

# LONGTON HEALTH CENTRE

LIVERPOOL ROAD  
LONGTON  
PRESTON  
PR4 5HA

01772 503180

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



Care Quality Commission Rated GOOD

We are a CQC registered site.

[www.cqc.org.uk](http://www.cqc.org.uk)



## GP Partners

### **Dr. Raza Ansari (m) - GP Partner**

MBBS MRCP DRCOG MRCGP

Graduated from Karachi 1996.

Special interests in neurology, headaches & child health.

**CALDICOTT GUARDIAN**

**CQC REGISTERED MANAGER**

### **Dr. Claire Carradus (f) - GP Partner**

MBChB BSc DRCOG DFRSRH DCH MRGP

Graduated from Leeds Medical School in 2004

Special interest in family planning & women's health

**GP Trainer**

### **Dr. Clinton Farndell (m) – GP Partner**

MBBS MRCGP

Graduated from Hull & York Medical School in 2008

Special interest in mental health

**CLINICAL COMPLAINTS & INFORMATION GOVERNANCE LEAD**

**FREEDOM TO SPEAK GUARDIAN**

## PRACTICE MANAGEMENT

### **Sara Heywood (f)**

#### **Practice Director**

Sara assists with the running of the practice business in conjunction with the GP Partners on a day-to-day basis. Sara also works closely with other network practices as part of the Preston & South Ribble Primary Care Network as their Digital & Transformation Lead Network Manager.

Sara has worked within NHS Primary Care and clinical research for over 30 years in a range of roles and assists the practice to provide high quality patient care, human resources, patient safety, premises, equipment and information technology.

Sara is supported in her role by a Practice Co-ordinator, Data Quality & Contracts manager, Trainee Chartered Manager, Patient Services, Workflow & Secretarial Lead.

Sara assists with the smooth running of the clinical team including inductions and medical students.

Sara assists with Data Protection Regulation, Information Governance, Safeguarding, Health and Safety, Training and Infection Control with the clinical leads across the practice.

### **Claire Darbyshire (f)**

#### **Data Quality & Contracts Manager**

Claire works with the Practice Director to assist with the management of the data quality and contract delivery for the Practice. Claire works alongside the clinical teams co-ordinating areas of clinical priority for patient service provision

## GP Team

### **Dr Catherine Chamberlain (f) - Salaried GP**

MBChB MRCGP

Graduated from Manchester Medical School in 2015

### **Dr. Maria Ellis (f) – Salaried GP**

MBChB1990 DRCOG MRCGP

Graduated from Leeds Medical School 1990

Special interests in asthma and COPD

### **Dr Emma Green (f) - Salaried GP**

MBChB Bachelor of Medicine & Surgery 2007 – 2013

MRCGP 2018

Graduated from Leicester University

### **Dr Otas Ofovwe (m) - Salaried GP**

Graduated from the University of Benin in 2012

Special interests in ENT, joint injections and neurodiversity

### **Dr Basavaraju Sujatha (f) – Salaried GP**

MBBS, MRCGP, DFRH

Graduated from India

### **Dr Claire Whaley (f) – Salaried GP**

## Practice Pharmacy, Clinical, Nursing & Health & Wellbeing Team

### **Victoria Gabbott (f)**

#### **Advanced Pharmacist Practitioner**

Victoria works with the pharmacy team and the rest of the practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks and run anti-coagulant clinics.

### **Osman Hajat (m)**

#### **Network Non-Prescribing Pharmacist**

Osman works with the pharmacy team work together with the rest of the practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.

### **Erica Leahy (f)**

#### **Non-Prescribing Paramedic**

Erica works closely with the clinical teams both in practice and in the community. Erica holds both acute and long-term review clinics. Erica works closely with our care homes in the community.

**Carole Dillon (f)****Prescribing Nurse Practitioner**

Carole works closely with our GP team seeing and treating patients in a very similar way to a GP; Carole can examine you and prescribe medication as well providing Community House Calls working closely with our patients and carers in the Nursing and Care homes. Carole qualified as a Registered General Nurse in 1984 since then she has gained a BSc with honours in Nurse Practitioner in 2014 at UCLAN and is an Independent Nurse Prescriber.

