



25 South King Street
Blackpool
FY1 4NF

Telephone: (01253) 626637
Prescriptions: (01253) 622637 (press option 5)
Line open 10:00am to 1:00pm

Website: www.southkingstreetmedicalcentre.com

This Practice does not discriminate patients wishing to register with us, on the ground of race, gender, gender re-assignment , social class, age, religion, sexual orientation or appearance, disability or medical condition.

May 2022

Surgery Opening Times

Surgery Times	Monday	08:00— 18:30
	Tuesday	08:00— 20:00
	Wednesday	08:00— 18:30
	Thursday	07:30— 18:30
	Friday	08:00— 18:30

Bank Holidays The surgery is closed over all bank holiday weekends.

The Partners

Dr Mario Delgado
LMS, FRCS(ED)

Dr Anbumani Vikram
MBBS, D.Occ.Med

History

The Medical Centre was founded by Dr Louis McIntosh in 1886 to provide NHS general medical treatments for the people of Blackpool and surrounding area.

Our Aim

Our goal is to provide high quality, effective, treatment and advice in safe surroundings and to make the Patient`s visit to us as comfortable and productive as possible.

- We will respect your cultural, psychosocial, spiritual and personal values, beliefs
- We will listen to you and answer your questions the best we can.
- We will explain things in ways you can understand, including results of your care and how to take care of yourself at home.
- We will encourage you to be involved in making decisions about your care.
- We have empowered every member of your health care team to help you resolve your concerns.

DATA PROTECTION ACT – PATIENT INFORMATION

We need to hold personal information about you on our Computer system and in paper records to help us to look after your health needs, and your Doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with other health professionals involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details and our patient Information leaflet. An appointment will be required. In some circumstances a fee may be payable.

General Information

OUT OF HOURS EMERGENCIES

For **emergency** treatment outside normal surgery hours please ring the surgery telephone number (626637) and listen carefully to the answering machine message. Fylde Coast Medical Services cover our out of hours calls. If you require health information or advice ring NHS 111 on **111** or visit the Walk in Centre on Whitegate Drive for nurse led advice.

YOUR APPOINTMENT

All patients including children have been allocated a named accountable GP but you may make an appointment to see whichever doctor you wish. We endeavour to keep as close as possible to appointment times subject to the needs of other patients. Please be on time for your appointment otherwise you may not be seen.

DID NOT ATTEND AND DID NOT LET US KNOW

If you are unable to keep your appointment please telephone and cancel in plenty of time so your appointment can be offered to someone else. Patients who do not attend and do not let us know will receive a warning leaflet detailing our policy. Further DNA's will mean removal from the practice list.

RESULTS

Please allow seven days (excluding weekends) for most routine results and 14 working days for x-rays. After this time you can telephone **626637** between **11:00 am - 3:00 pm**. If you wish to discuss your result further please make an appointment in the Telephone clinic. The staff can only discuss the details given to them by the doctor. For confidentiality reasons results can only be given to the patient who has the test completed and not a representative.

HOME VISITS

If you are unable through **serious and urgent illness** to leave your home, and require a home visit please telephone **BEFORE 10:00am**. Home visits requested after this time will be done the following day, except for medical emergencies.

ACCESS FOR THE DISABLED

The surgery has level access with wide doors and toilet facilities for the disabled.

GP TELEPHONE CONSULTATION

Patients can now book an appointment to speak to a doctor for advice or to discuss specific problems. Ask the receptionist for an appointment in the telephone clinic and the doctor will ring you back at the allocated time and day. This could be used for prescription reviews, general advice, results, queries, etc.

REPEAT PRESCRIPTIONS

If the doctor has authorised you to have a repeat prescriptions:-

- Please telephone **626637** and **press option 5** between 10:00 am and 1:00 pm to speak to a member of staff. We ask people to give **two working** days notice for prescriptions because the doctors in this practice review all repeat prescriptions. Please pick the prescription up after 2:00 pm on that day.
- In order to ensure that a repeat prescribing is appropriate and safe you may be asked to see a doctor periodically for your medication to be reviewed.
- Please make allowances for weekends and public holidays.
- We are not able to take orders or issue repeat prescriptions at weekends, public holidays or out of normal surgery hours.
- For postal requests please send a stamped addressed envelope and allow at least 48 hours.
- To ensure accuracy, always use your re-order form, which is attached to your prescription.
- If your medication is due for review you can arrange to speak to a doctor via the telephone clinic for this. This must be done before your next prescription is due. Please contact the prescription line on **626337** and **press option 5** to discuss this.

