

Teaching practice

The practice is a teaching practice and occasionally trainee GPs or medical students may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. Please note, we cannot guarantee appointments with a preferred clinician.

CCTV & Call Recordings

Please note that CCTV operates on the premises. Our CCTV policy is available on our website. All calls are recorded for training and monitoring purposes.

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal.

From time to time, other services may be available. We will advertise this information on our website and within the practice.

Opening hours

Mon–Fri	8:30 am	6:30 pm
Thurs	6:30pm	8:00pm
Saturday	CLOSED	
Sunday	CLOSED	

The practice is closed on bank holidays.

Closed for staff training Wednesdays 1-2pm

Enhanced Access

For urgent medical problems when the surgery is closed, you can access our hub appointments (Mon-Fri 6:30pm-8:00pm, Sat -5pm).

Are you using the right service?

<p>SELF-CARE</p>  <p>What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p>  <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	<p>NHS 111 (24/7)</p>  <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
<p>GP ADVICE</p>  <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p>  <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p>  <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>

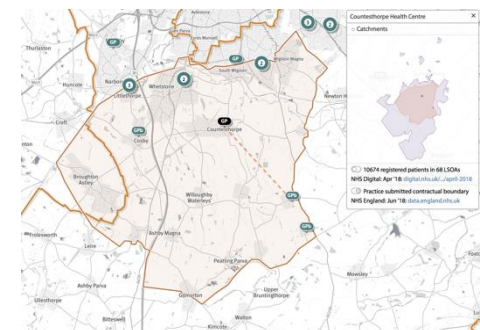
Patient Information Leaflet



St Fillans Medical Centre is a partnership providing NHS Services under an NHS England General Medical Services (GMS) Contract.

2 Liverpool Road
Penwortham
Preston
PR1 0AD

Telephone No. 01772 585451
Email: lscicb-gp.stfillans@nhs.net
www.stfillansmedicalcentre.co.uk



Further information can be sought from www.nhs.uk

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr Pravin Gorajala

Dr Peter Flowers

Dr Jonathan Bennett

Laura Scarborough (Managing Partner)

Salaried GPs

Dr Caroline Wright

Dr Laura Farrington

Nurses

Sister Debbie Whiteside

Sister Lorna Element

Sister Vicky Holmes

Hannah Malin (Nurse Associate)

Other healthcare staff

Emma Brown MPharm – Clinical Pharmacist

Hubert Kozielski – First Contact Physiotherapist

Management Team

Practice Manager - Karen Manciocchi

Reception Supervisors – Catherine Teasdel & Alison Wilson

Appointments

GP Appointments

We operate a total online triage system for all GP appointments. You can access the triage form from our website. You can use the form to request treatment, advice, sick notes, GP letters, recent test results and more. Access to the form from 8am to 6pm Mon-Friday.

Simply fill in a quick online form and we will deal with your request within 3 working days. If your request is reviewed by the doctor and considered to be urgent, we will contact you the same day.

If you are unable to complete the online triage form, please call reception and a member of our administrative staff will be able to assist you.

Nurse Appointments

Please call reception to book a nurse appointment.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Zero Tolerance Policy

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

NHS England Contact

St Fillans provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in the pharmacy entrance
- By telephone – Please call the practice on 01772 585451
- Online – Using online services such as NHS App, Patient Access or MyGP. Please see our website for details on how to register.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the online triage form to request one or contact reception. Home visit requests must be made before **10:30am**. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 11:30 pm and 1:30 pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk