



# Waterfoot Medical Practice



## Practice Information



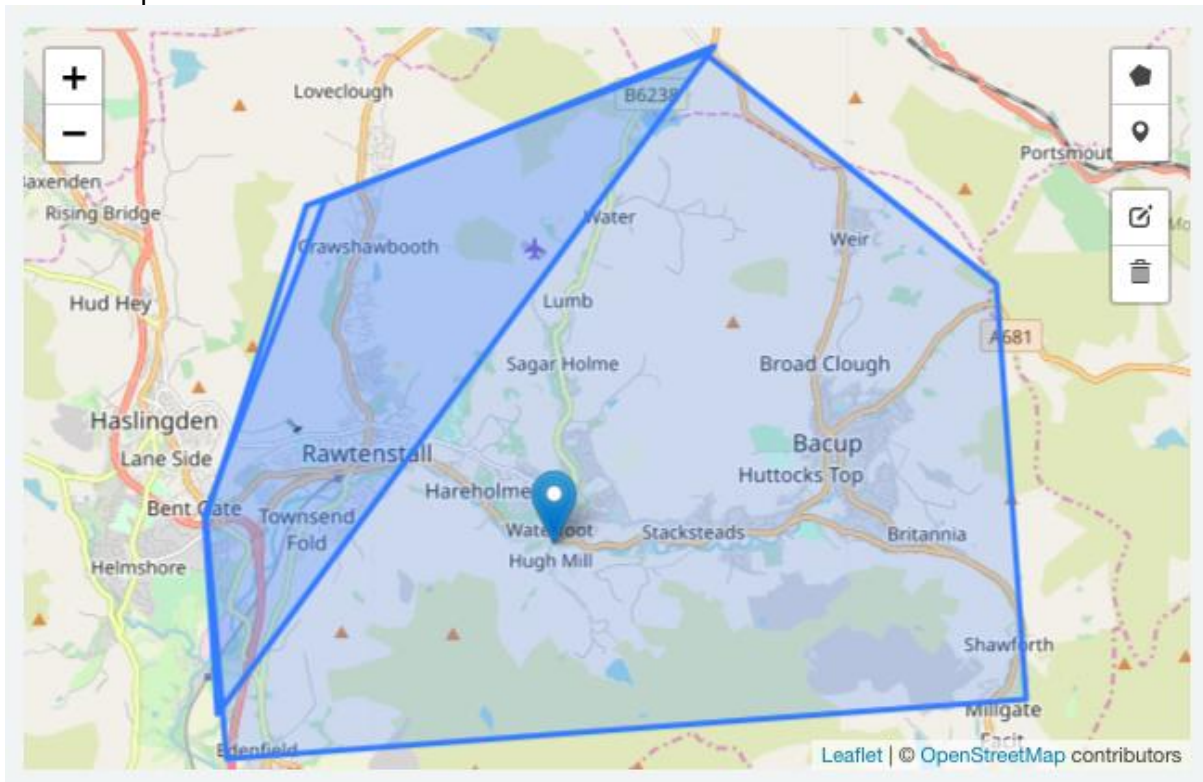
## The Practice

The Practice is situated in the Waterfoot Health Centre on Cowpe Road, Waterfoot. The GP practice was formed in the late 1940s with the advent of the NHS. It moved into the current premises in 1975. These premises were upgraded in 2008 and 2010 and now offer some of the latest and best facilities for patient care.

## Registration

We welcome patients from the town and surrounding areas. Please see map for details. To register with us you will need to pick up a registration pack from reception.

Once completed you must hand this in to Reception and show the relevant ID. The receptionist will then book you in for a pre-registration medical check. Please bring a urine sample with you to this check. Please note unfortunately you cannot be seen as a patient until this check has taken place.



