



Park Medical Practice is a General Medical Services (GMS) practice with a contract with Lancashire and South Cumbria Integrated Care Board and NHS England. The practice has made a commitment to working within the new NHS framework and is a member of the Greater Preston Primary Care Network.

PRACTICE MISSION STATEMENT

“The Park Medical Practice is run by a dedicated group of clinicians and supportive practice team aiming to provide high standards of health care to patients”.

PRIVACY, DIGNITY AND RESPECT

We are committed to ensuring that patients are treated in clean and pleasant surroundings and that the staff will do all that they can to protect people's privacy and dignity. Treating people as individuals, whatever their differences or values, and ensuring that their needs are met, is central to our philosophy of ensuring the very highest levels of privacy, dignity and respect.

The practice provides the following for our patients:

- Disability Discrimination Act (DDA) compliant facilities.
- Chaperones are available to be present during a physical examination/consultation, or if you would prefer to be examined by a health professional of the same gender as yourself, please let us know and we will do our best to comply with your wishes.
- If English is not your first or preferred language the practice is able to access language line. This service provides the best-trained team of interpreters and the highest quality translations in the language services industry.

REASONABLE ADJUSTMENTS

The **Equality Act (2010)** states all organisations including health and social care, such as hospitals and GP surgeries must take steps to remove the barriers individuals face because of disability.

The NHS must make it as easy for disabled people to use health services as it is for people who are not disabled.

We can do this by making changes, often quite small, to the way that we care for you. These changes are called reasonable adjustments.

Reasonable adjustments can be things like:

- Making sure there is good access for people who use a wheelchair
- Providing plain English or easy read appointment letters
- Giving someone a priority appointment if they find it difficult waiting in the waiting room
- Offering a longer appointment if someone needs more time with a doctor or nurse to make sure they understand the information they are given
- Having a quiet space available for people waiting for their appointment
- Making sure there is a hearing loop system available
- Making sure we fill in information about the appointment if you have a hospital or health and care passport
- Access to a British Sign Language (BSL) interpreter to support at appointments or an internet video-link that could be used with BSL interpretation remotely
- Access to language interpreter services if English isn't your preferred language.
- Using a communication chart to support a person with dementia during an appointment

Reasonable adjustments are a legal requirement to make sure health services are accessible to all people.

Please speak to a member of the practice team if you would like to discuss any adjustments to assist you in accessing our services.

MEET THE TEAM

Doctors

Dr Gillian Hann - MB ChB 1991 University of Sheffield, MRCP, FRCA,
GMC Number 3556999
GP Partner
GP Trainer and palliative care lead GP.

Dr Sandeep Prakash - MB ChB 2004 University Of Manchester, MRCGP, DFSRH, LoC SDI, RCGP Minor Surgery,
GMC Number 6112356
GP Partner
GP Trainer and PCN lead GP.

Dr Rinku Patel – MBBS, MRCGP
GMC Number 6121909
Salaried GP
Lead GP for Care Homes.

Dr Olabimbe Oladejo – MBBS, MRCGP
GMC Number 6127298
Salaried GP
Medical student trainer

Dr Shreeti Agrawal - MBBS, MRCGP
GMC Number 6086699
Salaried GP
Special interest and experience in general medicine and medical student trainer

Dr Mir Hassan MBBS, MRCGP
GMC Number 7592016
Salaried GP
Foundation Year supervisor

Dr Syeda Mansur
GMC Number 6112419
Salaried GP
Lead GP for Care Homes and medical student trainer

Dr Preethi Narla
GMC Number 6154270
Salaried GP
Medical student trainer

Dr Iziegbe Irabor
GMC Number: 7581317
Salaried GP

The practice supports the training of clinicians which includes GP registrars, foundation year doctors and medical students all of whom will be placed with the practice to obtain experience in a primary care environment and assist with their training. The practice team find the involvement with teaching both stimulating and rewarding. The practice was assessed by the Northwest Deanery prior to being approved as a training practice and gives recognition of the quality of care provided as well as a range of educational opportunities available for learners.

