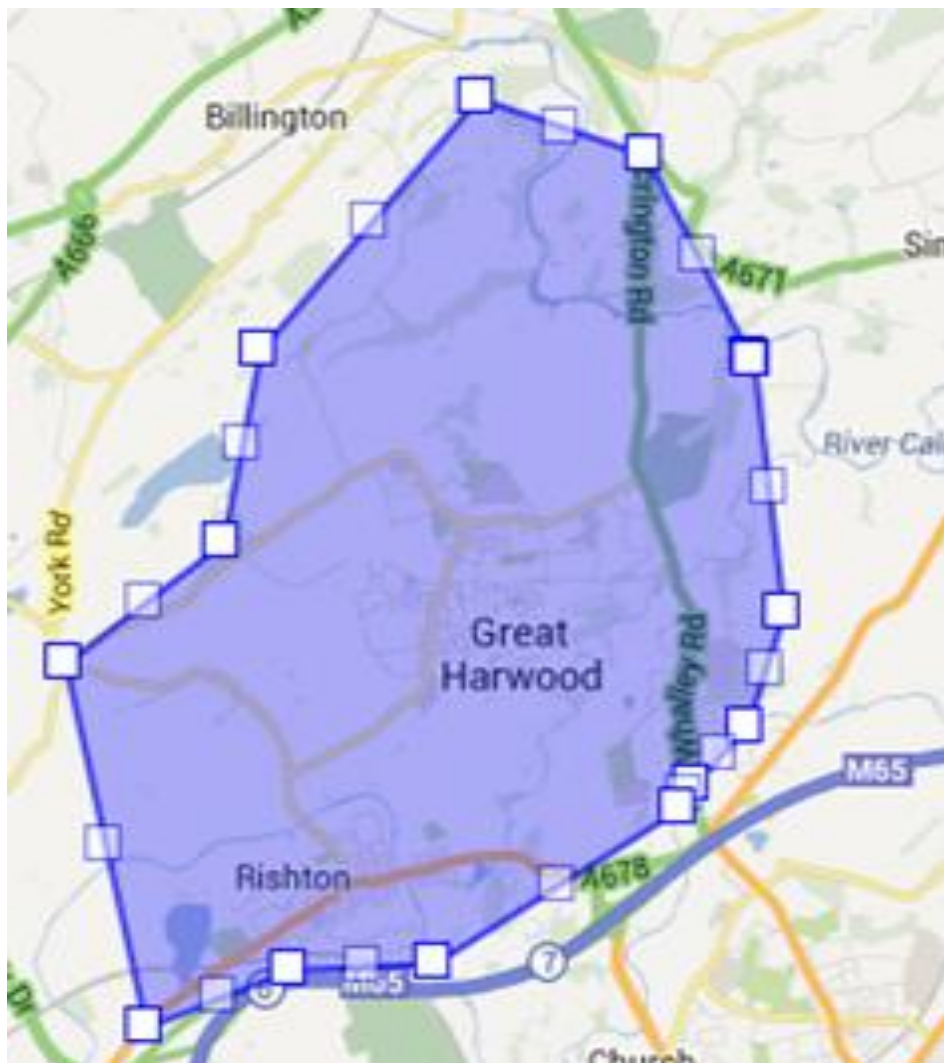


## Practice Area (Highlighted Area)



## GREAT HARWOOD MEDICAL GROUP



**Drs Tyagi, Radice, Ireland, Ansar & Gauge**  
**Great Harwood Health Centre**  
**Water Street**  
**Great Harwood**  
**Blackburn**  
**Lancashire**  
**BB6 7QR**

### TELEPHONE NUMBERS

**Reception:** 01254 617570

**Fax:** 01254 617573

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

**Website:** [www.ghmg.org.uk](http://www.ghmg.org.uk)

### OPENING HOURS

**Monday:** 08.00 – 18.30

**Tuesday:** 08.00 – 18.30

**Wednesday:** 08.00 – 18.30

**Thursday:** 08.00 – 18.30

**Friday:** 08.00 – 18.30

GHMG is a member of the East Lancashire Care Commissioning Group



## **Introduction**

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Welcome to Great Harwood Medical Group. We are a training practice which encourages the future development of general practice teams.

We work very closely with other members of the health team who are based in the health centre:- these include, the treatment room nurses, podiatrist, community midwives, speech therapists, smoking cessation, Carers Link and others – all of whom you may see when needed.

## **The Doctors & Nurses**

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

## **Surgery Hours**

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

Monday:	08.30 – 11.30	14.00 – 18.00
Tuesday:	08.30 – 11.30	14.00 – 18.00
Wed:	08.30 – 11.30	14.00 – 17.00
Thurs:	08.30 – 11.30	14.00 – 18.00
Friday:	08.30 – 11.30	14.00 – 18.00

## **Patients With Particular Needs**

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Our surgery is accessible to patients using a wheelchair. We also have eight disabled parking spaces. Access to the health centre is flat and there are two lifts to access the first 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**

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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**

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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	
Accrington Pharmacy	01254 391699
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

## **Access to Patient Information Continued**

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 form to release medical information. 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**

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**

Comments on any aspect of the practice will be received with interest. Please pass any suggestions to a member of the reception team or our Reception Manager Claire Malone.

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 Nurses:

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, flu, pneumonia and shingles vaccinations and vitamin B12 injections.
Reception Manager	Claire Malone is the reception manager and oversees the running of the general office, childhood vaccinations and palliative care.
Secretary	Debbi Whitwell is the secretary who deals with the referrals process for patients to hospital and outside agencies.
Admin Team	Anne Ward, Joessa Green, Vicky Owen, Sarah Pinder, Neola Braysford, Julia Bartley & Helen Lytle.
Community Midwives	Clinics are held every Thursday morning by the community midwives.

## **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 wherever possible.

## **Carers**

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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.carerslinklancashire.co.uk](http://www.carerslinklancashire.co.uk) or their telephone number is 01254 387444.

## **Access to Patient Information**

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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.

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](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.

## **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 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**

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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 the NHS 111 service 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.

## **Repeat Medication**

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Requests for repeat prescriptions can be posted or left in the special box in the main entrance or ordered online via the website or email account.

Local pharmacies also offer a managed repeats 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.

## **Other Services**

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Minor Surgery – Some minor surgery procedures are carried out here 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.

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.

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

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](http://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.

Carers Link - There are clinics held within the health centre 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.

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

## **Sit & Wait Clinics**

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We offer a sit and wait clinic each morning from 8.30 – 10.30am and each afternoon (except Wednesday) from 2 – 4pm for patients that need to be seen for urgent clinical needs that cannot wait until the next routine appointment. These are run by a GP. Please call in during these times if you need to be seen urgently.

### **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 HCA 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 our 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 and access to detailed coded data 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.

### **Facilities at the Medical Centre**

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- We operate a no smoking policy.
- Automatic doors externally.
- A portable loop system is available on request, please ask at reception.
- Baby changing facilities available.
- Private room available on request for confidential discussions.
- A wheelchair is available upon request, please ask at reception.
- Health information leaflets in the waiting area.

Please keep all your personal belongings with you at all times.

### **Training**

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Great Harwood Medical Group is an accredited training practice for the training of General Practice Specialty Registrars. Specialty Registrars are fully experienced in hospital medicine but require further general practice experience before entry into practise independently.

### **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

### **Accessible Information Standard**

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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.