There is a car park at the rear which you are welcome to use but please avoid parking in front of the health centre or on the marked yellow lines as this obstructs access for emergency vehicles

## Our Team

### Doctors

Dr James Cowdery  
Dr Yousef Sheikh  
Dr Kate Hinchliffe  
Dr Priya Narayan  
Dr Naveed Iqbal

### Practice Management

Gill Barnard - Practice Manager  
Kelly Flockhart – Assistant Practice Manager

### Nurses

Bob Seeley - Nurse Practitioner  
Becky Stanfield – Nurse Practitioner  
Emma Bell - Practice Nurse  
Hannah McLaughlin - Practice Nurse  
Lisa McCutcheon – Nursing Associate  
Deborah Wilkinson - Healthcare Assistant

### Reception

Rebecca Potter – Senior Receptionist  
Karen Birchall – Receptionist  
Rajna Khatun – Receptionist  
Heidi Alderson – Receptionist  
Josie O’Riordan – Receptionist  
Georgia Dewhurst – Receptionist  
Hannah Shiers – Receptionist

### Pharmacy & Allied Health Professionals

Saika Bi – Clinical Pharmacist

Lisa Foster – First Contact MSK  
Practitioner  
Deborah Dewhurst – Social Prescriber  
Angela Pearson – Health Coach

### Medical Secretaries

Laura Suthers – Senior Secretary  
Hayley Brobbin – Secretary  
Sarah Grundy – Secretary

### Administrators

Sarah Penty – Senior Administrator  
Karen Adams – Administrator  
  
Angela Barrett – Senior Prescribing  
Administrator

## How to make an appointment

Appointments can be booked:

- online by following the link at the top of this page - please note you will need to register online to use this service
- by telephoning 01706 253300 (Option 1)
- in person at reception

Our normal opening hours are Mon to Friday 08:00 to 18:30. Additional appointments are available on Friday mornings between 07:15 – 08:00 and Tuesday evenings 18:30 - 20:00. Appointments can be booked up to six weeks in advance with a doctor or nurse.

We politely request that patients stick to one problem per appointment or request a double appointment if there are multiple concerns that need to be addressed.

All patients aged 85 and over are automatically offered a double appointment.

## **Care Navigation**

Your request for an appointment will be dealt with by one of our trained reception staff who will ask some questions to help you to make an appointment with the appropriate clinician or service. You may request to see any doctor, and we do encourage you to follow through your current health problem with the same doctor where possible. Normally, you will be offered the earliest appointment with the doctor of your choice. If the doctor is fully booked, we will try to offer you an earlier appointment with another doctor.

If you feel you need to be seen urgently, please tell the receptionist and we will arrange for the duty doctor to contact you on the same day.

## **Text Messaging Services**

We have a texting service which allows you to receive confirmation and reminders about your appointments. It also allows us to message you with appointment requests and enables our clinicians to communicate with you directly via text.

To have this service you will need to register by completing a consent form.

Please remember to update your contact details with us when you change address, telephone numbers and email address.

## **How to Cancel an Appointment**

It is important that you inform the reception staff if you are unable to attend your appointment, this will allow that appointment to be offered to another patient. If you regularly fail to notify the Practice that you are unable to attend, you will be sent a letter informing you of this and you may be removed from the practice list.

Appointments can be cancelled:

- online by following the link at the top of this page - please note you will need to register online to use this service
- by telephoning 01706 253300 (Option 1)
- in person at reception

## **Results of tests**

If you are phoning the surgery for the results of tests, queries about medications or any other documentation please phone after 10:00am as this will leave the phone lines open for patients trying to make appointments early in the day.

## **Secretaries**

The secretaries are available to speak to you regarding referrals, please ring 01706 253300 and press option 3.

## **Hearing Difficulties**

The surgery has hearing loop facilities available for patients with hearing difficulties who are unable to use a conventional phone to contact the surgery. Please contact the reception team for details.

## **Need to speak in Private at Reception?**

Ask for red card at the desk.

## **Disabled access**

As a purpose-built health centre, we have toilets for the disabled and there are no stairs within the Health Centre. A wheelchair is available - please ask at reception. If you require an appointment at the beginning of a surgery due to access or any other problem, please discuss this with reception who will try to find you a suitable time to attend.

## **Home visits**

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception before 10:00am on 01706 253300.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed, he/she may ring you to see if the matter can be managed over the phone first. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

## **When we are closed**

If you have an urgent medical problem that cannot wait until we are open, please ring 111 for assistance. You can also attend a:

- Walk-in Centre located at Accrington Victoria Hospital, Heywood Road, Accrington, BB5 6AS. Services available from 08.00 - 20.30
- Minor Injuries Unit at Rossendale Primary Care Centre, Bacup Road, Rawtenstall. BB4 7PL. Services available from 08.00 - 20.00

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In an emergency you should call 999.

