

**INFORMATION FOR PATIENTS  
BLACKBURN ROAD MEDICAL  
PRACTICE**

Dr. M. L. N. Motupalli

Blackburn Road Medical Practice  
257 Blackburn Road  
Accrington  
Lancs  
BB5 0AL

- TEL; 01254 233048
- FAX; 01254 872560
- E-MAIL; [blackburnroad.medicalpractice@nhs.net](mailto:blackburnroad.medicalpractice@nhs.net)

## Surgery Opening Times

Monday 8am—6pm

Tuesday 8am—6pm

Wednesday 8am—12pm then 2pm -6pm

Wednesday Evening opening 6.30pm—8.30pm

Thursday 8am—6pm

Friday 8am-6pm

Closed Wednesday to allow for training 12pm-2pm

Telephone triage available daily between 6pm and 6.30pm please ring the surgery number and follow the instructions

Home visits are available daily for genuine cases who are unable to make it to the surgery

## Booking Appointments

Appointments can be booked on the day required by telephone or by attending the surgery at 8am when the surgery opens for the day.

Appointments can also be booked via Patient Access online booking. Further details at [www.brmpaccrington.co.uk](http://www.brmpaccrington.co.uk)

There are limited number of pre-bookable appointments for GP's which can be booked up to 2 weeks in advance but these do get booked very quickly.

Telephone consultations are also available please ask for details at the reception desk.

## CCG details

East Lancs CCG

Chief clinical officer: Dr Mike Ions

Contact details;

Address:

Walshaw House

Regent Street

Nelson

BB9 8AS

Telephone: 01282 644700

Email: [customer.care@lancashirecsu.nhs.uk](mailto:customer.care@lancashirecsu.nhs.uk)

## Lancashire Area Team

Address:

Second Floor

Preston Business Centre

Watling Street Road

Fulwood

Preston

Lancashire

PR2 8DY

Telephone: 01772 420150

Website: <http://www.england.nhs.uk/north/north/lanc-at/>

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **How the Practice uses Personal Health Information**

The Practice recognises confidentiality and security in the management and use of patients' personal health information. All personal health information will be kept in a confidential manner and by those who have access to it.

It is sometimes necessary to share patient information with other health organisations, other agencies and those involved in the treatment and care of the patients. This will be done in a controlled manner and with patients' consent and in the patients' best interest.

### **Out of Hours**

When the surgery is closed, if you have a medical emergency the number to ring is

**111**

Urgent care centres are situated at:

Burnley General Hospital

Royal Blackburn Hospital - 24 hrs

or Accrington Victoria Hospital 8am-8pm

### **Local Walk in Centre**

Accrington Victoria Health Assess Centre

Haywood Road

Accrington

BB5 6AS

Phone: 01254 770480

Opening hours: 8:00am to 8:30pm (everyday of the year including bank holidays).

### **Doctors Currently at the Surgery**

**Dr M. L. N. Motupalli**

**BSC; MBBS; MD; DFFP; MRCP**

**Dr A Greenwood**

**M.B.; Ch.B.**

**Current locum GPs**

**Dr T Ahmad**

Not all doctors are available every day, please ask at reception.

**Nursing Staff**

**Sister D. P. Horne**

**Sister K. McCormack**

**Health Care Assistant D. Szatkowski**

**Community Over 75s Sister Lisa Murray**

**Practice Manager**

**Mr Robert Bury**

## **Nurse Clinic Times**

Monday 8.45am—6pm

Tuesday 8.45am-6pm

Wednesday 8.45am-6pm then 6.30pm-8.30pm

Thursday 8.45-5.00pm

Friday 8.45am-12.30pm

Blood tests will be by appointment only, before 12.30pm each day. Blood tests can be taken in the afternoon at request, but we prefer them to be done in the morning to get them to the hospital laboratory as soon as possible.

Not all nurses are available at all times please ask at reception for details.

## **Pharmacy First Scheme**

The surgery takes part in an initiative run by the local authority called the Pharmacy First Scheme. It is intended to be used by patients suffering from minor ailments to free up GP time for more serious cases.

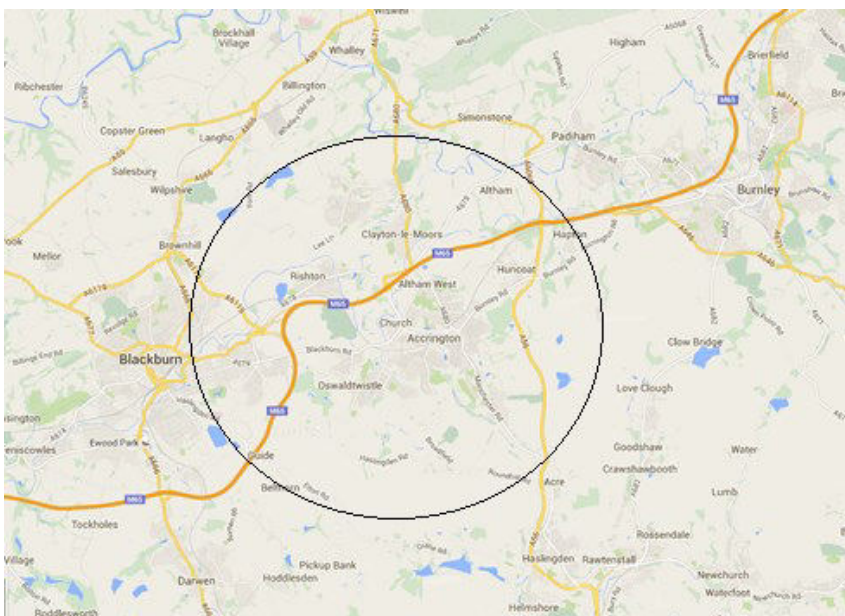
If you are suffering from any of the ailments listed below you can collect a Pharmacy First card from our surgery (popularly known as a "Fast Track" card due to previous name) and then take this to the pharmacy. The pharmacist will have a short consultation with you and then prescribe some medication to help you. If you do not pay for prescriptions you will not pay for this either.

