

DISTRICT NURSING TEAM

The District Nursing Team attached to the practice are primarily available to give nursing care to patients in their homes, at the request of the doctors or referrals from hospital clinics and other services for the removal of stitches and dressings. Please ring 01704 894997.

COMPLAINTS

If you have a complaint or a view you wish to express, please ask to speak to the Practice Manager - Mrs Neeta Chitkara. We would be grateful for any suggestions on how we can improve our service.

OTHER ATTACHED STAFF

Community Psychiatric Nurse by referral from Doctor
Physiotherapist by referral from Doctor
Speech therapist by referral from Doctor
Chiropodist by self referral or by Doctor
Dietician by referral from Doctor or Practice Nurse
Counselling Services by referral from Doctor
Midwifery Team by referral from Doctor
Community Nurse for the people with learning difficulties, by referral from school or Doctor

MINOR SURGERY

Dr Ganga — Wednesday 1.30 pm

PROTECTION AND USE OF YOUR INFORMATION

We ask for information about you so that you can receive the best possible treatment. There are times when we have to pass on information about you to other Healthcare Professionals and this is always done confidentially. Everyone working for the NHS has a legal duty to maintain this. If at any time you would like to discuss this, please contact the Practice Manager. The practice would require written consent from the patient before any information would be disclosed to any other party.

VIOLENT/ABUSIVE PATIENTS

The practice holds a policy for action that will be followed for violent and abusive patients. Patients will be removed from the list with immediate effect.

SPECIAL SERVICES AVAILABLE

Please telephone 01704 894997

Minor Surgery

Contraception

Immunisations & Travel Clinic

Maternity

Epilepsy Reviews

75 & Over Health Checks

Routine BP Checks

Anticoagulant Clinic

Patients between the age of 16-74 who have not attended for a consultation in the last 12 months can request a consultation by the Practice Nurse.

PRACTICE STAFF

Practice Manager:

Mrs Neeta Chitkara

PG Diploma in Management Studies (Teeside Uni)

PG Health Service Management (UCLAN)

Medicine Co-ordinator:

Miss Lisa Mather

Receptionists:

Mrs Linda Gaskell, Mrs Janet Lundbeck, Miss Kate Woods

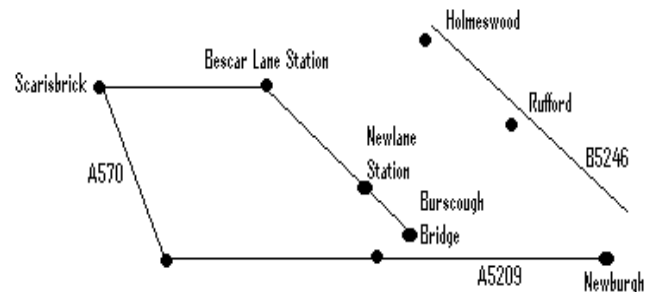
Practice Nurse:

Mrs Kerry Anne Livingstone

Healthcare Assistant:

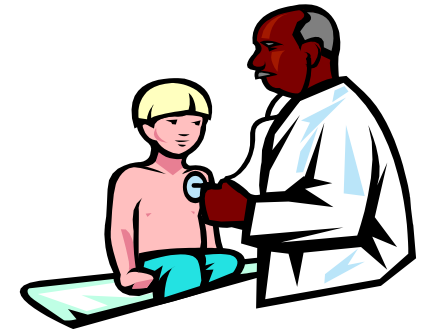
Ms Jacqueline Homan

For information about your local PCT
West Lancs PCT, Trust HQ,
Ormskirk & District General Hospital,
Wigan Road,
Ormskirk L39 2AZ. Telephone: 01695 598084



Burscough Family Practice

Patient Information Leaflet



**Stanley Court
Lord Street
Burscough
L40 4LA**

Tel: (01704) 894997

Fax: (01704) 897182

**Dr. Gangadhar Duddukuri
Male
MBBS, MRCCGP**

***www.burscoughfamilypractice
.co.uk***

ABOUT THE PRACTICE

The practice has been based at the health centre in Burscough Village since 1980. All surgeries and treatment rooms are on the ground floor.