Useful Telephone Numbers

SURGERY

TRIAGE SERVICE (From 8.00am.)	01253 626637
HOME VISITS (Between 8.00 am - 10.00 am)	01253 626637
ROUTINE APPOINTMENTS (From 8.00 am)	01253 626637
RESULTS (only between 11.00 am and 3.00 pm.)	01253 626637
MESSAGES FOR DOCTORS (contact secretary between 9:00 am—2:45 pm)	01253 626637
PRESCRIPTIONS (only between 10:00am and 1:00 pm)	01253 626637 (option 5)
DISTRICT NURSES	01253 956161
HEALTH VISITORS	01253 957535
Primary Care Support England	0333 014 2884
Whitegate Drive Health Centre	01253 953953
Victoria Hospital	01253 300000
Blackpool Borough Council	01253 477477
Citizens Advice Bureau	01253 308400

Staff Details

Practice Manager/ Finance	Lynsey Leo
Practice Manager/ Operations	Louise Ellison
Practice Sisters	Sister Lynn Harrison RGN, ENG, Dip HE, Nurse Practitioner
	Sister Margaret Salah RGN
	Steven Wenman
Pharmacist	Shah Ahmed
Nursing Associate	Rachael Wilkinson
Primary Care Assistant	Taylor Holbrook

Also other members of the practice team are:

Administration Assistants

Secretaries

Receptionists

Prescriptions

Cleaners

Associate team members:

District Nurses

Health Visitors

Midwives

Community Psychiatric Nurses

Counsellors

REGISTERING WITH THE PRACTICE

All patients wishing to register with this practice are invited to attend for a medical within one month of registering. Anyone requiring medical treatment before this medical should inform the receptionist. All new patients have the right to choose which doctor they would like to see providing that doctor is available to be seen.

SECRETARIES

Please telephone the secretaries between **10 am till 4 pm** if you need to leave a message for the doctors or have any queries regarding referrals or documentation.

COMPLETION OF DOCUMENTATION

Most non-NHS work attracts a fee so please check with the receptionist before leaving your forms for completion. All non-NHS work must be paid for on request. We follow the British Medical Associations recommended list of fees which is available at reception. The completion of your form will take at least 10 working days. We do not hold change on the premises, so please ensure that you bring the correct amount required by you.

NON-NHS EXAMINATIONS

Dr Delgado & Dr Vikram are available to carry out medicals e.g. insurance, driving licence, by appointment. Please speak to the Reception Manager for an appointment, information and charges.

CHANGE OF PERSONAL DETAILS

If you change your name or address please notify the surgery immediately. If you fail to do so you may be removed from our list by PCSE.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please ask at Reception for a Comments and Suggestions leaflet.

FRIENDS AND FAMILY TEST

When attending the surgery you may be asked to fill in a questionnaire anonymously on whether you would recommend our surgery to your friends and family. This will give you the opportunity to give your feedback and on gathering this information it will help us improve the experience for our patients.

CARERS

If you are a carer please fill out one of our carer forms which are available from reception or inform the reception staff personally and we will update your records.

ABUSIVE & VIOLENT PATIENTS

The practice operates a zero tolerance policy. We will not tolerate abusive or violent behaviour towards members of staff or other patients. These patients will be asked to leave the premises, which may lead to them being removed from the practice list.

PRACTICE BOUNDARIES

The practice boundaries start at Warbreck Hill Road to Plymouth Road and St Walburgas Road to North Park Drive, East Park Drive And South Park Drive to Waterloo Road and the promenade.

TEACHING PRACTICE

South Kings Street Medical Centre is a training practice, sometimes we have junior doctors and nurses who need to gain GP experience under supervision.

CAR PARK

Due to limited space the car park is strictly for staff and doctors only.

COMPLAINTS PROCEDURE

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in house procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope that you will use it to allow us to

Updating Patient Records

We are in the process of updating patients records, please find at Reception a small form to fill in giving us the necessary details needed. This will only take a few minutes of your time but it is vitally important that we have up to date details for patient contact.

Patient Online Services

You can now use the internet to book an appointment with one of our Gp's and request repeat prescriptions for any medications you take regularly . This can be done 24 hours a day. Its especially useful when the surgery is closed, telephone lines are busy or your simply unable to visit the practice.

You can also view your medical records online, this means that you can access them anywhere and find answers to any questions you may have without ringing the doctors.

Remember your GP records are important and you should keep them safe and secure, just like your bank account. Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.

Please ask at reception for more details.

Patient Text Messaging Service

Patient text messaging is a service that makes it easier for your GP surgery to keep in touch.

Many of us carry a mobile phone and know how useful text messaging is. This service means that the surgery will be able to get in touch with you by sending text messaging to your mobile phone.

The type of messages you may be sent are:

- A reminder of a appointment
- A reminder to book an appointment

The text messages sent by the surgery will not contain any information that directly refers to your health or any particular condition you may suffer from.

Patients can 'opt out' of this service at any time by simply telling our reception staff.

Failure To Attend An Appointment (DNA)

We appreciate that there are sometimes valid reasons for a patient not to attend an appointment that they have booked. However, it would help us greatly if you would ring and cancel your booked appointment in advance, in order that it may be re-used.

look into and If necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the National Commissioning Board.

Please note that we have to respect our duty of confidentiality to patients and the patient's consent will be necessary if the patient does not make a complaint. If you wish to make a complaint, please telephone or write to our Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

CCG Health Care Team

HEALTH VISITORS

The Health Visitors are based at the Whitegate Drive Health Care Centre and have their own direct telephone number—**951694**, where you can leave a message. The Health Visitors are available by prior arrangement for advice on services available with regard to: - family health / childcare / diet / caring for the elderly, the infirm or the chronically sick / stress related problems.

