

# Patient ACCESS

Please visit reception or our website to sign up.

- ✓ **Book & cancel** doctor's appointments online
- ✓ **Access** part of your medical record
- ✓ **Order** your repeat prescription
- ✓ Have access to your medical record **on the go**
- ✓ **Update** your details



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

## UP AND active

### IT IS TIME TO GET 'UP & ACTIVE'.

"Up & Active is here for everyone, whether you want to lose weight or just get more active, we can help. With a wide range of courses and activities available, we'll soon have you Up & Active".

There's no excuse for sitting around and doing nothing. What ever age, shape or size, you are, a little exercise is better than none.

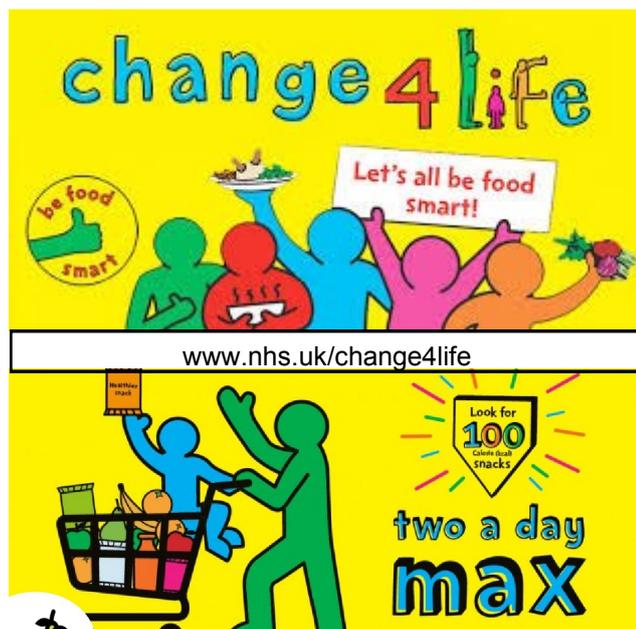
UP & ACTIVE is available in Burnley, Chorley, Hyndburn, Pendle, Preston, Ribble Valley, Rossendale & South Ribble.

Have a look at the website and see where the nearest activities are to you in your area.

If you would like to enter their up & Active programme please ring one of their numbers below to sign up or get more information.

Burnley 01282 477134                      Ribble Valley 01200 414484  
Pendle 01282 661226  
Hyndburn 01254 385945 Ext 209  
Rossendale 01706 221524

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



**Half of the SUGAR our kids eat each year comes from snacks and sugary drinks.** If you're shopping for snacks for your children, use Change4Life's helpful tip to find healthier snacks – 'Look for 100 calorie snacks, two a day max!'.

### Useful information

There **is a charge** for non general medical services such as private medicals, letters and passports etc.

If you have recently been **discharged from inpatient care in hospital** our Care Navigator Joanne or Colette will be giving you a quick call to see how you are, so if you have any problems at all please ask.

All **hospital prescriptions must be collected from the hospital pharmacy** as certain medications are not available from your GP or local pharmacy.

Every Wednesday from 11 - 2:45 pm we hold a stop smoking clinic at the surgery. If you feel you need some advice or want to stop smoking this clinic is for you.

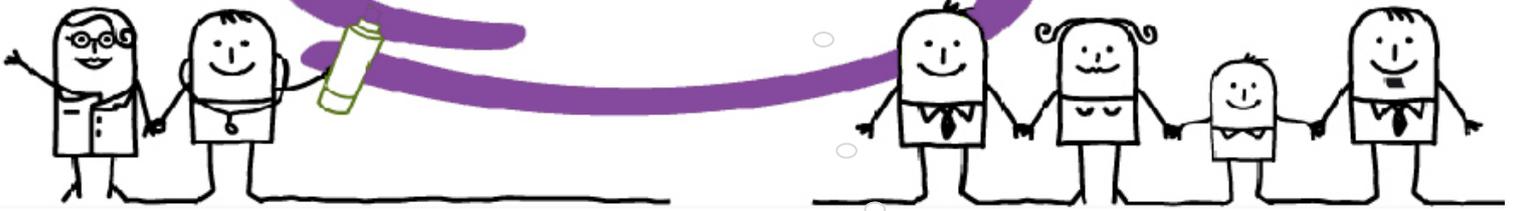
Please make sure that if you hand in a sample, your name and date of birth is present on the label. We can not process your sample if we do not know who you are. All samples must be handed in by 3pm.

**OPENING TIMES: Monday - Friday 8:00 - 6:30 pm Closed Saturday & Sunday**

Colne Health Centre, The Richmond Hill Practice, Craddock Road, Colne, BB8 0JZ

Tel: 01282 731731 Fax: 01282 731545





Welcome to the Richmond Hill Practice newsletter which is available every 3 months. It will help you keep up to date on news and events which may affect you as a patient.

## YOUR LOCAL PHARMACY

Need help with a minor health concern?  
Visit your local pharmacy.

They are healthcare experts who are there to help you with minor health conditions such as coughs, colds and tummy troubles. They can check your symptoms and give you any advice you need.



For more information visit [nhs.uk/staywellpharmacy](https://nhs.uk/staywellpharmacy)

## URGENT APPOINTMENTS

- If you have an **URGENT medical problem** that **cannot wait**, we offer same day urgent appointments.
- If you have a **minor health problem**, please **visit your local pharmacy**. This means your Gp can focus on treating people who have a more urgent medical need.
- URGENT appointments are offered with a DOCTOR or TRIAGE NURSE, depending on the problem. Help the receptionists help you.
- We will need to ask what the matter is to be able to sign post you to the correct healthcare professional. .
- Whilst we do our best to accommodate you with the resources we have. It is not always possible to give you a time that you need in a medical emergency and you will be offered the soonest appointment available at the time.
- If your need is genuinely urgent, we would expect that getting medical attention will be your priority rather than finding an appointment that fits around work, school or other engagements.

Have you thought about signing up to a local pharmacy to collect your prescription?

- ✓ Ideal for repeat/ regular prescriptions
- ✓ Saves time of you having to make three or four round trips to pick up your medication

You request your repeat prescription with your Gp and then they send it to the pharmacy. The pharmacy receives your prescription electronically and dispenses your medication. You then collect your prescription or have it delivered by the pharmacy.

### Ordering your medication

Your pharmacy should supply you with a repeat slip if they collect your prescription. Just tick the items you need and put it in the box marked the Richmond Hill Practice by the lift on the ground floor, or the red box on the wall by the prescription desk.

If you **don't have a repeat slip**, you can do the following;

- Fill out a medication slip at the surgery & put it in the red box on the wall
- Email us at [repeats.p81025@nhs.net](mailto:repeats.p81025@nhs.net)
- Visit our website - [www.therichmondhillpractice.co.uk](http://www.therichmondhillpractice.co.uk)
- Sign up to patient access either at the surgery or via our website.



Richmondhillpractice

Like our page & follow us for regular updates and information.

Look out on the website for the results of the **annual questionnaire**. We are hoping to get the results published end of March/ beginning of April. A big thank you to all who have taken part, we appreciate your time and feedback.

**Planit**  
OPTICIANS

Tel: 01282 859 775

60 Albert Road, Colne, BB8 0AD

Any **eye related issues** can now be seen by Planit Opticians in Colne. This is a free service to help free up appointment availability at the Gp surgery allowing doctors to concentrate on more urgent matters. There is no age limit and you will be seen by an experienced team of Optometrists.