**Jessica Kavanagh (f)****Registered Nurse Associate**

Jessica works closely with the rest of the practice and healthcare team.

Jessica carries out cervical screening, women's health checks, respiratory reviews and general health checks. Jess can give travel advice and administer NHS travel vaccines among other injections.

**Ellie Fallows (f)****Trainee Nurse Associate**

Ellie works closely with the rest of the practice and healthcare team.

Ellie's clinics include pill checks, vaccinations, health reviews and general health checks.

**Megan Varey (f)****GP Assistant & Clinical Digital Champion**

Megan works closely with the rest of the practice and healthcare team.

Megan's clinics include health reviews, injections and general health checks.

**Ruby Heywood (f)****Clinical Care Co-ordinator**

Ruby supports the clinical healthcare team, and her clinics include blood tests, BP checks, ECG clinics, annual health monitoring reviews, memory assessments and anti-coagulant testing clinics. Ruby works both in practice and in the community.

**Georgia Fallows (f)****Health and Wellbeing Community Support Link Worker**

Georgia supports the clinical healthcare team at the care homes and in community by co-ordinating administrative and medicines management tasks internally and with other healthcare providers. Georgia co-ordinates health campaigns and assists with outreach work in the community as well as carrying out holistic health assessments, carer checks and over 75 health checks in practice. Georgia supports patients with access and referrals to the Social Prescribing services across the Network practices. Georgia works both in practice and in the community

# Practice Co-ordination & Team Leads

## **Sharon Byrne (f)**

### **Practice Co-ordinator**

Sharon assists with the co-ordination of the Practice clinics and in practice on a day-to-day basis. Sharon is the Complaints, Significant Events & Suggestions Manager.

## **Sharon Orphan (f)**

### **Medicines Co-ordinator / Wellbeing Practice Lead**

Sharon works alongside the pharmacy team working together with the rest of the practice team to improve value and outcomes from medicines management using audits. Sharon assists the clinical team with the smooth running of anti-coagulant clinics.

## **Kieran Marshall (m)**

### **Operations Lead / Trainee Chartered Manager (Degree Apprentice)**

Kieran assists the practice management team as part of his degree apprenticeship with day-to-day operational leadership within the patient services and administrative and secretarial team. Kieran assists with data quality audits and contract delivery.

## **Anna Procter (f)**

### **Patient Services Team Lead**

Anna assists the practice management team with leadership for patient services and administrative teams. Anna assists with the day-to-day operational running of the appointments system alongside the clinical teams.

## **Ellie Rudd (f)**

### **Clinical Correspondence & Workflow Lead**

Ellie assists the clinical and practice management team co-ordinating clinical and admin workflow and correspondence. Ellie leads the team on all aspects of the workflow of pathology results and clinical correspondence.

## **Linda Lightfoot (f)**

### **Secretarial Team Lead**

Linda assists the clinical and management team co-ordinating between patient services and hospital service providers. Linda leads the management of the overall referral processes and patient administration requests received into practice and secretarial and support teams

# Patient Services & Data & Workflow Care Co-ordinators & Secretarial Team

The practice teams are fully trained in all aspects of reception, care navigation, customer service and administration. The administrative and secretarial team deal with a wide range of administrative processes within the surgery including patient referrals to hospitals and NHS related services. Private insurance company and solicitor's requests for information are also dealt with through this team.

# Longton Health Centre as part of Preston and South Ribble Primary Care Network - PCN

## What is a Primary Care Network – PCN?

**Primary Care Networks (PCNs)** are a model of team-based **primary health care** delivery. PCNs are groups of doctors working collaboratively with teams of **healthcare** professionals, such as nurses, social prescriber and pharmacists, and voluntary sector, working together to meet primary health care needs in their communities.