GP Registrars and Specialist Trainees

Dr Lara Sattar
GMC Number: 7692343

Dr Abobakr Eldahmah
GMC Number: 7718793

Dr Sapna Desai
GMC Number: 6109446

Advanced Nurse Practitioners & Physicians Associate

Judy Winter
NMC number 90Y1454E
Advanced nurse practitioner and diabetes specialist nurse
Registered Nurse with a community specialist practitioner degree
Certificate in Diabetes Care and Master module in insulin management
Nurse Mentor Level 3
Independent and supplementary Prescriber
Post graduate Certificate in Enhanced Clinical Practice ANP

Kathryn Botes
NMC number 95Y0519E
Advanced Diploma Nursing Studies and BSc Nurse Practitioner
Independent and supplementary Prescriber
Specialist interest menopause and women's health

Laura Sconce
NMC number 08I2076E
Advanced nurse practitioner
Diploma in children's nursing
Degree in children's nursing
Masters in advanced practice
Specialist interest paediatrics
Safeguarding children lead.

Roxanne Taylor
NMC number 07F1842E
Advanced nurse practitioner
Diploma in Professional Studies in Nursing
Paediatric Clinical Examination and Minor Illness
BSc of Science
MSc Non-Medical Prescribing
Nurse Independent Prescriber
Specialist interest paediatrics

Joseph Jones
Physician Associate
Master of Science in the Faculty of Biology, Medicine and Health, Physician Associate Studies
Registration Number: 5836

Clinical Pharmacists and Pharmacy Technician

Fenil Gandhi
GPC number 2214868.
Clinical Pharmacist

Rameez Nawaz
GPC number 2087981
Clinical Pharmacist

Munirah Patel
GPC number: 2219704
MSc Clinical Pharmacist

Rebecca Bond
Pharmacy Technician GPHC number 5103110
NVQ Level 3 / BTEC diploma in pharmaceutical science NVQ Level 2 in pharmacy

The pharmacy team supports the training of preregistration pharmacists. During their final year of training, they spend 50% of their training with a community pharmacy and 50% in Primary Care.

Practice Nurses

All our nurses are registered with the Nursing and Midwifery Council and have the appropriate indemnity insurance and are able to provide a wide range of services including travel health, childhood immunisations, diabetes, and respiratory care, well woman and well men clinics, coronary heart disease management and family planning services.

Health Care Team

Our Health Care assistants, GP assistants, phlebotomist and trainee nursing associates offer a range of clinical services throughout the week and across both sites. They can provide venepuncture, new patient health checks, NHS health checks, lifestyle advice, hypertension reviews, blood pressure; weight monitoring, dementia reviews, learning disability annual assessment and some vaccinations.

Social Prescriber

Our social prescribers help connect people with local groups and activities that can help promote positive mental health and wellbeing. They work with patients to understand what matters most to them, help them set and achieve their goals.

They can provide support with

- Connecting people to community activities and non-medical support to empower and increase confidence.
- Establish what matters most to people and work with them and support to plan and reach their goals.
- Support for people who feel isolated, lonely or who are anxious about accessing local groups /activities.

- Help for people who want to become more active / do more exercise but don't know where to start or need a bit of encouragement.

Practice Management Team

The Practice Management team are responsible for the day to day running of the practice and the compliance with National and local NHS requirements. This includes management of staff, the building, Health & Safety, Complaints and Suggestions, strategic planning, service development. Their aim is to pull together all the various operations into one efficient unit.

Louise Fowler
Angela Thompson
Ben Birkinshaw
Imogen Hutton
Nicola Holland

Practice Manager
Deputy Practice Manager
Trainee Deputy Practice Manager
HR Manager
Reception Manager

Administration Staff

Our administration teams are here to help you. They aim to do this in an efficient and professional manner. For example, the care coordinators will at times need to obtain some health details to assess the urgency of the problem so they can direct you to the most appropriate health care professional or service. However please be assured that all information you share to any member of the practice team will be always treated in confidence and are bound by the same codes of conduct as the doctors.

PRACTICE EDUCATION & TRAINING

To ensure all staff are appropriately trained and qualified for the work they undertake and enable us to provide a high standard of patient care, all members of the Practice Teams receive regular training. Staff have completed accredited learning including Information Governance (patient confidentiality, data protection etc.), Safeguarding, Equality and Diversity and Basic Life Support.

