

Ightenhill Medical Centre

Tabor Street

Burnley

Lancashire

BB12 0HL

Telephone: 01282 644 041

Fax Number: 01282 644 044

Email: repeats.p81165@nhs.net

Website: www.ightenhillmedicalcentre.co.uk



Please note that the practice has been especially designed for the disabled and wheel chair users. If you require assistance, please inform the reception staff as soon as possible.

Medical Staff



Dr Anjum S. Iqbal.
Principal General Practitioner
MBBS, MRCP (UK), DTM&H (Liverpool),
Dip. Internal Med (Lon), DFFP

Dr A Jawad
MBChB, MRCP, MRCGP

Clinical Staff

Practice Nurse:

Sheila Powell

Health Care Assistant:

Naeem Ashraf



The Practice Nurse and Health Care Assistant work closely with the Doctors and are trained to provide a variety of services.

You may book directly with the Practice Nurse for such services as foreign travel immunisations, cervical smears and medical advice etc. The Health Care Assistant works under supervision doing bloods, blood pressures etc.

Other Practice Staff



The Practice Manager (Tracy Williams- Walsh) is responsible for the day to day running of the Practice.



The Receptionists, who as well as answer the telephones and greet people at the front desk are responsible under the supervision of the Practice Manager for dealing with everything which happens in reception and the office. The reception staff are well trained and experienced. They are here to help you and they may have to ask you some medical details in order to work effectively. All staff treat any information given to them as confidential.

The domestic staff keep the practice clean.



Practice Opening Hours

A GP surgery is held every morning and afternoon Monday to Friday, by appointment, except on Wednesdays when there are only morning appointments as we close from 13.00 to 15.00 for staff training.

We open 8.00 to 19.00 on Mondays, as we operate an “extended hours” service in the evening from 18.30 to 19.00 for pre-bookable appointments for the Doctor and Practice Nurse.

The practice is open from 8.00 to 18.30 Tuesday to Friday except Wednesday (see above). If you wish to speak to a GP / Nurse, please contact reception between 11.30am and 1.00pm.

Appointments



Appointments to see the doctor, nurse or health care assistant can be made in person or by telephone.

An appointment is for one person only. If you are unable to attend please cancel the appointment as soon as possible so it can be offered to someone else.

Urgent cases will be given priority, especially sick babies and children. Please be patient should this happen.

Doctor Appointments can be booked online. (Please speak to reception staff to register).

Home Visits

Home visits are available for those patients who are too ill or frail to come to the surgery. **Please telephone before 10.00am** and give as much information as possible to help determine the urgency.

The Doctor may ring back as sometimes advice can be provided on the telephone. It is more efficient and effective to treat patients in the practice as all the facilities are there.

Emergencies

In case of a life threatening emergency please dial **999**. If it is not life threatening and you need to see a GP urgently ring the usual number **01282 644 041**.

For Out of surgery hours please ring **111**.

Please note: The nearest Urgent Care Centre for accidents is at Burnley General Hospital

Repeat Prescriptions



When you require a repeat prescription, please give 48 hours' notice. Only items specifically listed for repeat on the computer can be obtained in this way.

Repeat requests can be made at reception, by fax, post, email or online (if registered). The email address is repeats.p81165@nhs.net If you want us to post your prescription to you please include an SAE.

We can also send your prescription to the pharmacy for you (EPS). Please let the nominated Pharmacy know if you would like us to do this for you.

Test Results



Please contact the surgery after 3:00pm to obtain the results of any tests or X-rays requested by the doctor. If the tests were requested by the hospital the results must be obtained from your Consultant.

For reasons of confidentiality test results can only be given to the patient themselves, or to the parent or legal guardian of children under 16 years. The results of pregnancy tests can only be given in person. **No pregnancy test results will be given over the telephone**

Patient Confidentiality

The practice respects your right to privacy and we hold your information confidentially and these are kept secure in keeping with the Data Protection Act. Your information is only available to those involved with your care.

