

PRACTICE GUIDE FOR PATIENTS

A standard guide to help you
make appropriate use of your
general practice



**DRS ASTLE & CLIFF
OXFORD ROAD MEDICAL CENTRE**

Website: www.oxfordroadmedicalcentre.co.uk

OXFORD ROAD MEDICAL CENTRE

25 Oxford Road, Burnley, Lancashire, BB11 3BB

Tel: 01282 731650 Fax: 01282 731647

Website – www.oxfordroadmedicalcentre.co.uk

Repeat Prescriptions/Appointments:

<https://patient.emisaccess.co.uk/account/login>

E-Mail: oxfordroadmedicalcentre@nhs.net

**IF YOU MOVE OR CHANGE
TELEPHONE NUMBER**

**Please let us know your new address and
telephone number(s) as soon as possible
as we may need to contact you urgently**

INTRODUCTION

Oxford Road Medical Centre is a purpose built medical centre providing easy access for both able bodied and disabled patients.

We aim to provide a high standard of medical care in a friendly and professional manner.

If you wish to register as a patient with this practice, please contact one of our reception staff who will be able to assist you.

CLINICAL STAFF

Dr M E Astle

MB ChB (Manchester 2002)

Dr D Cliff

MB ChB (Liverpool 2001)

Practice Nurses:

Sister Gill Scott RGN

Sister Kathryn Taylor-Bates RGN

DISTRICT NURSE

Tel: 01282 644465

There is a District Nursing Team attached to the Practice who are primarily available to give nursing care to patients in their homes at the request of the Doctors.

HEALTH VISITOR

Tel: 01282 644504 / 644666

Our Health Visitor is based at the St Peters Centre, Burnley but is in regular contact with the surgery. Health Visitors are Registered Nurses who are closely involved in the promotion of health, particularly in relation to children under 5 years, expectant mothers and the elderly.

DISTRICT MIDWIFE

There is a District Midwife attached to the Practice and she helps run the Doctors' Antenatal Clinics. She will monitor your pregnancy and come to see you at home after you have had your baby.

SURGERY OPENING TIMES

Monday to Friday 8.00 am - 6.30 pm
and
Monday 7.00 am - 8.00 am

APPOINTMENTS

To make the best use of the resources this practice has to offer and to enable your GPs to manage the increasingly complex care of our patients, we need to expand the team approach that we have been using for several years now.

As a result, it is necessary for us to change the way that minor ailments and same day demand is managed.

For many years now and at most hospital outpatient clinics, you have not always seen the consultant, but commonly a junior doctor or specially trained nurse has delivered the service to you.

Along the same lines, Oxford Road is going to increase the use of highly trained Nurse Practitioners to manage care of minor ailments and the same day demand. This will free up your Doctors to enable them to deal with more complex care and the more gravely ill patients. We need to keep patients out of hospital as long as we can.

TELEPHONE CONSULTATIONS

If you call to make an appointment, you may be given the option of a telephone consultation if you feel a physical examination is not required eg medication reviews/queries.

PATIENT RIGHTS AND RESPONSIBILITIES:

RIGHTS:

- To be treated with respect and courtesy. To have privacy, confidentiality and dignity respected.
- Receive clear understandable information about your treatment and care. Ask questions if you are unsure.
- Know the name of the person treating you and their professional capacity.
- To be kept informed on waiting times, delays and cancellations.
- If you desire you can be accompanied by a friend or relative during consultation or examination.
- You have the right to refuse treatment – the consequences of refusing treatment will be made clear to you.
- Provide feedback which will help us improve the quality of care we offer in the future.
- To know what is being written about you at the time it is being written.
- To have access to your health records.

RESPONSIBILITIES:

- We appreciate reasonable behaviour from patients, relatives and friends.
- To provide full information about past or present illness and other health matters which will aid treatment.
- To confirm that you understand the treatment being provided and course of action.
- To follow treatment plans recommended. The patient is responsible for the consequences of refusing treatment or not following professional advice.
- Notify the practice if you cannot make an appointment – alternative arrangements can be made, benefiting others.
- Notify the practice of any change of name, address or telephone number.