## **Conditions Treated**

- Allergies
- Bites or Stings
- Hay fever
- Colds or Flu
- Nasal Congestion
- Conjunctivitis
- Constipation
- Diarrhoea
- Fever (High Temperature)
- Indigestion or Heartburn
- Pain Relief
- Toothache
- Vaginal Thrush

### The Practice Boundary Area

This boundary does not stop you from registering with the Practice and we will accept registrations from outside it. But please be aware that Home Visits outside of this area may not be possible and for this reason we encourage patients to register with local GP's when possible.



### **Clinics provided at this surgery are**

**Baby Clinic**—Wednesday 9.30am—11.30am, 6-8 week checks will be carried out by GP while you are in surgery. The Health Visitors are now based at the local childrens centre in Fairfield.

**Midwives Clinic**—Tuesday by appointment at Fairfield Nursery please ask at reception for details of this service.

**Asthma Clinic**- Daily by appointment

**Diabetes Clinic**- Daily by appointment blood tests need to be done 2-3 days before the full appointment for a diabetic check.

**Well Woman/Man clinic**— daily by appointment

**24 hour Blood Pressure Checks**—2 consecutive appointments needed.

**Minor Operations**— by appointment only on Thursday mornings.

### **Prescriptions**

Prescriptions can be collected after 10am in the morning, unless you are seeing a GP or nurse when, if available, you will be able to collect them when you come for your appointment. Please allow **48** hours for any repeat medication. If your prescription is put in after 2pm it will not be processed until the following day, e.g. if put in after 2pm Monday it will not be ready until Thursday morning.

Requests for acute prescriptions take a full **24** hours to process

### **Minor Ailment Scheme**

The surgery also takes part in the minor ailment scheme which is run in conjunction with the local pharmacies. If you have a cough, cold or think you have the 'flu it's the best place to go. They can give advice and medicine that you may need without the need to see your GP. If you do not pay for your medications you will not need to pay if you use this scheme.

### **Patient Participation Group**

The practice is currently running a Patient Group whereby patients can meet to discuss issues and improvements to the surgery. If you are interested in becoming part of this group please leave details with the reception staff.

We need people from every walk of life, the young (over 16) older people, different ethnic groups and male and female members. All patients are encouraged to come and voice their opinions on any issues they are passionate about in the surgery or local community services.

### **Extended Hours**

The surgery jointly operates an Extended Hours opening system during the times set out in the table below. This is jointly run by ourselves, King Street Surgery, Abbey Surgery and Higher Heys Surgery. The appointments are intended for use for same day extra's or minor conditions that may have otherwise gone to A&E or a Walk-In centre. Should you need a follow up appointment with a GP please book to see your own GP instead via reception. It is an appointment only system and these are booked by calling the surgery same day. The GP you will see may not be your own doctor but will be a local GP who has full access to your medical records.

Monday	6:30pm - 8:00pm
Tuesday	6:30pm - 8:00pm
Wednesday	6:30pm - 8:00pm
Thursday	6:30pm - 8:00pm
Friday	6:30pm - 8:00pm
Saturday	9:00am - 12:00am
Sunday	Closed

### How to register a new patient

To register at our surgery all you need to do is ask at reception for the 'registration forms'. It will help to process of registering yourself if you can bring the relative information with you when attending to register;

When this information has been handed into reception and the registration forms fully completed, you will be asked to attend a 'New Patient Health Check' with one of our nursing team. This will be 10 days prior to your registration forms being handed in as it takes up to 10 days for the registration process to be completed and authorised. After the 10days you can then make appointments with any of our GPs, but until then you will need to attend your old GP surgery for any appointments.

### Home Visits

To be eligible for a home visit you **MUST** be house bound, (i.e. not be able to get out you home in anyway, due to severe illness or disability).

If you feel you require a home visit you must contact the surgery before 11:30am on the day.

The on call GP will then attend once his surgery appointments have been completed. An exact time cannot be given but he/ she will conduct the visit before 6pm.

### Disabled Access

There is access available for disabled patients but this isn't of high quality. There are measures in place to improve these facilities in due course.

### Patients Rights and Responsibilities

- The right to receive information and guidance from health providers
- To make decisions regarding health care
- The right to courtesy, respect and dignity regardless of race, religion, sex, gender or disability
- To confidentiality at all times
- To continuity of health care responsibilities
- Good communication
- Complete medical history
- Request information regarding health status
- To comply with treatment plan once decided
- To refrain from behaviour that places the health of others at risk
- You as a patient has the responsibility to attend all appointment that have been made

### Action taken for Violent or Abusive behaviour

Any patient that is violent or abusive may be requested to find a new GP surgery. Please refer to the zero tolerance policy (this is available upon request).

### Suggestions and Complaints

Should you need to make a complaint please ask the reception staff for the relevant form, which will then be passed to the practice manager for attention.

Suggestions from patients on how we can improve our service are always welcomed. We value your input please address to:

Practice Manager  
Blackburn Road Medical Practice  
257 Blackburn Road  
Accrington  
BB5 0AL