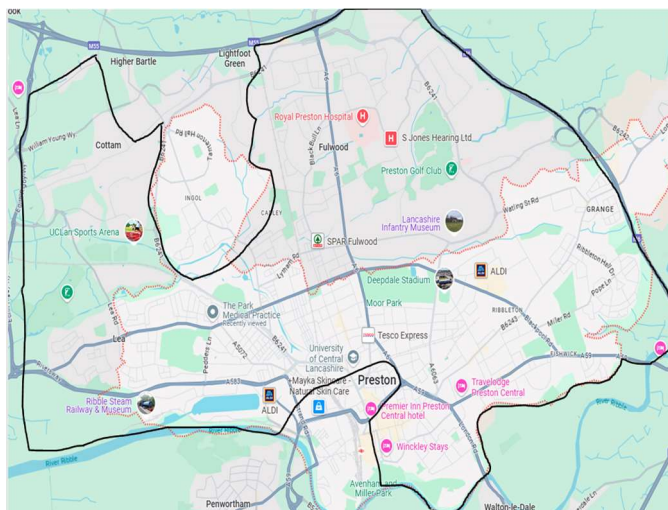
One afternoon per month the practice will close at 1pm for essential training and development for the practice team, the dates will be displayed in reception notice areas and website.

NEW PATIENT REGISTRATIONS

We are happy to accept new patients who reside within the practice boundary. All new patients who wish to register will be required to complete a registration application form and those aged over 16 years will be offered a new patient health check at the point of registration.

Cottam Lane Surgery Cottam Lane Ashton Preston PR2 1JR

Geoffrey Street Health Centre Geoffrey Street, Preston PR1 5NE



HOW CAN I CONTACT THE SURGERY?

- For appointments and prescriptions, you can contact the surgery via the telephone, call at the reception desk and book appointments on-line. The NHS app is a convenient way to book appointments on-line. It is quick and convenient to use and can be used 24 hours a day, 365 days a year. The NHS app allows you to view, book or cancel appointments online – whatever the time of day or night. **Please ask at reception for further details. You can also contact us online for non-urgent queries via our online triage function on the website (no download required).**

HOW DOES THE APPOINTMENT SYSTEM WORK?

- The clinical teamwork across both sites. Once you have contacted the surgery you will be advised of appointment availability.
- Please note all consultations are by appointment only.
- A wide selection of our appointments can be booked in advance with a clinician of your choice. However please note that when booking an appointment within 48 hours it is not always possible to see the clinician of your choice.
- All surgeries have extra appointment capacity for **medical emergencies only**. This means you will be seen the same day if your condition determines it. You are unable to pre-book an emergency appointment as emergencies will be seen at the next available appointment slot.
- The care coordinator will need to ask you questions regarding your condition to help ensure that you are given the most appropriate care as quickly and as effectively as possible. Please be aware confidentiality is a priority to us, so please be assured that all information provided will be treated in the strictest of confidence. All staff, regardless of their role are bound by the same codes of conduct as the doctors.
- Each GP Appointment is for 10 minutes duration. To ensure the appointment runs to time we recommend that before seeing the clinician patients consider what they are worried about, and how to describe the symptoms. In the appointment, highlight concerns and get to the core of your problems- don't keep important information to the end of the appointment.
- It is tempting to bring more than one problem to an appointment but please consider what is achievable in 10 minutes. Coming with more than one problem may cause issues, including distracting the doctor from dealing with your main problem, the Dr may be more likely to rush, and a serious illness might get missed. A second appointment can be made for other unrelated problems.

WHEN CAN I SEE A CLINICIAN?

- The surgeries range from 8.00am till 5.30pm Monday to Friday and Saturday from 9am to 12 noon.
- At the time of booking your appointment you will be given a time when the clinician hopes to be able to see you.
- You will not have to wait more than 20 minutes in the waiting room without receiving an explanation for any unavoidable delay.
- If you arrive 5 minutes or more late for your appointment, you will be asked to rebook.
- Patients may arrange appointments with a particular clinician, however, please bear in mind that this may not always be possible as the team work across two sites which reduces their availability.

ENHANCED ACCESS

Enhanced Access is a serviced commissioned by Lancashire & South Cumbria Integrated Commissioning Board (ICB) to provide a seven-day service to patients. The Park Medical works in collaboration with the other local practices to provide a range of appointments outside core hours.

