

# Rosegrove Surgery



# Practice Information Leaflet

225-227 Gannow Lane,

Burnley

Lancashire

BB12 6HW

Tel: 01282 731501 Fax:

01282 731503

[www.rosegrovesurgery.co.uk](http://www.rosegrovesurgery.co.uk)

Facebook: Rosegrove Surgery <https://www.facebook.com/RosegroveSurgery>



**Dr Stephen Hebden**

BSc Hons, MB ChB, DRCOG, MRCGP



**Dr Mark Dziobon**

BSc Hons, MB ChB, PG DIP, FRCGP

Nursing Staff



Phlebotomist: Teresa Higgins



## Practice Manager: Helen McArdle

Deputy Practice Manager: Nazma Hussain

Medical Receptionists / Administration Team:

Joanne Jacques

Natalie Livesey

Alison Stokes

Debra Humphreys

Teresa Higgins

Christine Chippendale

Julie Howarth

The practice is based in modern, purpose-built premises with a large car park for both staff and patients. The practice covers the Rosegrove/Gannow area.

The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets.

The waiting room offers a range of literature for all patient groups.

## How to Register

We are pleased to accept all patients from Burnley and the surrounding areas. Please bring with you proof of identify and address and ensure you allow sufficient time to complete the registration process.

We will register you with your chosen GP, should you have a preference, but you do have a right to request to see a GP of your choice. It is recommended that you routinely see the same clinician for continuity of care.

All patients will have a named GP. You can find out who your named GP is by asking at reception; this information is also shown on your repeat prescription form.

You can pre-register online, and further information can be found at [www.rosegrovesurgery.co.uk](http://www.rosegrovesurgery.co.uk).

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at [www.rosegrovesurgery.co.uk](http://www.rosegrovesurgery.co.uk) or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online at [www.rosegrovesurgery.co.uk](http://www.rosegrovesurgery.co.uk) For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

## Hours of Business

Monday, Tuesday, Wednesday, Thursday, Friday: 08:00 – 18:30

An appointment with a GP is ten minutes. Should you have complex or multiple health concerns, please ask the reception staff to arrange a double appointment for you; this will help us to adhere to our appointment schedule and avoid undue delays to other patients.

To book an appointment, please call the reception team. In order to allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment. Appointments can also be booked online using a digital app of your choice such as patient access.

## Home Visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please call the surgery before 10am.

## Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning** – All of our GPs and the Practice Nurse offer a full range of family planning services.

**Immunisations** – The nursing team are responsible for the administration of both adult and child immunisations.

**Travel Immunisations** – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. Please enquire at reception who will provide you with a form to complete which will then be reviewed by a nurse.

**Minor Operations** – Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

**Cervical Smear Testing** – This is carried out every three years for women aged 25

– 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

**Chronic Disease Management** – We hold a range of clinics to help our patients manage the following:

- Asthma
- Hypertension
- Diabetes
- Heart disease
- Kidney disease

We also offer the following services:

- Antenatal clinic
- Baby clinic
- Post-natal checks
- Smoking cessation

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

## Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Within this area, the local walk-in centre is located at **Rosendale Minor Injuries**



**Unit, Primary Health Care Centre, Bacup Road, Rawtenstall, BB4 7PL**, Burnley UCC and Blackburn Hospital A&E. They do advise patients to **contact the 111 service prior to visiting the service**, were they will be asked a series of questions to ensure that they are being seen at the right place. They also work with the x-ray team – providing access to x-rays 5 days a week from 9am until 4.30pm. The unit can be reached on 01706 253650 or 01282 425071.

## Prescriptions

Repeat prescriptions can be ordered in the following ways:

- Online – Please log in and order via our website [www.rosegrovesurgery.co.uk](http://www.rosegrovesurgery.co.uk) or using a digital app of your choice. Please contact the surgery if you have not already registered for this and a member of staff will provide you with your login details.
- By telephone – **If you are unable to order online**, please call the practice on 01282 731501 after 10am.

**Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.**

Should you run out of your medication when the surgery is closed, contact your local pharmacy who may be able to give you an emergency supply.