## **Repeat prescriptions**

Patients on long-term medication can order repeat prescriptions in several ways:

- Online: via the link at the top of this page. Please note you will need to register online to use this service
- By Telephone: Please ring 01706 253300 and select option 2.
- In Person: By completing the printed slip attached to your previous prescription and leaving in the prescription box in the waiting room or post it to us.
- E Mail: [elccg.prescriptionswmp@nhs.net](mailto:elccg.prescriptionswmp@nhs.net)

All medication requests take up to two working days to be processed. Please put your requests in with plenty of time to avoid delays in continuing to take your medication.

If you would like your prescription to be collected by a pharmacy and / or delivered to your home, please contact your preferred pharmacy to arrange this.

### **NHS Healthy Checks**

Health checks are offered to patients aged between 40 and 74 once every 5 years. This check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. By taking early action you can improve your health and prevent the onset of these conditions.

The check will include several measurements such as blood pressure check and blood tests, including cholesterol. These measurements will allow us to evaluate your health and allow us to promote your future physical wellbeing. Please tell the reception staff you wish to book an appointment for the "Healthy Heart clinic" and bring a sample of urine with you.

### **Chronic Disease Management**

To ensure that we provide the best possible care for patients with long term conditions the practice aims to review patients with every 12 months. This will be carried out at the "One Stop" clinic where we will check and monitor all conditions and medications at the same time so that you do not have to attend the surgery on multiple occasions. The "One stop" clinic also overcomes the inconvenience of you having to phone and book an appointment as these are pre made, however if the date or time is inconvenient to you please ring the surgery and the receptionists will be happy to re-arrange your appointment.

This patient initiative embraces our commitment to strive for the improvement in the delivery of care to all our patients.

### **Teaching & Research**

We are a Training practice. We train doctors intending to become GPs and Consultants. The process will sometimes involve consultations which are video recorded or where a trainee and trainer are present. In this case your permission will always be requested.

We are also involved in the teaching of undergraduate Medical, Nursing and Physician Associate students.

### **Contraception and Sexual Health (CaSH) Services**

Our doctors and practice nurses offer comprehensive contraception and sexual Health services during normal surgery times.

Emergency contraception is effective for up to 72 hours after sexual intercourse. Please ask the receptionist for an emergency appointment to obtain this but please explain to the receptionist what the problem is. The receptionists are trained in confidentiality matters and the information you give them will enable them to help you without unnecessary delay. A room is available for private discussion with the receptionist if required – please ask.

Blackpool and Lancashire Sexual Health Services provide expert advice, guidance, and treatment on all aspects of sexual health, the service can be contacted on 0300 1234 154.

### **If you think you are pregnant**

Make an appointment with a doctor or nurse and bring an early morning urine sample with you. If the pregnancy test is positive the doctor will advise you as to when to book an appointment with the midwife.

It has been shown that FOLIC ACID significantly reduces the risks of spina bifida. It is easily available without prescription from chemists and should be taken by all women planning a pregnancy. You should take folic acid until the 12<sup>th</sup> week of pregnancy and try to stop smoking and drinking alcohol.

If you are planning a pregnancy be sure to get your rubella (German Measles) vaccination status checked by booking a blood test.

### **Cervical Smears**

All women between the ages of 25- 50 years are advised to have a smear test once every 3 years and women between the ages of 50 -65 every 5 years. These tests are to detect the early signs of cancer of the cervix which can be successfully treated at this stage. Patients are automatically invited for a smear by letter when they are due a smear.

### **Chaperones**

A chaperone is available for all consultations and examinations. Please just ask your doctor or nurse.

### **Minor Surgery**

Our doctors and nurse practitioner are trained to perform many minor procedures e.g. Cyst and wart removal, toenail operations and joint injections. These clinics are only bookable by the clinicians so please see a doctor or nurse who will make the necessary arrangements for you.

### **Medical Examinations**

Private examinations (e.g. for insurance companies, for HGV or PSL drivers or employment medicals) are carried out by special non-NHS appointment and these require a fee to be paid. A list of the current fees is displayed at reception.

Please discuss with the receptionist who will make the arrangements for you.

### **Over 75's screening**

The doctors and nurses routinely check over 75 year olds in the course of their daily work. However, if you are over 75 and have not been seen by us within the last year please feel free to make an appointment with the practice nurse or one of the doctors and bring a urine sample with you.