Monday 18:30-20:30 – Lane Ends Surgery

Tuesday 18:30-20:30 – Penwortham St Marys

Wednesday 18:30-20:30 – North Preston Medical Practice, Broadway Surgery

Thursday 18:30-20:30 – Cottam Lane Surgery

Friday 18:30-20:30 – Penwortham St Marys

Saturday 09:00-17:00 – Penwortham St Marys

Saturday 09:00-12:00 – Cottam Lane Surgery

Saturday 09:00-12:00 – Broadway Surgery

Saturday 09:00-12:00 – Kingsfold Medical Centre

Sunday 09:00-12:00 – Briarwood Medical Centre

Sunday 09:00-12:00 – Park View Surgery

Sunday 09:00-12:00 – Guttridge Medical Centre

DID NOT ATTEND POLICY

A large proportion of appointments each week are wasted due to patients failing to attend. The effects of these are:

- ❖ An increase in waiting times for appointments.
- ❖ Frustration for patients, the clinical team, and staff
- ❖ A waste of NHS resources

Please note the practices operate a "did not attend policy". If a patient fails to attend two booked appointments, then they will be sent a text or a letter explaining the policy and if they subsequently fail to attend another appointment this could result in them being removed from the practice list.

Please remember if you are unable to keep your appointment, please cancel the appointment via the NHS app or by contacting the practice as soon as possible so the appointment can be utilised by another patient.

HOME VISITS

- If you feel that you are unable to attend the surgery and need a visit in your home, please contact the surgery on 01772 970150 before 11am on the day required
- The care co-ordinator will need to know as much information about your condition as possible, as this will help the clinician plan their visits in order of urgency.
- To obtain more information a clinician may contact you prior to the home visit.
- Please leave any helpful directions for the clinician to get to your home.

Home visits are for patients who cannot come into the surgery for medical reasons only. Please ask a neighbour or friends to bring you to the surgery if transport is a problem.

WHAT TO DO IF YOU ARE UNWELL OUT OF SURGERY HOURS

If you require medical attention when the Practice is closed, please call the surgery number and you will be transferred to a call handler who will assist you by signposting to the most appropriate service.

REFERRALS

Routine Referrals

If you have been referred to secondary care for NHS speciality assessment (excluding suspected cancer investigations) you may receive a call from the Referral Management Centre, though this number may appear as a withheld number on mobiles.

If you do not hear from them within 14 days of your referral, please contact 01772 660011 to follow-up.

Please remember the Practice clinicians have no control over where patients are on the waiting list. Referrals to the hospital are prioritised by the hospital based on clinical urgency, and due to high demand resulting from the impact of the pandemic, there can be long waits for treatment. Expedite letters do not have any influence over the waiting list. The Practice receive requests for expedite letters everyday which reduces the number of appointments available. If you have been referred to Lancashire Teaching Hospitals for further investigations, please visit the following website to see what the current average waiting times are:

<https://www.myplannedcare.nhs.uk/nwest/lancashire/>

Urgent suspected cancer referrals

If you been referred to the hospital for an urgent appointment, it's important to remember that 9 out of 10 people who are referred via this route will turn out not to have cancer. This referral type is called the Faster Diagnostic Standard (FDS), and this aims to deliver: an earlier and faster diagnosis for patients, whether or not they are diagnosed with cancer

It is very important to act quickly as earlier diagnosis improves outcomes. Please contact us if you notice any new or unusual changes or if your symptoms become worse. If you have not been contacted by the hospital within 10 days, please contact the secretarial team at the practice.

Self-referrals

There are many free NHS health services you can access without needing an appointment. This is called self-referral and could help you find the care you need quickly and easily. Please see the links on the Practice website for further information on a variety of organisations, all of whom are approved and commissioned by the NHS.

LOCAL TREATMENT ROOM AVAILABILITY

Treatment room services are available across Preston at a number of sites, these are co-ordinated by Lancashire Care Foundation Trust, and they are open daily for blood tests, suture removal and wound care for residents. Please contact your local health centre for appointment availability or follow the link below.