Local pharmacies are:

- Rosegrove Pharmacy, Rosegrove Lane, Rosegrove – 01282 424879
- Kiddrow Lane Pharmacy, Kiddrow Lane, Rosegrove – 01282 438264 • IG
- Todd Pharmacy, Burnley Road, Padiham – 01282 771426

## Training

We are an accredited Training Practice involved in the training of fully qualified doctors who wish to enter General Practice. We have Registrars who work in the practice for 6 months at a time.

These doctors will have their own surgeries. Occasionally there will be a video camera in use. You will be warned in advance when this is happening and will have the opportunity to decline if you prefer. Intimate examinations will not be recorded and the camera can be switched off at any time. Tapes will be erased after use.

## Complaints & Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Practice Manager, Helen McArdle, who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception and are discussed at practice meetings. We display all comments cards on the dedicated noticeboard in reception. Please ask for a card at reception.

## Patient Responsibilities

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

## Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked

physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

## Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

# Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. There will be many times during the year when we will want to find out the views of a larger number of patients, to make information about new facilities or administrative systems available or to announce events that may be taking place. To assist in this area, we have created a Virtual PPG. Although it's not practical to get hundreds of patients together in one place, through the medium of the internet and, in particular, e-mail, it is possible to broadcast information to that large group and to obtain their feedback or opinions. Further information about our PPG is available online at [www.rosegrovesurgery.com](http://www.rosegrovesurgery.com) where you can also register to join the PPG. Alternatively, contact Nazma Hussain on 01282 731501, who is the nominated point of contact for all PPG matters.

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

# Clinical Commissioning Group

The local Clinical Commissioning Group (CCG) for this area is:

## East Lancashire Clinical Commissioning Group

CCG HQ, Fusion House, Evolution Park, Haslingden Road, Blackburn, BB1 2FD

**Telephone:** 01282 644700

**Email:** mlcsu.customercarelancashire@nhs.net

**Website:** <https://eastlancscg.nhs.uk/>

Further information about local services can be found by visiting the NHS Choices website.

## Useful Information

The following telephone numbers may prove useful:

- **Burnley General Hospital** – 01282 425071
- **Accrington Victoria Hospital** – 01254 359003
- **Royal Blackburn Hospital** – 01254 263555
- **Age UK** - [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)- 0300 303 1234
- **Bereavement Services** - [www.pendleside.org.uk](http://www.pendleside.org.uk) or [eastlancshospice.org.uk](http://eastlancshospice.org.uk)  
Pendleside - 01282 440102 or East Lancs - 01254 287009
- **Citizens Advice Service** - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) - 0300 456 2552
- **Community Connectors** (supporting patients to link with local sources of support within the voluntary, community and faith sector) - [bprcv.co.uk](http://bprcv.co.uk)  
(Burnley, Pendle & Rossendale) - 01282 433740
- **Ear Syringing** – Padiham Medical Health Centre – 01282 805692

- **Emergency Dentist** – 03001234010
- **IAPT (Mindsmatter)** – for mild-moderate depression/anxiety – 01282 657244
- **Nutrition Service** - Freephone 0800 953 9005 (option 2)
- **Substance Misuse** – Inspire - [www.inspirelancs.org.uk](http://www.inspirelancs.org.uk) - 01254 495382
- **Up and Active** - <http://burnleyleisure.co.uk/> - 01282 664444

- **Minor Eye Conditions**

Mark Jkinson Optometrist Ltd - 95 Burnley Road, Padiham - 01282 771600

Brown Opticians - 58 St James Street, Burnley - 01282 426068

Specsavers - Unit 41, 25 The Mall, Burnley - 01282 450045

Second Sight Eyecare - 32-40 Keirby Walk, Burnley - 01282 839009

Boots Opticians - 51 St James Street, Burnley - 01282 416850

M Anderson Optometrist - 40 Lyndhurst Road, Burnley - 01282 453424

**The below conditions are seen under the MECS service**

- Watery eyes
- In-growing lashes (trichiasis) – feels like they have something in their eye
- Superficial foreign bodies
- Inflammation of the eyelids (blepharitis – red, flaky and itchy lids)
- Dry eye (gritty / itchy / stinging / burning)
- Red eye (with normal vision and no pain)
- Flashing lights and “floaters”
- Styes and lid lumps (chalazion / hordeolum)