### **Immunisation and Holiday Advice**

The practice nurses are trained in travel advice and vaccinations including typhoid, hepatitis, polio, tetanus, and malaria. Polio and Tetanus boosters are recommended 10 yearly. Please check if you are covered. Yellow Fever Vaccination is available at our surgery.

Please note that certain holiday vaccinations and malaria tablets are not available on the NHS and will require a private prescription to be issued.

### **What to do in the event of an Expected Death**

In the event of the expected death of a terminally ill patient please ring 01706 253300. A doctor will visit to certify death and will advise you on making the necessary arrangements.

### **Data Protection**

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 give you the best possible care. Please look at our website or request a copy of our privacy notices which provide information on how we collect, use, retain and disclose of personal information. To help us keep your records up to date please inform us of any changes of address or phone numbers. This can be done via online services or by informing reception.

### **Freedom of Information**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This is a guide to the classes of information the practice intends to routinely make available. This scheme is available upon request.

### **Access to Medical Records**

GP records include information about your medicine, allergies, vaccinations, previous illnesses and test results, hospital discharge summaries, appointment letters and referral letters. Please contact our reception team to discuss how you can request access to your GP records.

### **Complaints**

We always aim to provide the best services but there may be times when you feel this has not happened. We hope that most problems can be sorted out easily and quickly, often at the time the problem arises and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please ask to speak with the Practice Manager.

We believe it is important to deal with complaints swiftly and aim to resolve any issue within 10 working days. Occasionally it may take longer but we will keep you informed throughout. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

A copy of our complaint's procedure (in line with NHS guidance) is available online or can be provided upon request. If you use this procedure it will not affect your statutory right to complain to NHS England or the Health Service Ombudsman.

Comments, compliments, and suggestions as to how we may improve our service are always welcome.

### **Patients' Rights**

You have the right to be treated courteously.  
You have the right to absolute confidentiality.



Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this causes delay to booked appointments.

Doctors and nurses will begin surgeries at appointed times. Any delay will be due to medical necessity. Where there is a delay in excess of 20 minutes patients have the right to be informed and to make an alternative appointment if they wish.

Patients have the right to information about their own illnesses. They have the right to be involved in deciding how their illness should be managed. The practice will offer advice and seek to inform patients of steps they can take to promote good health and to avoid illness e.g. stopping smoking and taking exercise and advice on self-help for minor ailments.

Patients shall be referred to a consultant acceptable to them, if at all possible, when they and their GP think it necessary.

### **Patients' Responsibilities**

Patients should attend their appointments at the arranged time. If this is not possible, they should inform the surgery as soon as possible. We expect patients will understand that appointments are for one person only.

Patients are responsible for their own health, and the health of their children, and should co-operate with the practice in endeavouring to keep themselves healthy.

Home visits should only be requested for patients who are seriously ill or housebound. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well-equipped surgery.

### **NHS Zero Tolerance**

We operate the NHS Zero Tolerance Policy to safeguard staff and patient welfare. Our Team shall always show due respect and courtesy when dealing with patients. In turn, we would request patients to reciprocate the same. No form of aggression, verbal or physical in nature will be tolerated and may result in patient removal and being reported to the Police.

### **CCTV**

CCTV is in operation in the reception area and corridors of the practice. There is no CCTV in the consulting rooms.

### **Website & Social Media**

The practice website is [www.waterfootmedicalpractice.co.uk](http://www.waterfootmedicalpractice.co.uk) .

Please also visit our Facebook page for up-to-date practice information and news <https://www.facebook.com/waterfootmedicalpractice>

### **Patient Participation Group**

The Patients' Participation Group (PPG) meets every 2 months to discuss issues related to the practice and to carry out surveys of patients' views and experiences. The group is open to all patients. Please see the Practice website or contact the practice manager for details.

## **Useful Contact Numbers -**

Health Visitors & School nurses – 0300 247 0040

District Nurses (Bacup) - 01706 235316

Smoking cessation – 0800 328 6297. Further information is available by following this link:  
<http://www.quitsquad.nhs.uk/index.php>

Drug and alcohol services – Inspire 01254 495382

The Samaritans – call free of charge 116 123

For up to date information about a range of services please visit

<https://rossendalecommunitydirectory.co.uk/>