

New Patients

We are happy to accept new patients. To register bring your medical card to the surgery (or you can fill in a form if you do not have one). All new patients will be asked to attend a brief new patient medical with the nurse before you are accepted on the list.

Late Appointments

We have now added more late evening appointments with the doctor to make it easier for those patient's that work so they have more choice when they can they can come in to see their GP.

Patient Participation Group

We now have a Patient Participation Group set up within the practice.

Our Aim: To foster and maintain excellent relationships between patients and both medical and non-medical personnel at Arnold Medical Centre.

How will this be achieved? Through ensuring that every patient has a voice and through working with the Practice to achieve joint goals.

Want to join us? Are you:-

A patient at Arnold Medical Centre?
Are you interested in representing the views of all patients?

Are you full of good ideas?

Are you able to dedicate some of your free time to the group?

If the answer is "Yes" please ask at Reception for further details.



You can now order your **REPEAT prescriptions on-line** and also book your **appointments on-line**. Ask at reception for further details.

We have a new **patient self check-in system** situated to the right of the reception desk. Please ask if help is required.

NHS ZERO TOLERANCE POLICY

This practice supports the NHS Zero Tolerance Zone campaign. We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. If a patient fails to comply with this agreement it could result in their removal from the Practice.



Arnold Medical Centre

204 St. Annes Road

Blackpool

Lancashire

FY4 2EF

Telephone: 01253 951950

Fax: 01253 951438

Website:

www.arnoldmedicalcentre.co.uk

OPENING TIMES

MON to FRI 8.00am-6.30pm

Monday only: 6.30pm-8.45pm open for GP and nurse appointments

DOCTORS

DR MANISH RAUT

M.B.B.S. MD MRCP MRCPGP

Dr (Mrs) PARVATHI SHAJIL

MRCGP. DRCOG, DFRH

Dr (Mrs) BIPARNA DHUNGANA

MBBS. MRCGP

Registrar

Dr SOPHIE HARDING

PRACTICE PERSONNEL

Practice Manager

Meriel Carrdus

Practice Nurse

Sarah O'Neill

Practice Pharmacist

Samir Vohra

Medical Secretary

Lisa Holmes

Computer Manager

Caroline Coxhill

Reception Supervisor

Mairéad Walls

Receptionists

Laura Obersby,

Lucie Jacques,

Health Visitor

Tracy Barton

Mental Health Counsellor

Russell Dale



Equality

In accordance with the Equality Act 2006, this practice supports equality regardless of race, gender, disability, religion or belief, sexual orientation, or age. If you have any suggestions on areas in which we could improve then please let us know.

We respect your right to privacy and

Confidentiality

keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please ask to see the Practice Manager.

TRAINING

We are a training practice and provide placements for GP Registrars and medical students. If you have any objection to being seen by a doctor or nurse whilst they have a student with them, please let reception or the Doctor know. The Registrar will occasionally need to video record consultations as part of their training and again, you have the option of asking them not to video your consultation. These tapes are only for training, and normal rules regarding confidentiality still apply.

COMPLAINTS, COMMENTS AND SUGGESTIONS

If you have a complaint, a comment or a suggestion, please address it in the first instance to the Practice Manager, Meriel Carrdus. We welcome constructive comments or criticism as they help us to improve our service.

CHANGE OF ADDRESS OR TELEPHONE NUMBER?

Please notify us of any change of address or number straight away.

CLINICS AND SERVICES

Clinics for Asthma, Diabetes, COPD, High Blood Pressure, Heart Disease

Patients who suffer from the above conditions should be reviewed regularly. Clinics are held by Nurse Hancock and Nurse O'Neill in conjunction with the doctors and are by appointment only.

Cervical Smear Test

All female patients between 25 and 65 are advised to have regular smear tests every three years for 25-49 and every five years 50-64. Smear tests are important because they can detect early signs of the disease which is then easily treated. Please make an appointment for a smear test with the practice nurse

Well Person Health Check

Anyone between 15 and 74 is welcome to have a health check with the nurse. Advice on diet, weight, drinking and stopping smoking may be given

Patients Over 75 Years Of Age

If you are aged 75 or over, you should be seen at least once a year to check on your health and general welfare. This can be at the surgery if you are well enough to attend. For those unable to attend, a home visit can be arranged

Baby and Child Clinic

It is important that all pre-school children are fully immunised. Our baby Clinic is held by appointment with the Nurses in conjunction with the doctors.

Developmental checks, weighing, vaccinations and advice can be sought.

Family Planning

Advice on all types of family planning and contraception is available from the doctors and the practice nurse. We can provide depot injections and coils. Emergency contraception is effective for up to 72 hours after sex and is available free of charge from the pharmacy or ask the nurse.

Antenatal Clinic

This clinic is run by our midwife every Friday Morning between 10am and 12.30pm by appointment

Holiday & Travel Vaccinations

For overseas holidays and travel we can advise you on the vaccinations you need. Please make an appointment with the nurse 6 - 8 weeks before you travel. Charges may apply. Please ask Reception for details.

Minor Surgery

This is performed under local anaesthetic for cysts, skin tags etc. Please discuss with the doctor .

Laboratory and X-Ray Results

For any test done at the practice, you can telephone the surgery for the results. Please leave at least one working week. Some tests may take longer. **Please phone after 2pm for test results.**

Smoking Cessation Clinic

Please make an appointment with a GP for anyone trying to give up smoking.
Ask at reception for an appointment.

APPOINTMENTS

We have an appointments system for all Surgeries and clinics. Appointments can be Made by telephone between 8.00 am and 6.30 pm Monday to Friday

Online Appointments: we now have an online booking facility-you will need to register with reception for a pass code and information

Advanced Access You can make an appointment to speak with or see a Health Care Professional within 24 hours or a Doctor within 48 hours.

TELEPHONE TRIAGE

A Telephone triage service is available every day for patients needing urgent advice or attention from the Nurse/Doctor.

HOME VISITS

If you are unable to attend the surgery on medical grounds you may wish to ask the doctor to see you at home. Telephone the surgery on 01253 951950 before 10.00 am to request a visit. On average, a doctor can see **four or five patients** in a surgery in the time it takes to make **one home visit**.

EMERGENCIES

Always phone the surgery on **01253 951950** before you attend. There may not be a doctor on the premises. If you have a medically urgent problem that cannot wait until the next available appointment, then you will be offered an appointment on the same day.

WHEN THE SURGERY IS CLOSED

If you have a severe medical emergency which requires immediate attention, such as chest pain or difficulty breathing, you should call 999. If your problem can wait until the surgery re-opens, call during opening hours for an appointment. If your problem cannot wait, phone 111 for advice.

REPEAT PRESCRIPTIONS

If you have a long standing, stable medical condition such as high blood pressure, epilepsy or diabetes, we are happy to provide repeat prescriptions for medication, in agreement with your GP.

A repeat prescription can be requested in writing or in person to the surgery. If a postal return is required, please enclose a stamped addressed envelope.

Online Prescription Requests—

Patients on repeat medications can use this facility—please ask at reception for details and pass code.

Please note :WE DO NOT ACCEPT REQUESTS FOR REPEAT PRESCRIPTIONS OVER THE PHONE.

Prescriptions will be available for collection within 48 hours of receiving a request (excluding weekends/bank holidays).