



**Bloomfield
Medical**

PRACTICE INFORMATION

Opening Times

Monday	7.30am – 6.30pm
Tuesday	7.30am – 6.30pm
Wednesday	7.30am – 6.30pm
Thursday	7.30am – 6.30pm
Friday	7.30am – 6.30pm

For appointments, cancellations and enquiries:


(01253) 344544

Phone Lines open 8am to 6.30pm

 www.bloomfieldmedical.co.uk

 bloomfield.medical@nhs.net

Fax Line

 **01253 349696**

Bloomfield Medical Centre, 118 – 122 Bloomfield Road, Blackpool FY1 6JW

Welcome to Bloomfield Medical Centre

The 6 GP Partners are:

Dr Neil Hartley-Smith (M)

MBChB MRCP, Manchester 1996—Particular interests are minor surgery and joint injections

Dr Janet Pollock (F)

MBChB MRCP DRCOG DCH, Glasgow 1985—Particular interests are women's health and children's health.

Dr Peter Smith (M)

MBChB MRCP, Manchester 1987. Diploma in Clinical Acupuncture, Western Australia
Particular interests Cardiology, Men's Health, Substance Misuse, Homelessness, Sleep Medication and Urgent Care

Dr Mark Walker (M)

MBChB MRCP, Dundee 1986—Particular interests are cardiovascular disease, exercise joint Injections and Mental Health

Dr Anthony Loock (M) MB ChB (Pretoria) MRCP FSRH—Particular interest in mental health and dermatology

Dr Howard Brown (M) MB ChB (Birmingham 1988) MRCP DCH FP Cert—Particular interest in respiratory medicine, substance misuse, clinical governance and end of life.

We are assisted at the practice by:

Dr Kate Riding (F)

MB ChB MRCP Manchester 1997

Dr Amanda Doyle OBE (F)

MBChB DA, Manchester 1988, FP Cert—Chief Clinical Blackpool Clinical Commissioning Group

Dr Allison Rees (F)

BSc (Med Science) St Andrews, MB ChB 1990 Manchester, MSc (UCLan), FRCGP , DRCOG, DCH, DFFP, BASHH member—Particular interest in GP Education, sexual health and family planning.

Practice Manager

Gary Cunliffe is our practice manager and is responsible for the smooth running of the practice. We try our best to offer good service but sometimes we can get it wrong. If you wish to complain about any of the services that we offer, he will investigate your complaint and attempt to resolve the problem. Full details of our complaints procedure are available at the reception desk. Suggestions regarding any matters relating to the practice are also welcomed.



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The Nurses

Clinical Manager Alison Unsworth leads the experienced nursing team who are experienced in chronic disease management, including asthma, diabetes, and coronary heart disease, health promotion, well woman, including cervical smears, and numerous treatment room tasks. These include general wound care, stitch removal, ear syringing, giving injections, dietary and lifestyle advice, travel health and immunisations; Mully Bolton, Juliet Scofield, Sandra Crossley and Emma Bolton.

Pharmacy Practitioner

Magnus Hird and Rachael Douglas our practice pharmacists, are available to help patients with a range of issues. They are both qualified as independent prescribers and are available to review medication for patients on complex regimes or large numbers of different treatments, or anyone needing advice or having problems such as side effects.

District Nurses

The experienced team of district nurses provide nursing care for housebound people. Following referral from the GP, hospital or other agencies, the nurse undertakes patient assessments. An individualised plan of care is developed in consultation with the patient, relatives or carers. If necessary, referrals are made to other agencies, for example, chiropody, social services or health visitors.

Health Visitors

The health visitors are fully involved in child health surveillance, child protection issues, and they make public health a priority. They also offer practical advice and support for parents and children under 5, focusing on breast feeding, nutrition, dental health and accident prevention. They can be contacted by answer phone on **01253 951641** They are also concerned with many other health aspects, if you require help or information, please contact them.

Midwives

The midwives provide care of mother and child through pregnancy and postnatally. To contact them, please phone **01253 306842** - ask for the ORANGE TEAM. A clinic is held in the practice on a Tuesday afternoon. Telephone the main practice number **01253 344544** for an appointment.