We are, however, sometimes asked for information by healthcare and medical education monitoring bodies. This information is subject to the same confidentiality and is anonymous. No-one has access to your records outside the practice unless we receive consent signed by you.

You have the right to know what information we hold about you. If you would like to see your records please write to the Practice Manager. There is an administration fee of £10 for this. Any copies made will be charged at 10p per copy.

How to register with this Practice

If you wish to register with this practice you will have to complete a registration form and a questionnaire and provide a photo ID. You will then need to attend the surgery for a new Patient Health Check. Please bring your medical card with you and the details of your last doctor.

Please note: We do not discriminate against any new patient wishing to register with us in any way including gender, race, ethnicity, marital status, disability, medical condition, age, social background or sexual orientation. This applies also to any member of staff.

NB: If you change any of your personal details since registering with us, please inform the reception staff so we can update our records. This is very important.

All patients in the Practice are allocated a named GP – Dr Iqbal.

Compliments, Suggestions and Concerns

We are here to help you and strive to give the best service and we welcome suggestions and concerns as these can help us to improve our service. Please do not hesitate to make a complaint and be assured that your treatment will not be compromised. We have a leaflet explaining what to do if you do wish to complain. Please contact the Practice Manager. Any concerns will be taken seriously by us and you will be kept informed of the progress of your complaint.

Your Rights and Responsibilities as a Patient

- You can expect high quality care and treatment and to be treated with respect
- You will be kept informed at all times of your medical care
- You will be given a choice of hospital appointments as well as practice appointments.
- We expect you to treat staff and other patients with courtesy, and keep the practice informed of any changes to your details as well as your medical condition
- We expect you to be punctual for your appointments and cancel if you cannot come.
- We also expect you to conform to the advice given to you and take any medication prescribed for you

We take into account the NHS Constitution in our decisions and actions and a copy of the Constitution is available for you to read if required at the practice. Please contact the Practice Manager.

Threatening and Abusive Behaviour



We aim to treat you with courtesy and respect at all times and expect you to treat our staff in a similar respectful way. We take threatening and abusive or violent behaviour against any of our staff very seriously. We may remove you from our practice list if such behaviour persists.

Non –NHS Services



Some services are not covered by the NHS and a charge will be made in line with the BMA scale of fees. These include medical examinations e.g.:

- HGV licence
- Employment medicals
- Driving insurance etc.

as well as certain certificates e.g.:

- Private insurance claims
- Private sick notes
- Holiday cancellations etc.

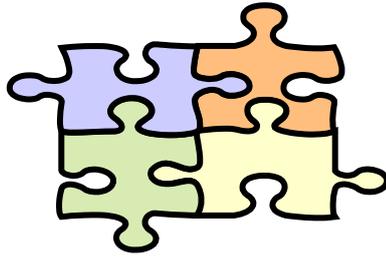
There is a list of private fees. Please ask for one at reception.

Community Clinical Staff

These include:

- **Health Visitors: Tel: 01282 062 8660**
These are specially trained nurses who visit babies, children and families to monitor progress of the babies and children and help the families as well.
- **District Nurses: Tel: 01282 805 678**
These nurses visit homes for housebound patients.
- **McMillan Nurses:**
These nurses are specially trained in caring for the terminally sick and their families.
- **Community Midwives:**
These nurses monitor and care for pregnant ladies throughout their pregnancy at Ightenhill Childrens Centre.
- **Dietician:**
The Dietician helps with dietary concerns caused by several health problems as well as obesity.
- **Specialist Nurse Practitioners:**
These are special nurses who help care for and monitor long term sick in their own homes.
- **Ightenhill Childrens Centre: Tel: 01282 839 706**

The Community Clinical Staff are employed by the CCG and are attached to this practice team to provide speciality care.



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**ALL INFORMATION CONTAINED WITHIN THIS BOOKLET CAN ALSO BE
ACCESSED VIA OUR WEBSITE AT: www.ightenhillmedicalcentre.co.uk**