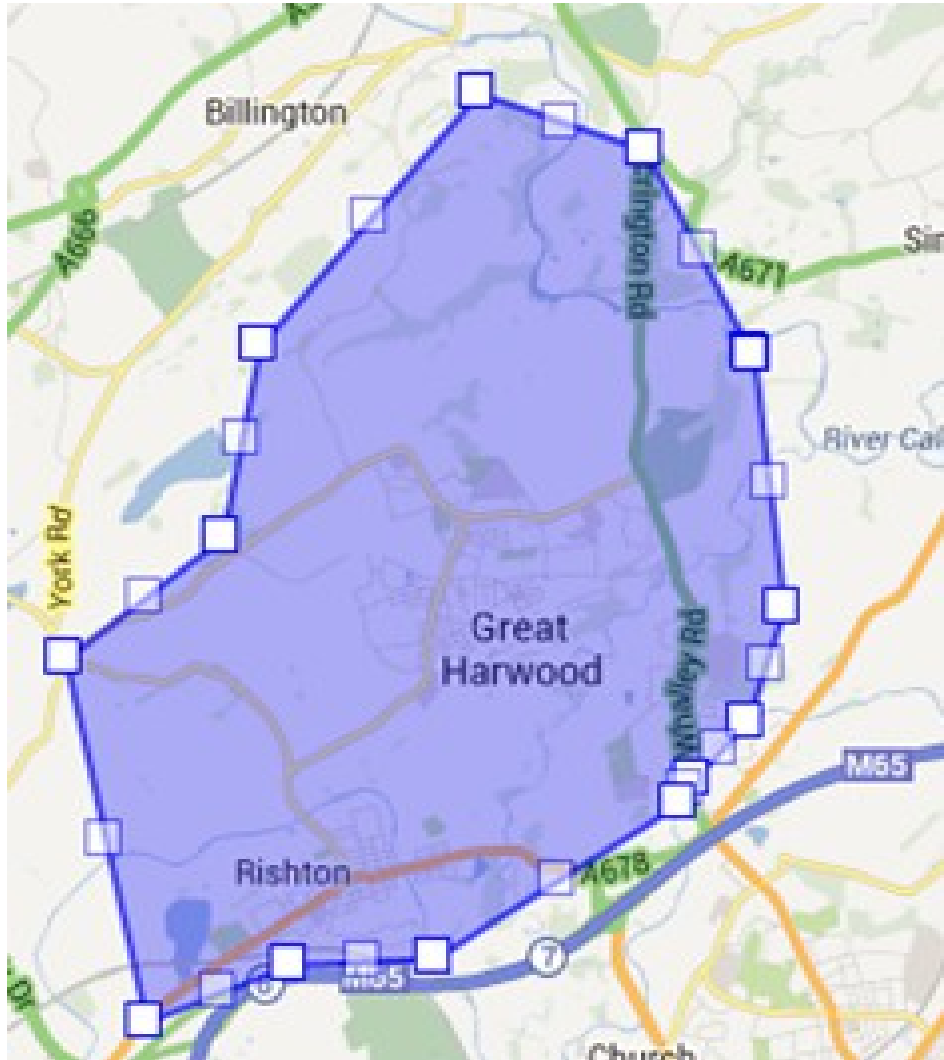


## Practice Area (Highlighted Area)



## HIGH STREET SURGERY



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

### TELEPHONE NUMBERS

**Reception: 01254 617570**

**Fax: 01254 617573**

**Email: [highstreet.surgery@nhs.net](mailto:highstreet.surgery@nhs.net)**

### 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

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Welcome to High Street Surgery.

## Your Doctors

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Dr Robert Grayson	MBBS. BSC
Dr Anil Tyagi	BSC.MBBS.FRCS. MRCP
Dr Lucy Radice	MBChB. MRCP, DFRH
Dr Jill Ireland	DFRH. DRCOG. MBChB, MRCP, BSC

## Your Nurse



Carol Flynn

## Your Health Care



Sharon Green

## Surgery Hours

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

Monday: 09.00 – 11.00 16.00 – 18.00

Tuesday: 09.00 – 11.00 16.00 – 18.00

Wednesday: 09.00 – 11.00

Thursday: 09.00 – 11.00 16.00 – 18.00

Friday: 09.00 – 11.00 16.00 – 18.00

## Patients With Particular Needs

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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. Please let us know if you require this service when booking an appointment.

## Useful Websites

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Care Quality Commission.....[www.cqc.org.uk](http://www.cqc.org.uk)

Department of Health..... [www.dh.gov.uk](http://www.dh.gov.uk)

General Medical Council.....[www.gmc-uk.org](http://www.gmc-uk.org)

Health Protection Agency.....[www.hpa.org.uk](http://www.hpa.org.uk)

NHS Choices.....[www.nhs.uk](http://www.nhs.uk)

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

## Useful Addresses

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Walk – In Centre  
Accrington Health Access Centre – Accrington Community Hospital,  
Haywood Street, Accrington, BB5 6AS. Tel – 01254 770480

To find a local NHS Dentist call 0845 46 47 or visit [www.nhs.uk](http://www.nhs.uk)

## **Some Useful Telephone Numbers**

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Great Harwood Treatment Room	01254 736134
East Lancashire Hospital Switchboard	01254 263555
NHS Direct	111
Social Service	0845 053 0009
Inspire Substance Misuse Services	01254 282900
Great Harwood Childrens Centre	01254 880818

## **Local Pharmacies**

Accrington Pharmacy	01254 391699
Boots (Gt Harwood)	01254 884330
Cohens (Rishton)	01254 884044
Co-op (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

## **Access to Patient Information Continued**

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Social Services, Benefits Agency and others may require medical reports on you from time to time. Failure to co-operate with these agencies can lead to patient loss of benefits and support. However if you have not given your signed consent we will not normally disclose information about you.

If you agree, your relatives or carers may be kept up to date with the progress of your treatment. Please complete a Consent of Release of Medical Information form. Once this is completed we will add a message to your records.

You have the right to request access to your health records. If you wish to see your notes please contact the practice manager who will talk you through the process.

## **Freedom of Information**

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Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible.

## **Comments, Complaints & Suggestions**

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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 or Dr Grayson who will then look at your concerns carefully and seriously before replying to you.

### **The Health Care Team**

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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.

Receptionists Margaret Holtom, Elaine Duckworth and Sarah Pinder.

### **Responsibilities of the Patient**

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- 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**

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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.

### **Appointments**

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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 four 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.

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diseases such as measles food poisoning or TB. Reports are published on their website [www.hpa.org.uk](http://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.

## **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

## **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.

## **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 team know.

Further information can be found via the Carers Link website [www.carerslink.net](http://www.carerslink.net) or there telephone number is 01254 387444.

## **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. If you are

unable to order this way orders can be made by telephoning 01254 617570.

Local pharmacies also offer a repeat dispensing service to patients. Please enquire about this service with your usual pharmacist.

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.

### **Private Services**

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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**

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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**

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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**

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The surgery now accepts appointments booked online through the website [www.ghmg.org.uk](http://www.ghmg.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**

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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**

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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)**

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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)**

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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