Receptionists

Our fully trained reception staff are here to help you. They have a very difficult job to perform so please treat staff with courtesy and respect. To ensure that the receptionists assist you as effectively as possible and to ascertain the urgency of your request they may need to ask you for more information about your request. The receptionists are bound by the same rules of confidentiality as the doctors and nurses. The receptionists will assist you to make routine appointments, deal with requests for repeat prescriptions, answer the telephone and help with numerous other varied requests.

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Surgery Information

Registering as a Patient

New patients are welcome at the practice. Registration request forms are available from reception. The reception staff will also be happy to provide you with any details relating to the practice. The practice has a pooled list and you are able to see any doctor. However, if you have a particular preference please indicate this on your application form.

Practice Area

Bloomfield Medical Centre is shown as a star



Chaperone

Bloomfield Medical Centre is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a clinically trained member of staff.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.



Repeat Prescriptions

If you take regular medication this will be recorded on our computer and will be reissued at the doctor's discretion. You may order your repeat prescription in any one of the following ways:

- By completing the tear-off slip on your prescription and depositing it in the box in the reception foyer.
- By post to the practice enclosing a stamped addressed envelope for its return.
- By fax on **01253 349696**.
- On line via Patient Access, please go to www.bloomfieldmedicalcentre.co.uk to register for Patient Access.
- Via your pharmacy, but only with the prior agreement of the pharmacist
- By text to 07800 001037

Please allow 48 working hours for all repeat prescriptions.

Routine Appointments

All surgeries are run by an appointment system. Patients requiring a routine doctor or nurse appointment are asked to telephone **01253 344544**. We try to offer a balance of appointments to suit patients wishing to be seen soon and those wishing to book some time in advance. Appointments are available Monday to Friday.

We now offer a text service to confirm and remind patients of their appointments. If you wish to be included in this service, please advise us of your mobile number, which will be recorded in your medical notes.

Urgent Appointments

The practice offers a triage service where patients requiring urgent attention on the same day, when you phone the practice the receptionist will ask for details of the problems and your current contact details. A doctor or a nurse practitioner will then call you back to and establish the most appropriate way to treat/advise you. They will arrange an urgent appointment at the surgery if needed. This service operates Monday to Friday and is for genuine emergency problems.

This will allow us to reallocate the time to another patient and avoids wasting valuable nurse and doctor time. You can also telephone the practice out of hours to cancel an appointment by telephoning the normal practice number and following the spoken prompts.

You can also text a request to cancel your appointment, text your name, date of birth and message to **07800 001037**

Extended Hours Surgeries

Early morning appointments are available from 7.30 am where appointments with a doctor, nurse and pharmacists are bookable in advance.

Cancelled Appointments

If for some reason you are unable to keep an appointment of any kind, please let us know by telephoning 01253 344544 as soon as you are aware you will not attend.

Non Attendances

Non attendance at a prior booked appointment is a waste of a the doctor or nurse's time and may in fact prevent other patients from making an appointment. As a consequence, patients who do not turn up for their appointments, having failed to cancel them, may jeopardise their inclusion on the practice list.

Telephone Appointments

The doctors can offer you a telephone consultation; these are offered as an alternative to attending the practice, during our opening hours. These are often useful for follow-ups and test results. Telephone appointments can be booked in the same way as routine appointments by telephoning **01253 344544**.

Home Visits

If you are too ill to attend the surgery, please phone **01253 344544**, the receptionist will ask for brief details of the problem to assess the degree of urgency of your request. The doctor will contact you by phone to decide if a visit is necessary or the most appropriate way of assessing/treating you. Home visits are intended for the housebound or for those too ill to travel.

Results Of Tests

Please telephone **01253 344544** after 10.00am, when the receptionist will help with your query. Please allow seven days before phoning, unless the doctor or nurse has asked you to phone sooner.

Medical Examinations

The NHS does not provide the following services. A fee will be charged. Please ask the receptionist or see our website for a list of fees.