More information can be found at  
<https://www.youtube.com/watch?v=W19DtEsc8Ys>

**GP Practices in the PCN Network are listed below:**

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• St Fillan's Medical Centre	Penwortham
• Fishergate Hill Surgery	Broadgate
• The Beeches Surgery	Longton
• Longton Health Centre	Longton

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**Patient Services delivered together as network practices are listed below:**

First Contact Physiotherapist – primary care physiotherapist  
LSCFT Mental Health Practitioner  
Access to Social Prescribing Services

**Preston & South Ribble Primary Care Network practices work collaboratively on Population Health projects and delivering Enhanced Hours with other PCNs as part of an Integrated Neighbourhood Team which are listed below:**

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- Bridgedale
  - Leyland
  - Chorley
  - Preston Northeast
  - Greater Preston
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# PRACTICE OPENING & CLOSING TIMES

	ONLINE, TELEPHONE, VIDEO & FACE TO FACE ROUTINE CONSULTATIONS AVAILABLE DURING CORE HOURS	PATIENT SERVICES	OUT OF HOURS
MONDAY	8.00am – 6.30pm (ENHANCED HOURS 6.30pm - 8.00pm)	8.00am - 6.30pm	RING NHS 111
TUESDAY	8am – 6.30pm	8.00am - 6.30pm	RING NHS 111
WEDNESDAY	8am – 6.30pm	8.00am - 6.30pm	RING NHS 111
THURSDAY	8am – 6.30pm	8.00am - 6.30pm	RING NHS 111
FRIDAY	8am – 6.30pm	8.00am - 6.30pm	RING NHS 111
SATURDAY	AD HOC LIMITED PREBOOKABLE ENHANCED HOURS NO WALK IN RING NHS 111 9am-12 noon	RING NHS 111	RING NHS 111
SUNDAY	CLOSED RING NHS 111	CLOSED RING NHS 111	CLOSED RING NHS 111

## WHEN THE SURGERY IS CLOSED

If you need to see or speak to a doctor outside surgery opening times, please visit NHS111 Online - <https://111.nhs.uk> or telephone NHS 111 where your call will be triaged. If you need to be seen, either at an out of hours centre or at home, your details will be transferred to the out of hours centre, then a member of the out of hours team will call you to arrange an appointment.

You will be signposted to attend a local Urgent Care Centre [NHS England » Urgent treatment centres](#) or NHS 111 if the practice reaches it's safe clinical capacity for on the day requests

### Call 999 in an emergency

Chest pain and/or shortness of breath, stroke symptoms, severe allergic reaction or profuse bleeding would constitute an emergency.

# APPOINTMENT SYSTEM

Appointments may be requested via our website online triage form or patient online services such as NHS App or other online service providers in addition to telephoning 01772 503180 if you do not have access to the internet or do not wish to use our digital services.

## ON-LINE ROUTINE APPOINTMENTS

Healthcare professional appointments can be booked ONLINE through patient online services.

Please remember to select the correct app when booking an appointment online so that the correct amount of time and clinician can be given for your appointment.

On contacting the practice our teams have been trained to care navigate your call to the most appropriate service and person for your care and therefore will ask you the nature of your query and information so that clinical assessment can take place by the most appropriate clinician.

- Patients who do not wish to inform the team of their problem may simply STATE it is personal, and THIS WILL BE ADDED AS A NOTE TO THE CLINICIAN
- Patients who may have an accessible need or specific information needs are asked to please inform the team in order that an alert can be placed on your record.
- If you have a lot to discuss or feel you have a particularly difficult problem, or more than one query please let the team know, so that the clinician may be aware and allocate the appropriate appointment for you.

## URGENT APPOINTMENTS

If your problem is of an urgent nature, contact the practice directly.

You will be signposted to NHS111, Urgent Care or A&E where clinically appropriate.

## ENHANCED HOURS APPOINTMENTS

The surgery works with several local practices to provide greater access to appointments and can offer appointments up to 8pm Monday to Friday and on a Saturday between 9am - 5pm.