DISTRICT NURSES

The District Nursing team are based at Whitegate Drive Health Care Centre and have their own direct telephone number—**956161**, where you can leave a message. If you have seen the District Nurse before and want their continued advice then contact them on the number above.

Weekend

Contact the switchboard at Victoria Hospital telephone **300000** and ask to leave a message for the district Nurse on call for Blackpool.

Other Services Available

NHS 111 (For urgent medical advice but its not life threatening)

GP-led Health Centre - Tel 953953

Whitegate Drive Health Care Centre
Whitegate Drive Blackpool FY3 9ES

Clinics

TRIAGE

We operate a same day Doctor/Nurse led service for patients who feel they have a clinical need to be seen and are unable to wait till the next routine appointment. Receptionist will place you on the triage list and either a Doctor or Nurse will call you back within 2 hours. The Doctor or Nurse will either give you telephone advice or make you an appointment to come down to the surgery to see a health professional.

Please be aware that a current mobile/landline telephone number is needed for this service.

TREATMENT ROOM

Please make an appointment in the Treatment Room for the following: - Dressings / removal of stitches.

TRAVEL IMMUNISATIONS

Please make an appointment at least six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations, which are not covered by the NHS. A list of charges is held at reception.

OTHER RECOMMENDED VACCINATIONS

FLU - is recommended yearly for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes, and patients aged over 65. Please contact the reception staff in September for details of the flu clinics.

PNEUMOVAX - is recommended every 10 years for patients with chronic heart, lung, liver, kidney disease, diabetes, and other at risk groups.

TETANUS - recommended for all patients. Once a course of 3 injections has been completed boosters should be given every 10 years.

SHINGLES - Patients aged between 70-79 years are eligible for the vaccine.

Patient Responsibilities

We consider you a part of our team of care. Here is what we expect when you visit:

- Provide us with complete and accurate information about your medical history.
- Follow recommended treatments, let us know if you can't and understand what could happen if you don't.
- Tell us how we are doing as we provide you services.
- Tell us when you have questions or concerns about your care, medications or services you have received.
- Follow the practice rules and regulations.
- Show respect for the people taking care of you and for the other children and families visiting here.
- Allow us the opportunity to satisfy you as best we can.
- Cancel appointments you are not going to attend.
- Make every effort to live a healthy life style.
- Reception staff may ask you questions regarding your visit to the surgery. We ask that you reply honestly to assist the receptionist to book your appointments with the appropriate health care professional. They are acting on the doctors instruction.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their Behaviour. If they persist, we may exercise our right to take action and have the patient removed immediately from the surgery, and if necessary, from our list of Patients.

MINOR SURGERY SERVICE

Minor Surgery clinics are available most Monday afternoons a leaflet describing this treatment is available from reception for patients receiving this service.

PHLEBOTOMY SERVICE

Blood tests can be booked in with our Primary Care Assistance; please speak with reception to arrange, we do offer early morning appointments for fasting bloods.

PCN— The Central West Primary Care Network

Services provided within house rather than referred to other agencies these include:

Social Prescribing helps you to explore extra services that may support you to improve your health, well-being and independence.

Weight management

Care Co-ordinators—To help improve the overall care and experience for patients.

Patients Rights & Responsibilities

We expect you and your family to play an active role in all aspects of your care and maintaining a medically safe environment. Here's what you can expect from us:

Patient Confidentiality

We respect your right to privacy and 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. You have a right to know what information we hold about you. If you would like to see your records, please ask reception for details.

Your Rights

- We will care for you regardless of your religion, race, gender, sexual orientation, gender re-assignment, family traditions, physical abilities or financial situation.

HEALTH PROMOTION CLINIC

These clinics are run by the Practice Nurses. The clinics are for the following: - blood pressure checks, diabetic checks, cholesterol checks, urine checks and advice on diet, alcohol, exercise, tobacco, heart disease prevention and lifestyle.

IMMUNISATIONS AND DEVELOPMENT ASSESSMENTS

This clinic is held every Wednesday morning between 9:00 and 11:45 for **well babies only**. You will be sent an appointment for your baby's 8 week check and 7-9 month development checks, and for all immunisations. Referrals will be required for these appointments from the GPs and nurses.

POST NATAL CLINIC

Post natal examinations are usually completed 6 weeks after delivery by the doctor and nurse practitioner. Please inform reception what the appointment is for.

ANTENATAL CLINIC

This is run by the community midwife. It is held every Tuesday afternoon between 1:15 pm and 4:30 pm and is by appointment only. To contact the midwives, please telephone 01253 956820.

WELL WOMAN SERVICE

These clinics are run by the practice nurses and are for the following: - Cervical smears, contraceptive advice, blood pressure checks, pre-conceptual advice, menopause and HRT advice, health screenings and lifestyle checks.

CHRONIC DISEASE SERVICE

Practice nurses, supervised by the Doctors run this clinic. Advice on treatment and lifestyle is supplied to all patients with asthma, COPD, diabetes, hypertension and respiratory problems. Please bring your medication with you.