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- Employment medical examinations.
- Examinations or certificates for travel, school, sport, employment, motor insurance (e.g. elderly driver).
- SCUBA diving medicals.
- Examinations for pilot's licence (PPL Class 2).
- Seat-belt exemption certificates.
- PSV, HGV licence application medicals.
- Hackney carriage (Taxi Driver application).
- Passport applications, firearms certificates, photo-card driving licence applications.
- Vaccination certificates.
- Holiday cancellation insurance claim forms.
- Private health fees insurance claims (BUPA PPA etc).
- Friendly Society claim forms.
- Medical reports for third parties, e.g. solicitors.

Medical Certificates (Fit Notes)

If you are off work because of sickness, you do not have to provide a Certificate for the first three days. If your Employers insist on one, ask them to speak to the Doctor.

A Self-Certificate (Form SC1) covers you for the first seven days of illness. You get Form SC1 from your Employer when you go back to work.

If you are off work for more than a week and you need a certificate, your Doctor will need to see you.

If you are in Hospital, ask the Ward Sister for a certificate to cover your hospital stay.

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When The Surgery Is Closed

If you require urgent advice or a home visit when the surgery is closed then please telephone NHS **111**. You will be assessed, given advice and directed to the local service that can help you best; this includes the Fylde Coast Medical Services (FCMS) Out Of Hours GP Service.

Please remember that Accident and Emergency and the 999 ambulance service are for urgent life threatening conditions and severe injuries only.

If your problem isn't life threatening but you need urgent medical advice or help then it is best to call **111**. The local GP Led walk-in-centre is situated in Whitegate Health Centre. It is open seven days per week between 8am – 8pm.

For less urgent health needs then contact the surgery during normal working hours, your local pharmacist in the usual way or visit our website for useful health information and links.

Medical Student Training

We participate in the training of medical students. The clinician will inform you on the occasions when a medical student will be in a surgery and you will be asked for permission for the medical student to be present during your consultation, if you would prefer not to please say so. The practice would like to thank all those patients who do help us with the continuing education of our future doctors.

Patient Participation Group

We are very pleased that we have a patient participation group. The group meets regularly and includes members of our practice of all ages and situations to represent the practice population; new members are always welcome. The aim of the group is to make an important contribution to the wellbeing of the community. The group's activities includes things like obtaining the patient's view on practice services, carrying out surveys e.g. patient satisfaction and health needs of patients, health promotion designing new services or initiatives. If you are interested in being involved in the group please contact the Practice Manager via reception, telephone 01253 344544 or via email bloomfield.medical@nhs.net

Patient Behaviour

We strongly support the NHS policy of zero tolerance. Any patient attending the surgery who abuses the doctors, staff and other patients verbally, physically, or in any threatening manner whatsoever, will risk immediate removal from the practice list. Reception and surrounding areas are covered by closed circuit television and record 24 hours a day.

Disabled Access

The practice is fully compliant with regulations for access for the disabled and benefits from provision of a lift to the upper floor.



Data Protection

When you register as a patient with the practice, we pass your details to Lancashire and South Cumbria Health Authority who will obtain your Medical Records from your last Doctor (This may take several weeks) Other parts of the National Health Service may have access to your Medical Records, e.g, if you are an in-patient, the Hospital may ask for details of your medical history. The Practice is registered under the Data Protection Act.

Freedom of Information

This act entitles anybody to ask for any recorded information we may keep. All requests for information must be made in writing.

You must clearly state what information you are requesting and supply your name and address.

You do not need to say why you want the information. In most cases we will respond to your request within 20 working days of receiving it and, if it cannot, we will explain why and let you know when you will receive a reply.

For further information please ask for a leaflet at reception.

Friends & Family Test

You will be able to give us feedback after your visit to the practice. You can comment by completing a short questionnaire, this can be obtained from reception, a clinician or on-line.

Useful Telephone Numbers

Victoria Hospital (all depts)	300000
Lloyds Chemist (within centre)	400112
Alcohol Information Service	752100
Advocacy Service	0300 32 32 100
Citizens Advice	308400
Samaritans	622218
Blackpool Police (Central)	293933
Pregnancy Advisory Service	955717
Sexual Health	957171
Social Services	477592
Smoking Cessation	0800 246 1576
NHS 111	111
Emergency Dentist	0300 1234 010

Other useful information on local services, information and helplines can be found on www.blackpool4me.com

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