Please be advised that availability is limited and will be by pre-booked appointment and urgent on the day only. Access will not always be provided at this surgery, and you may need to travel to an alternative practice. If no appointment is available, you may be directed to alternative services such as NHS111.

These appointments are not available to book online - therefore please speak to a member of our patient services team for further advice.



# HOME VISITS

If you are too ill to attend the surgery, please contact us on 01772 503180 AS SOON AS YOU CAN OR COMPLETE AN ONLINE TRIAGE REQUEST.

A member of our clinical team will assess your request as it may be that your problem can be dealt with by telephone advice, or you could be signposted to a different service i.e. hospital teams.

**\*House visits are only available for patients who are housebound due to illness or disability\***

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Please remember that several patients can be seen in the practice in the time that it takes to make one home visit.

# CANCELLATIONS

Please inform us as soon as possible if you cannot attend for your appointment so that it can be given to someone else.

You can cancel your appointment online or using patient online services.

If you have informed us of your preferred method of contact, then you may receive a text or letter inviting you to attend your appointments.

# TEXT MESSAGES

**Please inform us of any changes to your mobile number or contact details – in giving us your mobile number you are consenting to receiving messages from the Practice.**

- If you have given us a mobile phone number to add to your medical record, that mobile number will receive a reminder of **your** appointment time and date.
- Face to face appointments will activate a reminder message.
- You may also cancel your appointment through the text message using the link provided on the text messages.
- Text messages may be used to remind you that your annual review is due, to inform you of a campaign the surgery is running such as flu vaccination season, COVID vaccination clinics or general health information.
- We also send patient messages appertaining to your health.
- Please let us know if you wish to opt out informing us in writing or letting us know at the practice. You may withdraw your consent for this at any time.

# EMAIL ADDRESS

**Please inform us of your current email address or a change of email address - in giving us your email address you are consenting to receiving messages from the Practice.**

- If you have verified a secure email address to add to your medical record, that email address may also be used to send additional health information or messages.
- Please let us know if you wish to opt out of such communication by informing us in writing or letting us know at Reception.
- You may withdraw your consent for this at any time.

# PATIENT ONLINE SERVICES

- Patient online services enable you to book, cancel or amend selected appointments online, order repeat medication and view your medical record including vaccinations, allergies, immunisations, problems, certain consultation, letter and test results.
- You can also give consent for others to see your health record such as family members to help with prescription ordering, or solicitors, insurance companies and hospitals for example. GP online services link directly to our EMIS clinical system.
- You can download the online services app of your choice including the NHS app onto any of your mobile devices, tablets or PCs.
- To register you will need to show photo ID and proof of address and sign a consent form at Reception before activation of your registration to online services. This is so we can confirm that you have requested access to your records and is to ensure compliance with the Data Protection Act 2018 and UK General Data Protection Regulation purposes.
- We cannot accept registration for online services of patients under 13 years of age.
- Please discuss this with the GP if there is a mitigating reason why access should be considered.
- If you have any queries or require additional support relating to GP online services once you have registered, please contact their support line for further assistance.

## NHS APP

- You can download the online services app onto any of your mobile devices or tablets to register.
- Patients should visit [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp) for the latest patient information.
- Check your symptoms using the [health A-Z on the NHS website](#)  
Find out what to do when you need help urgently using [NHS 111 online](#)  
Arrange to [register as an organ donor](#)
- Arrange to [choose whether the NHS uses their data for research and planning](#)

## TEST RESULTS

Online access to your results can be gained via GP online services. If you cannot access online for any reason, then you need to telephone the surgery for details of how you register for these services and for the results of your test. It should be noted that the Practice has a strict process regarding confidentiality and data protection compliance therefore test results will only be released to the patient to whom they relate, unless that patient has given prior permission for the release of such data. Confirm with your clinician at the time of your appointment how long it will be before your results will be available at the practice.

