

## PATIENT'S RIGHTS AND RESPONSIBILITIES

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. In order to assist us in this we require that you do not abuse the service. For example, it is your responsibility that you do keep medical appointments and follow the medical advice when given.

Very occasionally a practice/patient relationship breaks down completely and in this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from our list. This would generally follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

## COMPLAINTS

This practice follows the NHS complaints procedure when dealing with complaints. A copy of our practice complaints procedure is available at reception. You may also comment on the service direct to the Practice Manager who will follow up any concerns appropriately.

## VIOLENT PATIENTS - ZERO TOLERANCE

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has a right to remove violent patients from the list with immediate effect in order to safeguard practice staff and patients. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we are obliged to notify the patient in writing of their removal from the list and record it in the patient's medical records the fact of removal and the circumstances leading up to it.

## PRACTICE AREA

A map of the area is available for inspection at the surgery and also at the offices of CCG. This area includes Colne, Barrowford, Blacko, Foulridge, Laneshawbridge, Wycoller and Nelson.

## SUGGESTIONS

We aim to provide a comprehensive range of services. The staff would, however, be pleased to receive any suggestions about how we may improve our services using the suggestion box in our reception area.

## NEWSLETTER

We have a newsletter which is available every 3 months to all our patients. It will help you to keep up to date on news and events which may affect you as a patient or someone you know.

## PATIENT PARTICIPATION GROUP (PPG)

We have been running the groups now for over a year and we are finding them to be very useful and informative. The results of all our meetings to date are now accessible on our website and you can have a readabout what has been discussed and the outcomes. To help us achieve our aims we need you, the patients, to pass on your thoughts to us so that we can take them forward. You can contact the chairman of the group, Jerry Stanford. [jerrystanford@btinternet.com](mailto:jerrystanford@btinternet.com)

### Patient Experience Team

The patient experience team aim to advise and support patients, their families and carers whilst using all health care services. They can provide information on NHS services and act as a gateway to other support services.

Tel No: 01772 214099

Jubilee House, Lancashire Business Park,  
Centurion Way, Leyland, PR26 6TR



### CONTACT DETAILS FOR CQC

CQC National Customer Service Centre, Citygate,  
Gallowgate, Newcastle upon Tyne, NE1 4PA  
Tel: 03000 616161 Fax: 03000 616171  
[www.cqc.org.uk](http://www.cqc.org.uk)



## Practice Leaflet

This leaflet tells you all about the surgery and the services we offer.

Dr Bogdan M Palmowski  
BMBCh, LMSSA, DFFP  
London 1992

Dr Fiona J Kerridge  
MB, ChB, MRCGP  
Leeds 1987

Dr Rebekah Rees - Jones  
MBBS, BSC, MRCGP,  
DRCOG  
London 2002

Dr Cecil S Northridge  
MB, B.Ch, BAO  
University of Dublin 1977

Dr Prabhat K Sinha  
MRCP (UK), MRCGP, MD  
MEDICINE India 1989

Dr Jabran Ali  
CB, ChB, MRCGP  
University of Manchester  
2005

Dr Lisa Brooke  
MBChB, MRCPCH (2009)  
MRCGP (2012)  
FROM APRIL 2016

**01282  
731731**

Sister C Wright  
BSc, RGN, Asthma, Dip

Sister J Cock  
SRN, RM, CHD, Dip

Sister M M Taylor  
Triage, RGN, Asthma, Dip,  
ARTP

Sister C Harvey  
RGN, CHD/DIAB.RESP, Dip

Joanne Lynch  
Healthcare Assistant

Colette Kendall  
Healthcare Assistant

Bernie Underwood  
Practice Manager

Janine Goff  
Assistant  
Practice Manager

Joyce Saunders  
Office Manager



Richmond Hill Practice prides itself on delivering a high standard of professional medical care for all the family. Your physical and mental well being is our priority and we aim to achieve this at all times with dignity and respect.

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

## ABOUT THE PRACTICE

The partners at Richmond Hill Practice hold a contract with NHS England to provide general medical services. We are committed to giving you're the best possible service and we believe this will be achieved by working together.

Details of the practice team are enclosed in the body of this leaflet. They are here to help you in your health care journey.

## PRACTICE OPENING HOURS

Monday - 8am - 6:30pm	Thursday - 8am - 6:30pm
Tuesday - 8am - 6:30pm	Friday - 8am - 6:30pm
Wednesday - 8am - 6:30pm	Closed Saturday & Sunday

We offer extended hours on a pro rata basis. Please ask at reception for details.

