**LITTLE HARWOOD HEALTH CENTRE**

**Plane Tree Road Blackburn BB1 6PH**

**Tel: 01254 915005**

[www.lhhc.co.uk](http://www.lhhc.co.uk)

E: Lhhc.enquiries@nhs.net





# A GUIDE TO OUR SERVICES

**Welcome to our Practice**

We welcome patients from the town and surrounding villages. Our practice area is the BB1 and BB2 postcode. Please ask for a form from reception to submit your application or you can download registration form from our website. [Little Harwood Health Centre - Registering (lhhc.co.uk)](https://lhhc.co.uk/pages/Registering)

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Opening Times

**Monday** : 08:00 – 18:30  **Thursday** : 08:30 – 18:30

**Tuesday** : 08:30 – 18:30 Friday : 08:30 – 18:30

**Wednesday** : 08:30 – 18:30

**Our Extended Opening Hours:**

Monday, Tuesday, and Wednesday – 07:15 – 08:00, 18:30 – 20:00

When We Are Closed

In the case of an out-of-hours emergency call NHS 111 or 999

You may be given advice over the phone, asked to visit the base surgery, or visited at home.

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 a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

You can also access a wealth of health information at www.nhs.uk or you can use NHS symptom checker: www.nhs.uk/symptomchecker

Practice Training Closures:

On occasions the practice is only open for medical emergencies this is due to GP training. All the calls that afternoon are triaged and if appropriate an appointment will be arranged at one of our four Neighbourhood Enhanced Access Clinics.

One lunch time a month the reception will be manned by a skeleton staff to enable reception training. We ask that patients do not ring for that hour and ring (or attend) unless a medical emergency.

The practice closes for all Bank Holidays.

How Do I Register As A Patient?

**We Welcome new patients to our list**; our practice area covers BB1 and BB2. Registration forms are available from reception or through our web page, [www.lhhc.c.uk](http://www.lhhc.c.uk).

How to book an appointment

Appointments are offered by patient choice these can be either Face to Face, Video or Telephone – ideally virtual video is the preferred mean, so that you can see the clinician and the clinician can see you. Please ensure that you advise the practice of your up-to-date contact details.

To book an appointment, ring our main telephone number 01254 951005.

To book appointments online please see below for details on how to sign up for Patient Access via computer or MyGp app via smartphone or tablet.



Our receptionists are all trained in Care Navigation and are able to direct you to the clinician or service most suitable to your care. To do this they will need to ask you why you are ringing the surgery or some information for the need for an appointment.

* Urgent cases are consulted on the day
* If your condition is non-urgent, you can expect to consult with your usual/named GP within 10 working days, though you may have to wait a little longer if your GP is on leave.
* To manage demand effectively and assess capacity needed, appointments are added to the clinical appointment book six weeks in advance, however, if a clinician wants you to attend a review appointment outside of this, they will advise staff internally.
* Expect to consult with a member of our nursing team within 5-10 days

How to cancel an appointment

It is important that you inform the reception staff if you no longer need your virtual or face to face appointment, this will allow that appointment to be offered to another patient. If you fail to notify the Practice that you are unavailable for your booked appointment, you will be sent a letter informing you that you have defaulted from your appointment. Persistent defaulters maybe removed from the list.

You can also cancel your appointment in the app. This can only be used if your appointment has been arranged for more than 24 hours in advance. (Excluding weekends and public holidays). You can also text to cancel your appointment.

If you are late for your appointment

Please attend your appointment on time, if you are late, you may not be seen

If you are less than 10 minutes late you will still be seen although there may be a short delay. If you are more than 10 minutes late the receptionist will check if the clinician can still see you if your appointment is non-urgent and they are unable to see you the receptionist can reschedule the appointment for you. IF YOU KNOW YOU ARE GOING TO BE LATE DUE TO TRAFFIC ETC AND IT IS SAFE TO DO SO PLEASE LET RECEPTION KNOW SO THAT THEY CAN INFORM THE CLINICIAN

**If you need a Home Visit**

A small number of our patients are housebound (unable to leave their home) or those deemed too ill to attend surgery. For genuinely housebound patients we offer a Home Visit service.  If you require a home visit, we ask that you contact the surgery before 12:00 pm so that your visit request can be allocated to an available clinician.  Please telephone 01254 951005.

Extended Access Service

The practice is a member of Blackburn with Darwen’s Local Primary Care GP federation. Local Primary Care federation runs a GP extended access service that provides additional appointments at four neighbourhood spoke surgeries. Patients can be booked into one of the four spokes surgeries via the practice receptionist accordingly. For more information please ask at reception.

When we are closed

After 18:30 on weekdays and all day Saturday, Sunday and bank holidays, the GP out-of-hours service covers your medical needs.

If you need to see the doctor in an emergency call surgery: 01254 915005.

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

**GP Surgery (Out-of-hours) 111** is a NHS telephone number which makes it easier to access local services and you can also access 111 online. 111 is available for you to access when you need medical help fast, but when the need isn’t a 999 medical emergency.

You will be assessed, given advice and directed straightaway to the local service that can help you best. That could be the emergency department, an out-of-hours doctor, a walk-in centre, community nurse, emergency dentist or late opening chemist.

Calls are free from landline and mobile phones, and you can rinig the 111 number or access 111 online 24 hours a day, 7 days a week, 365 days a year.

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath that constitute an emergency.**

**Services Available at Little Harwood Health Centre**

The Partners offer a comprehensive range of appointments, both bookable in advance and on the day, at varying times of the day, to meet the patients’ demands. Besides focussing on the general health and wellbeing of patients and dealing with any concerns the patient may have, the Partners offer a comprehensive family planning service and minor operations service.