## PRIVATE FEES

- Most services supplied at the Longton Health Centre are covered by the NHS, but some are classed as “private services”. These include medical reports, holiday cancellations, some medical examinations and travel vaccinations.
- Details are available on our website along with the relevant fees applicable for the work involved.
- Payment for private work agreed to be undertaken must be paid in advance by bank transfer before the work is completed by the practice and is subject to the GP Partner additional capacity to complete this non-NHS work.

# REPEAT PRESCRIPTIONS

**Repeat Order Slip – Please help the practice to reduce our paper handling and the environment.**

You can request repeat medication by using any of the following methods:

- Online – via your GP online services (registration for this service is required)

For safety and accuracy, the clinical teams discourage patients from adding handwritten requests for medication.

- The clinicians require up to 72 working hours to safely review and process your routine repeat medication requests.
- Please note that this will be from the time we receive your request; therefore, if you are ordering before or at the weekend, online or by post your prescription will be available for collection at the pharmacy of your choice after 4.00pm up to 72 hours after the initial request has been made.

Alternatively

- Via Longton Health Centre, Liverpool Road, Longton, Preston, PR4 5HA.

## ELECTRONIC PRESCRIBING SERVICE

To receive your prescription, you need to nominate a pharmacy so that your prescription can be sent there – we no longer produce paper prescriptions.

## FIT TO WORK

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC Website

With your employer's support, the Fit note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information visit [www.gov.uk](http://www.gov.uk)

- To note if you have been seen by a healthcare professional or hospital you may not need to see the healthcare professionals again for a continuation of your Fit Note.
- Request a sick note by completing an online form.

## PHARMACY FIRST COMMUNITY SERVICE

- Some common complaints can be dealt with by the community pharmacies so please note you may be referred to the Pharmacy First service whereby you can obtain treatments without the need to see your GP.

## PATIENT PARTICIPATION GROUP

- The practice works alongside a Patient Participation Group. The group is run by patients for patients, and it's role is to enhance the patient experience at the surgery.
- If you wish to become a member of the group either in person or through our virtual Group, please contact us by completing an online form.

**Surgery Website – [www.longtonhealthcentre.co.uk](http://www.longtonhealthcentre.co.uk)**

- Our surgery website has detailed information on all the services offered and links to other useful websites therefore please visit here.

# SERVICES PROVIDED AT THE SURGERY

## **Anti-coagulant Near Patient Testing Service – available to non-registered patients**

If you are on Warfarin, we offer a blood testing and dosing service at the practice. Please contact Patient services to arrange an appointment and register your details.

## **Asthma and COPD Clinic**

These are specialist run clinics, providing up to date medical advice and medication reviews for patients with this condition.

Patients on the register for asthma or COPD will be contacted for an annual telephone or face to face respiratory review where appropriate.

## **Child Health Clinic**

The practice provides a full child health service for all locally registered children to the age of 5 years.

Immunisation and developmental checks are carried out in practice along with postnatal and new mother checks.

## **IT IS IMPORTANT TO BRING YOUR CHILDREN FOR THEIR SCHEDULED CHILDHOOD VACCINATION APPOINTMENTS**

## **Coronary Heart Disease Prevention/Stroke /TIA /Atrial Fibrillation/Peripheral Artery Disease Clinic**

The practice holds regular healthy heart clinics.

Patients who are on chronic disease registers will be invited for an annual check-up & non-fasting blood test followed up by a telephone or face to face appointment where appropriate with the Practice Pharmacist where your results will be discussed, and your medication reviewed.

## **Diabetic Clinic**

The practice offers a comprehensive service to diabetic patients.

Patients on our Diabetic Register will be invited to receive an annual telephone check-up, foot screening and ophthalmology check.

## **Family Planning including Contraception Implants and Injections**

The clinicians provide advice on all methods of contraception, including fitting caps/coils, contraception implants and injections.

This, like all other services provided by the practice, is completely confidential.

## **Hypertension Clinic**

If you have a history of raised blood pressure this is called Hypertension. We invite patients on our practice register for an annual telephone or face to face review where appropriate unless you have been seen in one of our other clinics. This check-up will involve a non-fasting blood test and a review of your records and results by one of our clinicians.

