



Patient Transport Service

Do you need help getting to your doctor's Appointment?

CALL 01282 412096

- Patient must live in Burnley, Pendle or Rossendale
- Patient registers first by calling the above telephone number
- Patient must give 3—4 days' notice
- Office is open 9:00am—2pm Monday to Friday
- This is NOT a hospital appointment transport service
- This service is NOT guaranteed (depends on the availability of the driver)

This is commissioned by East Lancashire CCG and has been in operation for 10 years. An average of 1000 patients uses the service every month. It is run by volunteers only and no charges are made to the patient. The drivers are not insured to take patients with severe disabilities. The service is aimed at those patients that have no family or access to local public transport.



COUCH to 5KM

Some of the staff here at Richmond Hill Practice are currently training for the couch to 5km challenge in June. You can run or walk and there is also a swimming challenge available. It is designed to get you off the couch and gradually into running 5km in weeks. It is free for anybody every Tuesday & Thursday at 7pm and Saturday at 9am down at Seed Hill Fitness Centre.

If you would like to sponsor our staff please ask at reception. The monies will go towards Macmillan Cancer Support.



Please visit our website for more info .



Free advice and support to help people living with Dementia stay safe in their home.

Home wise is a non profit making organisation. They can offer support and advice if you are finding day to day tasks difficult due to memory issues. They can help family members or friends who are concerned and is free to anybody who lives in East Lancashire. For more information please visit our website below.

www.therichmondhillpractice.co.uk

Please make sure you display your parking permit. You can park for up to 2 hrs and they are available at the main reception.

If you don't receive a text message reminder for your appointment, this could be for many reasons e.g. computer error, mobile phone network, incorrect number etc. Please don't use this as an excuse or reason for missing your appointment. This free service is a reminder only and we would like to think you accept responsibility for the appointment you have made. We would advise you to make a note of your appointments in your diary, mobile phone or maybe pop a note on your fridge. 😊

If you are over 75 more time will be allowed for you to see the clinician of your choice at the practice.

HAVE WE GOT YOUR UPTO DATE MOBILE NUMBER??

The practice is **closed every Wednesday from 12:15 until 1:30pm** for training purposes. Please call the usual number in the event of an emergency.

Every Wednesday from 1:30 - 3:45 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 be aware that **there is a charge** for non general medical services such as private medicals, letters and passports etc. Please ask at the surgery for more details.

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 do not hesitate to share them with her.

Please remember that prescriptions take 2 working days to process

For your information....

OPENING TIMES

Monday: 8 - 6:30 pm
 Tuesday: 8 - 8 pm
 Wednesday: 8 - 6:30 pm
 Thursday: 8 - 6:30 pm
 Friday: 8 - 6:30 pm

CLOSED SATURDAY & SUNDAY

We also offer extended hours—please ask one of the girls at reception.

Did you know that you can sign up to a local pharmacy to collect your repeat prescription? All you need to do is contact the pharmacy of your choice and sign a form.

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

Please make sure that if you hand in a sample, your name and date of birth is present. We can not process your sample if we do not know who you are.

ALL SAMPLES MUST BE HANDED IN BEFORE 3PM.



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

**** URGENT APPOINTMENTS****

- If you have an **urgent medical problem** that genuinely **cannot wait** until the next routine appointment, we offer same day urgent appointments. The doctor will only see you for this urgent medical problem only. If you have any other non-urgent matters, please book an additional routine appointment with your usual doctor.
- **Urgent appointments** are offered with a **DOCTOR** or **TRIAGE NURSE**, depending on the problem.
- Please be aware that we will need to ask what the matter is to be able to sign post you to the correct clinician. We may even be able to help you without you having to see a doctor or nurse, as some problems can be dealt with by the receptionist e.g. on-going sick notes, prescriptions, routine test requests etc.
- Whilst we do our best to accommodate you with the resources we have, please don't expect our receptionists to be able to offer you a time, while perhaps is ideal for you, is a time that they simply don't have a doctor available. **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.**
- Please be aware that we have a duty doctor that is specifically appointed to deal with emergencies by appointment, **you may not see the doctor of your choice.**

We **DO NOT** class the following as emergencies –

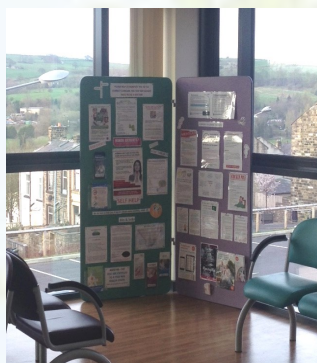
Sick notes
On-going stable conditions
Prescriptions
Routine test requests/ results
Minor ailments

**NOT
URGENT**

IT WOULD HELP THE RECEPTIONIST IF YOU COULD CONSIDER THE ABOVE POINTS WHEN SEEKING AN APPOINTMENT THAT IS AN EMERGENCY.

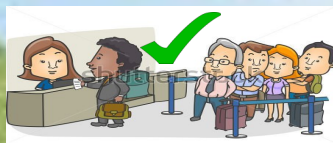
New information board

We have put a new information board in the waiting area for your benefit. It is filled with information and you are very welcome to help yourself to the leaflets if you need to. The board will be changed frequently to keep you updated but please help us keep it tidy. **It is not a toy for children so please help us by respecting this.**



New Health Centre pharmacy

We would like to welcome our new pharmacy to the Health Centre. This has been a long, stressful and on going process but they are finally here. We hope you are as excited as we are as this change should make things easier for everyone.



If you are in a queue and don't have an appointment, please be patient and stand back to give the person in front some privacy.