If in doubt seek medical advice, particularly with babies and young infants when associated with vomiting.

Colds and Flu

Even in this day and age there is still no “magic cure” for the common cold or flu. They are caused by viruses and antibiotics are of no help. Symptomatic treatment is best to ease your symptoms. Go to bed to rest if necessary. If you have any aches and apins or fever, take Paracetamol or Aspirin. (Aspirin is not recommended for children under 12 years). Make sure you drink plenty of fluids and do not worry if you are not eating, you will come to no harm for a few days. A stuffy nose can be eased by inhaling steam from a jug – add a few menthol crystals, eucalyptus, etc. Trap the steam with a towel over your head and the jug.

Sore Throats

Most sore throats are caused by viruses and antibiotics are of no help. Symptomatic treatment includes plenty of soothing drinks, gargle (saltwater, TCP, soluble aspirin), any proprietary throat lozenges and painkillers such as Paracetamol or Aspirin (which will also help with any temperatures). Seek medical advice if no signs of improvement after 4-5 days.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. If, as is usual, the pain has been caused by abuse, ie lifting too heavy weights, repetitive strains etc., be sensible and take things easy. Bed rest for no more than one or two days if your pains are bad. It is better to mobilise and avoid prolonged bed rest. When you can sit, take care to sit as upright as possible with a support for the small of the back, avoid low soft settee-types of chairs. Take Aspirin, Paracetamol or Ibuprofen to help relieve the pain and inflammation. Seek medical advice if your symptoms do not improve after a few days, particularly if you have pain down one or the other leg or urinary symptoms.

APPOINTMENT SURGERIES - Tele: 01282 731650

Appointments can be made either by telephone or by calling in to the surgery during the surgery opening times. Appointments can also be made to see the Doctor on the computer, 24 hours a day. It is always better to come by appointment as a time will be allocated to you. This will avoid excessive waiting in the surgery and will also help the Doctor to plan his/her consultations more efficiently. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, otherwise other patients may have to wait longer.

EARLY MORNING SURGERIES - Tele: 01282 731650

The surgery holds a weekly early morning surgery on Mondays from 7.00 am until 8.00 am. These are aimed primarily for patients who cannot attend the “normal” surgeries because of work. They are **BY APPOINTMENT ONLY**. Please ask the receptionist.

HOME VISITS - Tele: 01282 731650

For patients who are too ill to come to the surgery, a home visit can be arranged. Requests for home visits should be made before 10.30 am on the day, as this will help the Doctor to plan his/her visits. When you request a visit, the Receptionist will ask for full details of the patient’s name, address, age and telephone number and the reason for the visit. This enables the Doctor to deal with the more urgent visits promptly.

Please note that home visits are at the discretion of the Doctor. Please do not ask the Doctor to call unless the patient is genuinely too ill to come to the surgery. Please leave home visits to those who really need them. If the patient has a temperature or rash, coming to the surgery will do no harm and will not endanger others, but please inform the Receptionist on arrival.

URGENCIES

During surgery opening times telephone 01282 731650.

One of the Doctors from the Practice is normally on-call for any urgencies during normal surgery hours.

OUT OF HOURS CALLS - 111

For anything urgent outside normal surgery hours, please contact NHS 111 on the above number.

This is an **EMERGENCY SERVICE**.

If you telephone with a medical emergency outside normal surgery hours, you will either:

- Be given advice over the telephone
or
- Be referred on to the GP Out of Hours Service.

REPEAT PRESCRIPTIONS

The Practice **DOES NOT** accept orders for repeat prescriptions over the telephone unless you are housebound or over the age of 75. This is to avoid errors in the names, strengths and dosages of different drugs. You can only order your repeat prescription in writing or by using your usual repeat prescription slip, ticking the items you need. Please allow 48 hours for collection from date of request.

Your request can be sent to us by

- Placing your request in the black box provided in reception
- Post
- Fax - 01282 731647
- Computer link – <https://patient.emisaccess.co.uk/account/login>
(Ask at reception for a Patient ID Request Form to register)

Always order your repeat prescription in good time and do not wait until you have no medication left.