## **Minor Operations & Joint Injections**

Certain clinical procedures may be carried out at the practice however you will be signposted to the most appropriate service.

# COMMUNITY SERVICE TEAMS

## Dental Treatment

If you are experiencing dental problems, you should make an appointment to see your dentist who are specialised in this area.

If you need emergency dental care and do not have access to routine NHS dentistry please ring the dental access helpline on 0300 1234 010 or NHS on 111.

## District Nurses –St Marys Health Centre, Cop Lane Penwortham

The team can be contacted by telephone 01772 644170.

## Maternity Services - Self-referral service

As soon as you find out you are pregnant you have the option to book your maternity care directly with Lancashire teaching Hospitals instead of seeing your GP.

Please visit <https://www.lancsteachinghospitals.nhs.uk/pregnancy-self-referral/>

If you do not receive an appointment within 2 weeks, then please call the booking team on 01772 524726. Please remember to book your pertussis vaccine from 16 weeks up to 32 weeks of pregnancy with our practice team.

[Whooping cough vaccination in pregnancy - NHS \(www.nhs.uk\)](http://www.nhs.uk)

The clinicians provide full antenatal and postnatal care at Longton Health Centre.

Post-natal (6 - 8 week) checks are carried out in practice and appointments are made during normal surgery time up to 2 weeks in advance.

## Midwifery Team

The team can be contacted by telephone 01257 245116.

## Opticians

Please contact your local opticians if you have concerns with your eyes or are experiencing any problems associated with your vision.

## Public Health Nursing Service –

The team can be contacted by telephone 0300 247 0040.

## Podiatrist

The team can be contacted by telephone 01772 644151.

A podiatry service is provided to anyone who is registered with the practice.

## Stop Smoking

The team can be contacted by telephone 0800 328 6297.

## Travel Clinic

Some travel vaccinations are available under the NHS, but some are not, and you will be signposted to alternative local clinics.

To discuss your medical travel requirements please make a telephone travel appointment with our Registered Nurse Associate, ensuring you allow plenty of time prior to your departure date to allow for the full course – we may NOT be able to accommodate your travel time.

## Treatment Room –St Marys Health Centre, Cop Lane, Penwortham

The team can be contacted by telephone 01772 644151.

The Treatment room provides dressings & treatment room services and stitch removal for procedures done at hospitals and external clinics.

Please note this service is funded by Lancashire Care Foundation Trust

# CONFIDENTIALITY/SHARING PATIENT INFORMATION

The Practice complies with UK General Data Protection Regulation (GDPR) and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances: -

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department.
- When we have a duty to others e.g. in child protection cases or court cases

Anonymous patient information will also be used at local and national level to help with NHS related research and planning.

- If you do not wish anonymous information about you to be used in such a way, please visit <https://www.nhs.uk/your-nhs-data-matters/> to opt out.

Non-clinical staff require access to your medical records in order to do their jobs. All members of staff are bound by the same rules of confidentiality as the medical staff.

Our Privacy notice and further information can be found on our website or in the surgery.

## FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This leaflet is available from reception or via our website.

## SUGGESTIONS / COMPLAINTS

We aim to provide a high-quality service to our patients and are always interested in your suggestions for improving our systems. A structured complaints procedure has been established following NHS guidelines and should you be unhappy with any aspect of our services or your treatment, please contact the practice Complaints Manager who will be happy to help. Further information is available on our website.

## ZERO TOLERANCE

The practice considers aggressive behaviour to be any personal, abusive and aggressive comments, foul language, physical contact and aggressive gestures, and may result in removal from the practice list.

**No abuse of staff is acceptable whether verbal or physical.**

All abuse will be reported to the Practice Partners and Practice Director who will keep a log of all incidents.

**PHYSICAL abuse of any of our staff will be reported to the police resulting in immediate removal** from the practice list. Primary Care Support England is responsible for assisting the patient to find a new doctor.



## PRACTICE CATCHMENT AREA