Our Practice Nurses undertake chronic disease prevention and monitoring of patients, reporting to the Partners any circumstances that arise which may need further investigation or treatment. They are also trained in family planning and may be seen (by appointment) for pill checks, smears, vaccinations, holiday and general advice. (Please give 8 weeks’ notice for holiday vaccinations).

Our healthcare assistant’s (HCA) offer preliminary diabetic checks and blood tests for patients who are due to see the Nurse Practitioner, Practice Nurses or Doctors for their annual review. HCA also takes blood samples for those patients on a particular medication that requires constant monitoring.

General Practice Trainees

This is an approved practice for General Practitioner training. This means we often have other Doctors working with us to gain experience in General Practice. These Doctors work under the guidance of our Partners during their time here.

From time to time the trainee or Partners will need, as part of their training within General Practice, to video their consultation with you, the patient. This will not affect your consultation or treatment in any way. No intimate examination will be recorded. We hope that you will consent to this being carried out. The record will be kept as confidential as your medical records and will only be used for educational purposes, then erased. It is used to assess the Doctor’s skill in the consultation, to teach the Doctor how to improve and for research – all of which helps you to get better treatment.

Repeat Prescriptions

**PLEASE ALLOW 2 WORKING DAYS** for your prescription to be processed

Repeat prescriptions can be ordered as follows:

* Simplest and most easiest way is via the APP. Downloading the NHS or MyGp app from your smart phone. Register for Patient Access (bring photographic ID into the Practice to obtain an access key link) to order your prescription on-line. More information is available online at NHS online services - NHS (www.nhs.uk).
* If you do not have access via APP you can contact us by phone 01254 915005 option 2 Monday to Friday between 14:00 – 16:00 – calls outside of this time will not be processed.

The prescription will be sent to your nominated pharmacy by Electronic Prescription Service (EPS), some prescriptions may be collected after 4.00pm the following working day by special request.

A two-month supply of medication will be issued.

You will be asked to attend a medication review once a year (or more if needed) with the doctor. We will only prescribe weekly prescriptions if you do not attend for these reviews.

We offer a Repeat Prescribing Service for those patients with a long-standing stable condition which enables them to order enough prescriptions to cover six months rather than two. Please ask at Reception for a form – there is particular criteria to meet.

Access to Health Records

You are entitled, by law, to have access to your medical records which were written after 1st November 1991. You must apply in writing; Subject Access Request (SAR), please contact reception for further information.

Further information on a SAR request is available online [www.nhs.uk/using-the-nhs/about-the-nhs/how-to-access-your-health-records](http://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-access-your-health-records).

The Doctor is entitled to withhold any information which they consider could be detrimental to you.

**Please inform your solicitors that the practice will only send SAR requests to a 3rd part through the IGPR system**. Patient confidentiality is considered a high priority and staff understand that such information should not be disclosed without your knowledge and agreement.

Your Rights, Responsibilities & Ours

The Practice Patients are entitled to be treated with courtesy & respect. We will try to answer the phone promptly & courteously. The practice will always try and offer you a same day appointment. The Patient Patients are asked to treat our staff with courtesy.

To help us be efficient please try to call outside of peek surgery times for non-urgent requests. Patients requesting a same day appointment may have an appointment with another Doctor if their usual Doctor is not available. Please try to be punctual and to let us know if you cannot attend an appointment.

You should not always expect to be given a prescription.

Comments / Suggestion / Complaints

We aim to provide you with a medical care of the highest quality. If you have any comments or suggestions on how we could improve our services, or if you wish to make a complaint, please feel free to contact our Practice Manager. There is also a group of our patients who have formed a Patient Participation Group. The group is made up of volunteers who represent the practice patients and hold an agenda that is aimed at helping and improving the patient-experience at the health centre. Correspondence can be passed onto them through the Practice Manager.

NHS Zero Tolerance

The practice deems it very serious if a member of staff, one of our doctors or nursing team is treated in an abusive or violent way.

The practice supports the governments ‘Zero Tolerance’ campaign for Health Service Staff. The policy states that ‘GPs and their staff have a right to care for others without the fear of being attacked or abused’.

Our team understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

In most circumstances we will write to patients warning that they need to moderate their behaviour, or they risk being removed from the list, if a further letter is deemed necessary, patients will be advised to find an alternative practice. However, aggressive behaviours, be it violent or abusive, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

If removed from the GP’s register, you could be placed on a violent patient scheme.

In summary, we will not hesitate to remove patients from our list who are:

* Violent or abusive to any Practice member
* Use threatening or violent behaviour
* Cause damage/ steak from the Practices premises/staff/patients
* Obtain drugs and/or medical services fraudulently

USEFUL TELEPHONE NUMBERS IN THIS AREA

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| --- | --- |
| NHS  | 111  |
| NHS England  | 03003 112223  |
| Royal Blackburn Infirmary  | 01254 263555  |
| District Nurses, Blackburn North  | 01254 283100  |
| Registrar Births, Deaths & Marriages  | 01254 588660  |
| Alcoholics Anonymous  | 0800 9177650  |
| Blackburn Drugs Team  | 08450 555657  |
| Samaritans  | 01254 662424  |
| Age UK, Blackburn  | 01254 266620  |
| Blood Transfusion Service  | 0300 1232323  |
| Childline (free)  | 0800 1111  |
| Police Station  | 01254 353594  |
| Social Services  | 01254 583328  |
| Blackburn Borough Council  | 01254 585585  |
| Community Health Council  | 01254 56163  |
| RELATE (marriage guidance)  | 01772 717597  |