

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. The complaints manager is Sarah Craig.

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 as well as 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. If you reside out of the areas listed, you will need to sign a consent form in agreement, to say that you will not be eligible for home visits and out of hours by the practice..

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 by letter, email or telephone.

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 three years 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 read about 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

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



Colne Health Centre
Craddock Road, Colne, BB8 0JZ
Fax: 01282 731545



Practice Leaflet

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

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.

Dr Fiona J Kerridge
MB, ChB, MRCP (1991)
Leeds 1987

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

Dr Kahdiur Rahman
MBChB, MRCP
University of Manchester 2009

Dr Bogdan M Palmowski
BMBCh, LMSSA, DFFP
London 1992

Dr Jabran.T. Ali
MBChB, MRCP
University of Manchester
2005

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

Dr Lisa Brooke
MBChB, MRCPCH (2009)
MRCP (2012)
From April 2016

**01282
731731**

Sister C Wright
BSc, RGN, Asthma, Dip

Trainee Advanced Nurse
Practitioner
Jennifer Ridgway

Janine Goff
Practice Manager

Sister J Cock
SRN, RM, CHD, Dip

Joanne Lynch
Healthcare Assistant

Sarah Craig
Assistant Practice Manager

Sister M.M. Perry
Triage, RGN, Asthma, Dip,
ARTP

Colette Kendall
Healthcare Assistant

Joyce Saunders
Office Manager

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

Joanna Saunders
Business IT Manager



Therichmondhillpractice

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

Tuesday - 8am - 6:30pm

Wednesday - 8am - 6:30pm

Thursday - 8am - 6:30pm

Friday - 8am - 6:30pm

Closed Saturday & Sunday

Patient Care Navigators

Our Patient Care Navigators are here to help you , to meet the needs of our patients and practice but they do need your cooperation and patience. Our Patient Care Navigators are bound by the same rules of confidentiality as the doctors and Nurses.

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 2 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 Patient Care Navigator 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 Patient Care Navigator 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)

Respiratory/ Asthma Monitoring

Contraceptive services (Implanon & coil fitting/ removal).

Diabetic disease monitoring

Vaccinations & immunisations

Childhood immunisations

Maternity services

Minor surgery

Electrocardiogram (ECG)

Influenza vaccinations

Ambulatory Blood Pressure Monitoring (ABPM)

Drug misuse clinic

Sexual Health

Medicines Review Clinics (with Practice Pharmacist)

Phlebotomy (Blood Clinic)

Smoking Cessation Clinics

Coronary Heart Disease Monitoring

Primary prevention health checks

Child Health Surveillance

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. There is also an extended hours service and appointments can be booked through our Patient Care Navigators.

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.**

**THIS SURGERY OPERATES A STRICT POLICY WHEN PROCESSING YOUR PRESCRIPTION.
YOU MUST ALLOW 2 WORKING DAYS FOR YOUR PRESCRIPTION TO BE PROCESSED BY THE SURGERY.**

You can nominate a local chemist to receive your prescriptions electronically so please contact the chemist you prefer and they will nominate you. To learn more about electronic prescriptions, please visit our website. If you are on long term medication you will need a medication review every 6 - 12 months as stated by your Doctor. The reviews can be done by our Pharmacist Beverly Walker or the doctor.

SPECIMENS

All specimens go to the laboratory should be handed in to the reception by 3pm Mon -Fri. Please make sure you put your name and date of birth on the container and inform the practice why you have brought in a sample.

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 or Nurse. Please telephone the surgery between 1pm & 3pm. Please allow one week before chasing up routine results.

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 for more information.