The Pendle Medical Partnership

Patient Information

The Pendle Medical Partnership works hard to provide a friendly, efficient, and caring service for all of our patients.We work from two sites: Edward Street Earby, BB18 6QT 01282 731370 and

the second floor of Colne Health Centre, Craddock Road, Colne BB8 0JZ 01282 731250

**Opening Times**

|  |  |  |
| --- | --- | --- |
|  | From: | To: |
| Monday | 08:00 am | 06:30 pm |
| Tuesday | 08:00 am | 06:30 pm  |
| Wednesday | 08:00 am  | 06:30 pm |
| Thursday | 08:00 am | 06:30 pm  |
| Friday | 08:00 am | 06:30 pm  |
| Saturday | 08.30 am  | 12.00 pm for pre booked appointments only  |
| Sunday | Closed | Closed |

Out of Hours

For urgent problems when the Surgery is closed, out of hours medical care is provided by NHS 111, please call 111

or go online to seek NHS advice [111.nhs.uk](https://111.nhs.uk/).

New Patients

Patients are welcome to register with us from a wide area across Pendle and the surrounding towns and villages please see our website or check with our Reception team before registering to ensure you fall within our practice area.

The Practice Team

The GP’s

Dr Mike Horsfield Dr Philip Huxley

Dr Esther Smith Dr Catherine Taylor

Dr Elyse Baril-Guerard Dr Jo Huxley

Dr Tim Smith Dr Ifrana Bostan

Dr Rachael Huggins Dr Corrie Smith

Training Practice

We are a training practice, which means that we have a Registrar doctor working with us as part of their post-graduate training in general practice. We also have Foundation Year Two Doctors who are part way through their hospital training and are here to see patients under the supervision of their trainers.

Other members of our Clinical Team

Sara Rowland, Advanced Nurse Practitioners Michelle Harland, Practice Pharmacist.

We also have a team of Practice Nurses and Healthcare Assistants. Our Nurses manage patients long term conditions and carry out annual reviews to ensure patients can manage their conditions including Diabetes, Chronic Heart/Kidney disease, Hypertension and Asthma to name a few. They are also qualified in contraception, cervical smears, childhood immunisations and travel health advice. Our Healthcare Assistants undertake blood tests, blood pressure checks, new patients checks and ECG’s.

Receptionists and Administrators

Our team of Receptionists and Administrators are helpful, friendly and efficient. They have a difficult job of keeping both GPs and patients happy. All our staff receive training and appreciate the need to fully protect confidentiality. They will often pass on information between the patient and the GP. Please extend the same courtesy to all our staff as you would wish to receive. The Practice upholds the **NHS Zero Tolerance** Policy on abusive behaviour. Where any patient uses violence or threatening behaviour towards our staff, the practice will inform the Police and request the removal of that patient from the Practice List.

Appointments System

**Same Day Appointment**

If you require an urgent triage appointment, please call the surgery from 8 am and give your contact details to the Receptionist. They will ask for details of your symptoms and a contact number so a member of our clinical team can call you back. When we call you back, the health care professional will listen to your health concern. If clinically appropriate they will be able to offer a same day or future face to face appointment if required. Or they may provide advice over the phone. Our priority is to manage your health condition safely and efficiently. If you or the clinician are in any doubt you will be offered a face to face appointment. You can request to speak with a specific GP but this may not always be possible. For urgent concerns, the priority will be for a GP to see you as quickly as possible and this may not always be your usual GP. If we are at clinical capacity for the day the Receptionist may ask you to contact the 111 service, where you will be clinically triaged and advised of the best of course of action dependent upon your clinical concerns.

**Walk ins**

If you walk into the surgery and don’t have an appointment, the Receptionist will take your contact details for a clinician to call you back. If we are at clinical capacity for the day the Receptionist may ask you to contact the 111 service, where you will be clinically triaged and advised of the best of course of action dependent upon your clinical concerns.

**Can I book an advance appointment**

We offer advance booking appointments for GP’s and Nurses. The GP appointments will be over the telephone and if clinically appropriate you will be offered a face to face appointment.

**Home Visits**

If your condition prevents you from coming into the Surgery, a visit should be requested before 10 am. Please come to the surgery if possible or ask someone to bring you, as we can see four or five patients in the time it takes to do one visit.

Chaperones

We are committed to providing a safe and comfortable environment for our patients. All patients are entitled to have a chaperone present for any consultation, examination or procedure. The healthcare professional may also require a chaperone to be present for certain consultations. All trained chaperones understand their role and their responsibilities and are competent to perform their role.

Repeat Prescriptions

Please allow at least two working days for processing your prescription. i.e. prescriptions for medication requested on Monday morning will be available after 2pm on Wednesday or if requested on a Thursday morning will be available after 2.00 pm the following Monday.

Complaints/Data Protection Act

We always value your comments about the Surgery. If a problem arises please first discuss it with the staff involved or our Operation Manager. We have a formal complaints procedure which is available on request through our Reception. All written complaints should be addressed to our Operations Manager. A patient can make a complaint verbally, in writing or via our complaints form. Alternatively, you may contact the Patient Advice and Liaison Service or contact Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London. SW1P 4QP.

Enquiries: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

We are registered under the Data Protection Act and Freedom of Information Act.