Please note, most chemists have special repeat prescription **collection** schemes which you may wish to use.

IMPORTANT - If you are receiving regular medication, the Doctor still needs to see you at regular intervals to assess your treatment. Patients who require a regular supply of drugs may find it cheaper to purchase a pre-payment certificate. Your local chemist usually has the details.

MANAGEMENT OF COMMON AILMENTS

Many conditions resolve of their own accord and management consists of relieving the symptoms while you wait.

Looking after a child with a temperature

Children can get a high temperature very quickly. This is in response to an infection. Most childhood infections are caused by viruses and these do not respond to antibiotics. However, whatever the cause of the temperature, you can always make your child feel more comfortable by bringing the temperature down.

1. Keep your child cool by:
 - take off most of his clothes so he can lose heat through the skin
 - do not wrap him in blankets and sheets as this will trap the heat
 - keep the room airy by opening windows and turn down/off heat
 - use a cool fan if you have one.
2. Give your child Paracetamol Elixir (Calpol, Disprol, etc) and/or Ibuprofen Suspension – see recommended dosage on the bottle. Repeat the dose every four hours if necessary.
3. Give your child plenty of cool drinks. If he is unwilling to drink, encourage small amounts from a favourite cup. Do not worry about food if he does not feel like it.

The above procedures may need to be repeated periodically throughout the day or night to control the temperature. If in doubt, seek medical advice. The above procedures can also be carried out for an adult with a temperature but using either Paracetamol or Aspirin tablets.

Diarrhoea

This usually means frequent watery motions. Acute diarrhoea is mostly caused by viruses. If severe, you may need to stop eating and keep to fluids (avoiding milk and fresh juices) for at least 24 hours or until the diarrhoea has improved.

In babies, milk feeds may need to be made more diluted or stopped. This will do no harm provided other fluids are given. In babies and young infants, a balanced drink can be given (eg Dioralyte, Rehydrate, etc from the Chemist or on prescription). When the diarrhoea is better, milk should be gradually introduced in babies and a light diet for adults over a few days.

We will only give information to your relatives, friends and carers if you want us to and have given your permission.

Sometimes the law requires us to report information to appropriate authorities, eg for the protection of children and vulnerable adults, when we encounter infectious diseases which endangers the safety of others or where a formal court order has been issued.

Our aim is that any records we have about you are accurate, secure and held in the strictest confidence.

PRACTICE BOUNDARY

The practice boundary stops at Kings Causeway in Brierfield to the North, Kiddrow Lane/Liverpool Road to the West, Holme Chapel in Cliviger to the South and Hurstwood to the East.

If you are in any doubt as to whether you live within the practice boundary, please speak to reception.

TRAINING PRACTICE

The practice is a 'training practice'. There will be qualified doctors attached to the Practice who wish to gain further experience in General Practice. You will be offered the opportunity to see one of these doctors. If you have any objections, please let the receptionist know when making an appointment.

SOME USEFUL TELEPHONE NUMBERS

Burnley Gen Hospital/Rosendale Gen Hospital	01282 425071
Royal Blackburn Hospital	01254 263555
Chaddesley House – Social Services	01282 425961
Registrar of Births, Deaths & Marriages	01282 436116
The Samaritans	0345 909090
NHS 111	111

TEST RESULTS

You may telephone for the result of certain tests if you have been told to do so by the Doctor/Nurse. Results are normally vetted by the Doctor before they can be given out. Instructions are sometimes given when you telephone. As results take time to reach the Practice, please do not ring before you have been asked to do so. Please ring outside peak times, ie between 1-30 and 4-00 pm when the surgery is less busy and the Receptionist has more time to find the result if it is available. In order to maintain confidentiality, laboratory results will only be given to patients themselves or to the parents of a minor. IF IN DOUBT, ALWAYS COME TO SEE THE DOCTOR.

TELEPHONING THE DOCTOR

All the Doctors are quite happy to talk to you on the telephone for advice. The most convenient time is usually between 11:00 and 11-30 am.