HOW TO REGISTER

To register you need to fill in an application form which you can obtain from reception. A practice Leaflet containing opening times, appointment system etc. will be given at this time. Patients are then invited to have a new patient health check.

Once the application is accepted we will contact your previous GP to receive your medical records.

DISABLED ACCESS

The surgery is able to accommodate for disabled patients

RIGHTS & RESPONSIBILITIES OF PATIENTS

To gain access to their medical records. To inform the practice of a change of address or telephone number. When patients contact the surgery their telephone calls will be answered promptly.

SURGERY TIMES

MONDAY	9.00-11.30 & 3.30-5.00
TUESDAY	9.00-11.30 & 3.30-5.00
WEDNESDAY	9.00-11.30 & 3.30-5.00
THURSDAY	9.00-11.30
FRIDAY	9.00-11.30 & 3.30-5.00

OPENING HOURS

MONDAY	8.00-6.30
TUESDAY	8.00-6.30
WEDNESDAY	8.00-6.30
THURSDAY	8.00-12.00
FRIDAY	8.00-6.30

HOW TO SEE/SPEAK TO A DOCTOR ON THE TELEPHONE

All surgeries are by appointment.

To make an appointment or speak to a doctor, telephone 01704 894997 between 8.30-6.30 Monday – Wednesday & Friday, or 8.30-11.00 on Thursday. Please endeavour to attend your appointment, if you are unable to do so, please ring and cancel.

URGENT APPOINTMENTS

If you need to see a doctor urgently, please tell the receptionist. Arrangements will be made for you to see a doctor on the same day.

REPEAT PRESCRIPTIONS

A repeat prescription can be ordered in 3 ways:

1. By placing your computer counterfoil slip in the prescription box located at our reception area. Please tick the items that you require.
2. By sending us your computer counterfoil slip (with items ticked that you require). Please enclose a self-addressed envelope.
3. You can also order your repeat prescription online by visiting our website (www.burscoughfamilypractice.co.uk)

Your prescription will be ready for collection 48 hours later.

Always order your prescription in good time, please do not wait until your medication has run out.

Some chemists will collect your prescription from the surgery for you. Please ask at reception for details.

Repeat prescriptions cannot be ordered over the telephone, the only exception to this ruling are the elderly or the housebound.

OUT OF HOURS URGENT MEDICAL CONDITIONS

If you need urgent advice a doctor is always on call. Please telephone our Out Of Hours Number which is 01695 574634. A recorded message on the surgery number will also provide you with that number.

Alternatively you can contact NHS Direct on 0845 46 47, or by their web address www.nhsdirect.nhs.uk

HOME VISITS

If you are not well enough to come to the surgery, we may visit you in your home. Whenever possible, please request a home visit before 10.00 am.

This enables the doctor to plan their day. Emergency visits will be seen immediately.

THE PRACTICE TEAM

RECEPTIONISTS

Our receptionists are here to help you. They may need to ask further details when you telephone for medical advice, this is to ensure that we can assist you as efficiently as possible. The receptionists are bound by the same rules of confidentiality as the doctors.

PRACTICE NURSE

Our Practice Nurse runs several health promotions and illness prevention clinics

To make an appointment or to speak to our Practice Nurse, please ring 01704 894997, on the following days and times:- Monday, Tuesday, Wednesday & Friday: 9.00-5.30

Cervical Smear Clinic
Well Woman & Well Man Clinic
Coronary Heart Disease Clinic
Asthma Clinic/COPD (Respiratory)
Diabetic Clinic
Anti-Smoking Clinic
Travel Vaccine Clinic

TREATMENT ROOM NURSE

Available Monday — Friday between 9.30-12.30

Via 01704 892555

Minor injuries

Removal of stitches

Ear syringing (please check with the doctor first)

Dressings

CONTRACEPTION SERVICES

We provide Depo-Provera contraception injections and also issue prescriptions for the contraceptive pill, monitor blood pressures, weight checks and monitor general well-being of the patients

HEALTH VISITOR

The health visitor is a fully trained nurse also with midwifery experience. She can provide advice on health care, particularly for expectant mothers, pre school children, elderly and handicapped patients. Available via 01704 892555.