Every Wednesday the practice is closed from 12:15 until 1:30pm for training purposes. Please still call the usual number in the event of an emergency **01282 731731**

## MEDICAL RECEPTIONISTS

Our medical receptionists are here to help you. Please help them to help you. They are fully trained but they do need your cooperation and patience. Our medical receptionists are bound by the same rules of confidentiality as the doctors.

If you wish to choose to see a particular doctor for some or all medical conditions please let the receptionist know and she will note this on your medical records. We will always try to ensure that this is possible but there may be occasions where this is not possible.

## DISABLED ACCESS

The entrance has disabled access and we now have a lift to assist in visiting both floors.

## REGISTRATION

To register as a new patient please ask at reception for details. The registration process may take up to 6 weeks so please make sure you have an adequate supply of medication from your previous practice. We will be unable to supply you with any medication until the registration has been completed.

## APPOINTMENTS

The practice operates an appointment system for the doctors and nurse - run clinics. You can book an appointment by telephoning the surgery, via online booking or visiting the surgery. The receptionist may ask you a few simple questions to allocate you the most appropriate clinic appointment. It is usually possible to request a telephone call from a doctor. The receptionist will arrange this for you but she may need to ask you for some more information in order to help. Please see our website for more information regarding appointments.

## HOME VISITS

Patients are generally seen at the surgery, but between the hours of 8am and 6:30pm patients may be seen at home if the doctor considers a home visit necessary. PLEASE CALL THE SURGERY BEFORE 10AM if you need a home visit. They will be triaged by a doctor or nurse first.

The services provided by the practice:-

## CORE SERVICES

- General management of medical conditions
- Referral for other services if appropriate
- Health promotional clinics and advice
- Emergency care if appropriate



## SERVICES OFFERED

- Cervical screening (smears)
- Contraceptive services (Implanon & coil fitting/ removal)
- Vaccinations & immunisations
- Maternity services
- Electrocardiogram (ECG)
- Ambulatory Blood Pressure Monitoring (ABPM)
- Sexual Health
- Phlebotomy (Blood Clinic)
- Coronary Heart Disease Monitoring
- Child Health Surveillance
- 24hr ECG
- Respiratory/ Asthma Monitoring
- Diabetic disease monitoring
- Childhood immunisations
- Minor surgery
- Influenza vaccinations
- Drug misuse clinic
- Dietician
- Mental Health Worker
- Primary prevention health checks
- Joint injections
- Smoking Cessation clinic

## OUT OF HOURS SERVICE

The **out-of-hours** period is from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays. Please telephone 111.

## PRESCRIPTIONS

Repeat prescriptions may be given with agreement by your doctor for some long term treatments. This allows you to get a repeat prescription of your medication by the following methods:-

- Posting in a request with a self addressed envelope
- Leaving a request in the first repeat prescription box on the ground floor
- Faxing the request to the surgery 01282 731545
- Emailing the request to repeats.p81025@nhs.net and you will always receive an acknowledgment
- Sign up to patient access - please visit surgery for more information
- Unfortunately the surgery is unable to accept requests for prescriptions over the telephone.

### **PLEASE ALLOW 48 HOURS FOR COLLECTION OF REPEAT PRESCRIPTIONS**

You can nominate a local chemist to receive your prescriptions electronically so please contact the chemist you prefer and they will have you fill out a form which will be given to us at reception. To learn more about electronic prescriptions, please visit our website.

If you are on long term medication you will need a medication review every 12 months which can be done by the doctor or our practice pharmacist Beverley Walker.

## PRACTICE PHARMACIST/ MEDICINE

Beverley Walker Is our Practice Pharmacist. Beverley can carry out reviews for patient's medication and she is also happy to answer any queries you may have about your medication.

## SPECIMENS

All specimens go to the laboratory should be handed in to the reception by 3pm Mon -Fri.

## RESULTS OF TESTS

Results can be given out over the telephone if they have been authorised, otherwise arrangements will be made for you to see the doctor. Please telephone the surgery between 1pm & 3pm.

## ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the practice health care team and other health care professionals to whom you are referred for care. Information will be given to insurance companies, solicitors etc. with your written consent only. For access to your medical records, please ring the surgery and make an appointment.