OTHER SERVICES

Practice Nurses: We have two experienced Practice Nurses who are available to see you by appointment throughout the day most days of the week. They are available to help you with many problems, eg Asthma, Diabetes, minor injuries, immunisations and dietary advice. We also have a Health Care Assistant who assists the Practice Nurses in carrying out general blood tests and blood pressure checks.

Holiday Vaccinations: Anyone planning holidays abroad should check with us well before they are due to travel so that we can make sure that any necessary vaccinations are completed in time. Please see the Practice Nurse.

Smear Tests: Smear tests for women involve a painless examination of the cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated and cancer prevented.

Unless you have had a hysterectomy, we recommend that all women up to the age of 65 years who are, or have been, sexually active, to have regular smears. Please make your appointment for a smear test with any of the Practice Nurses.

Minor Surgery Clinic: The Practice undertakes certain minor surgical procedures which can save an unnecessary visit to the hospital. Dr Astle has a special interest in this. Please make an appointment with him.

Family Planning: The Practice offers the full range of family planning care. Both Dr Astle and Dr Craig can deal with Implants but only Dr Craig can deal with IUCDs (Coils).

Child 8 Week Development Checks: These are done by Dr Cliff. Please make an appointment with Dr Cliff when your child is 8 weeks old.

Children's Immunisations: These are carried out by the Practice Nurse on Thursday mornings between 9.40 am and 12.00 noon. It is very important that all children and babies are fully immunised. There are very few contraindications. Even if your baby is snuffly or has a slight cold, it is still safe.

Immunisation Timetable (Correct as at July 2016)

AGE	VACCINE
2 months (3 injections)	1 st Diphtheria, Tetanus, Whooping Cough, Polio and Haemophilus Influenzae ('DTaP/IPV/Hib') 1 st PCV 1 st Meningitis B 1 st Rotavirus (Oral)
3 months (2 injections)	2 nd DTaP/IPV/Hib 2 nd Rotavirus (Oral)
4 months (3 injections)	3 rd DTaP/IPV/Hib 2 nd PCV 2 nd Meningitis B
13-15 months (4 injections)	Haemophilus Influenzae Type B and Meningitis (Hib/MenC) 1 st Measles, Mumps and Rubella (MMR) 3 rd PCV 3 rd Meningitis B
3 – 5 years (2 injections)	Diphtheria, Tetanus, Whooping Cough and Polio (DTaP/IPV/HIB) 2 nd MMR

Maternity Care/Antenatal Clinic: A healthy pregnancy starts before you actually become pregnant. This is especially so if you are on any regular medications, eg diabetics, epileptics. Please see the Doctor if you need any advice. A blood test can be arranged to check your Rubella (German Measles) status before you actually start your family.

If you think you might be pregnant, our Practice Nurse can do a pregnancy test for you. Please see the Doctor as soon as you know you are pregnant so that antenatal care can be started for you.

COMPLAINTS/SUGGESTIONS

A complaint may be made to the Practice Manager, who is responsible for investigating complaints at the Practice and ensuring that action is taken in light of the outcome of any investigation. A leaflet is available from the Practice Manager detailing the Practice Based Complaints Procedure.

Alternatively, if you do not wish to raise your concern/complaint directly with the practice, all complaints, concerns and enquiries regarding Independent Contractor Services (eg GP, Dentist, Pharmacy, Opticians) should be directed to NHS England on 0300 311 22 33 – Email: england.contactus@nhs.net

Complaints regarding commissioning decisions/issues re individual patient funding requests and continuing health complaints should be directed to Lancashire Commissioning Support Unit Customer Care Department on 0800 032 2424 –

Email: customer.care@lancashirecsu.nhs.uk

For help and assistance in making a complaint, you may wish to contact the NHS Complaints Advocacy on 0300 330 5454.

THREATENING OR VIOLENT BEHAVIOUR

The Practice operates a zero tolerance policy. Any patient using threatening or violent words or behaviour towards any member of the practice on the practice premises will be removed immediately.

PATIENT INFORMATION

Everyone working for the NHS has a legal duty to keep your information confidential, and anyone who receives that information from us is also under a legal duty to keep it confidential. If you are receiving care from other people as well as the NHS, we may need to share relevant information, to enable us all to work together for your benefit.