[Phlebotomy :: Lancashire and South Cumbria NHS Foundation Trust \(lscft.nhs.uk\)](https://lscft.nhs.uk)

ORDERING REPEAT PRESCRIPTIONS

Repeat Prescriptions can be ordered in any of the following ways:

- Online, via the NHS app.
- Online via the online triage.
- Drop your request in the internal post box located in the entrance.

Please note that Monday is the busiest day for the processing prescriptions.

We also offer telephone access to our medicine management team to help with prescription queries to support vulnerable patients.

Please be aware in the interest of safe prescribing you can order repeat prescriptions until you reach your medication review date, at this point your medication will need to be reviewed by a member of the clinician team and you may be invited to attend the surgery for an appointment. Some medication will require an appointment prior to the prescription being issued, for example HRT.

PLEASE ALLOW TWO FULL WORKING DAYS FOR PROCESSING.

ELECTRONIC PRESCRIPTION SERVICE

The practice participates in the electronic prescription service – this means your prescription will be sent electronically to a nominated pharmacy. You can update your nominated pharmacy on the NHS app or calling in to your preferred pharmacy.

TEST RESULTS.

Test and investigation results are available on the NHS app or contact the surgery and speak to a care coordinator.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we may only discuss results with the person they relate to unless they have provided prior consent.

CHANGE OF PERSONAL DETAILS

Please notify the practice of any changes to your name, address, or telephone/mobile numbers as soon as possible, so that we may update your records accordingly.

PATIENT PARTICIPATION GROUP

The practice is supported by a group of patients who have volunteered to support the surgery in its developments and services; they meet between 2-4 times a year. The PPG works in unique partnership with the practice built on mutual trust and respect to:

- Provide a patients' perspective ensuring services, plans and activities respond to patients' needs and priorities – a "critical friend"
- Foster communication with the wider patient population building stronger patient – doctor relationships
- Provide practical support to the practice team conducting and analysing patient surveys, organising health awareness events etc.
- Help patients take more responsibility for their health and make informed decisions.

Anyone interested in joining the group should leave their details at reception in an envelope marked PPG and a member of the user group will contact you to discuss further involvement.

RESPECTING YOUR CONFIDENTIALITY AND HOW WE USE AND PROTECT YOUR PERSONAL INFORMATION

When you contact the surgery, you will be asked to provide details about yourself.
You have the right to know how we intend to use your information.

We need this information for several reasons:

- To make sure you receive the best possible healthcare.
- To look after the health of the general public.
- To improve and plan even better healthcare and services for the local population.
- To ensure that your records contain your correct personal details.

You can decide how much information you give or withhold.
You should be aware that certain information is needed by the practice to treat you safely.

Who else may see my information?

Other healthcare professionals, e.g. hospitals, nurse etc.

Community Support Services, e.g. health visitors etc.

Partner organisations who contribute to your long-term care, e.g. social services, nursing homes etc.

Your information is only disclosed on a “need to know” basis, except in circumstances where we are required by the law, we do not give anyone information that we hold unless it is needed for your treatment or care, or you have given permission.

Can I get access to my records?

You are able to view your medical records via the NHS app, please speak to a member of the practice team for further assistance.

How do we protect your information?

We understand the personal and sensitive nature of your information.

Everyone working for the NHS is under a legal duty to keep records confidential.

All paper and electronic records are stored securely to prevent unauthorised access or use.

THE SUMMARY CARE RECORD

How information about you helps us to provide better care

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice.

If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to a member of staff.

ZERO TOLERANCE POLICY

The Practice aims to provide high quality healthcare, and we will treat all patients with respect and dignity. In return we expect all our staff to be treated with respect. We will not tolerate abusive language or threatening behaviour against any member of staff. Such behaviour may result in the offender being denied access to the clinician and/or further measures as appropriate, which may include the right to remove the patient from the Practice list to safeguard both practice staff, and other patients.

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from any member of the Practice team, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – please speak to a member of the practice team who will be happy to assist you with the Practice complaints procedure.

COMMENTS AND SUGGESTIONS

If you have any comments on the care, you or your family has received or have a suggestion for improving the service we offer, please let us know. The Comments and Suggestions Scheme is open to patients, staff, relatives, carers and visitors. You do not have to tell us your name, but if you do we will send you a personal reply.

Alternatively, please submit a friends and family test via our website. The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.