

Spring

Colne Road
Surgery
**PRACTICE
NEWSLETTER**

OPENING TIMES

MONDAY: 8.00-18.30

TUESDAY: 8.00- 18.30

WEDNESDAY: 8.00- 20.00

THURSDAY: 8.00- 18.30

FRIDAY: 8.00- 18.30

CLOSED SATURDAY & SUNDAY

OUR TEAM



MANAGEMENT

Jane Wallace – Practice Manager

RECEPTION

Nazma- Medical Secretary

Shozab- Senior Receptionist

Abida – Receptionist

Alia – Receptionist

Charlotte – Receptionist

Sophie – Apprentice

GENERAL INFORMATION

Dr Khan has now retired, your medical services are being provided by SSP Health. Your named GP is Dr Zulqarnain A Shah

- ❖ Appointments can be booked online, pre-booked at reception and on the day.
- ❖ For on the day appointments you will be advised to ring in the morning on the day you need your appointment.
- ❖ Emergency appointments are **not** given for sick notes or repeat prescriptions.
- ❖ Repeat prescriptions are not taken over the phone.
- ❖ All children under 12 will be seen on the day.

GP's & NURSES/HCA

Dr Zulquarnain Ali Shah – Lead GP

Dr Kahidur Rahman

Dr Othman Elhalui

David Williams- ANP

Donna- HCA

Amanda – Practice Nurse



If you have an email address, you can sign up for our online access. Please speak to reception and they will be able to assist you with setting up your unique account - with this you can order prescriptions, book appointments & access your medical records

PRESCRIPTION ORDERING

- ✓ Once you have requested your prescription, please allow 48 hours for this to be actioned and processed
- ✓ Prescriptions will not be taken over the phone - this is to make sure there are no mistakes made and proof this has been ordered.
- ✓ If you are requesting an item you have not had for a number of months you may be asked to come in for a review so you may receive a phone-call asking to make an appointment either face to face or have a telephone consultation
- ✓ You can also email your prescription request to our email address: colneroadsurgery@nhs.net

EPS – Electronic Prescription Service

INFORMATION ON EPS

EPS makes it possible for your prescriptions to be sent electronically to the **pharmacy** or dispenser of your choice.

Choosing a **pharmacy** or dispensing appliance contractor to process your **EPS** prescription is called a nomination.

This means you'll no longer have to collect a paper repeat prescription from your GP practice – instead, you can go straight to the nominated pharmacy to pick up your medication.

Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance so you just have to pick it up with no extra wait. However, this depends on the capacity of pharmacists on the day, and **may not be possible all the time**.

CAN I CANCEL EPS?

You can always **change or cancel** your nomination.

Simply speak to your GP or pharmacist before you order your next prescription.

Allow time for the update to take place to avoid your next prescription being sent to the wrong place.

Extra Information



Conversation Café

Please come and join us at our surgery for our Conversation Café starting Monday 7th May between 11am-12pm

This is a great opportunity for you to interact with new people, have a drink and just to have a general chat!

So pop down, get involved and we will look forward to seeing you here!

Please take the time to feedback on how we can improve services and encourage patients to get involved in the future shaping of our practice.

We have a suggestion Box and comments book on reception.

WELFARE CHATS

Do you feel lonely? Need someone to talk to?

Our Health Care Assistant Donna is now offering Welfare Chat Appointments.

So if you are feeling like you just generally want someone to talk to then Donna is providing a service that is right for you!



Hospital Aftercare Service

The team of staff offer practical support in the home following discharge from a hospital ward or Accident & Emergency Department. People must be aged 60 or above and find it difficult to resume their activities of daily living. Support can be planned for a number of weeks.

Tel: 01282 436414 (Burnley General Hospital co-ordinator)

Email: burnleygeneralhospitalaftercare@fsmail.net



Hospice at Home

If you are caring for a loved one who is palliative, **Hospice at Home** can offer support within your own home:
Tel 01282 440106/440107



Bereavement Services

Have you lost a loved one and struggling to cope? We can direct you to our local and national bereavement services who offer support in your time of need - please ask at reception.

YOUR LOCAL PHARMICIST IS QUALIFIED TO GIVE ADVICE



There is usually no appointment needed and they are open evenings and weekends....

Your local Pharmacy can help with:

Coughs, colds and sore throats

Minor cuts

Nappy rash and teething

Headlice

Constipation

Hayfever and allergies

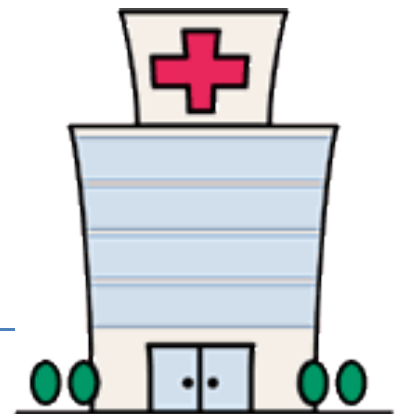
The morning after pill

Warts and verruca's

Diarrohea and vomiting

Accident & Emergency

Keep A&E for those who really need it



Burnley General A&E department deals with genuine life-threatening emergencies, such as:

- ✓ Loss of consciousness
- ✓ Acute confused state and fits that are not stopping
- ✓ Persistent, severe chest pain
- ✓ Breathing difficulties
- ✓ Severe bleeding that cannot be stopped
- ✓ Severe allergic reactions
- ✓ Severe burns or scalds

IF YOU DO NOT HAVE A LIFE THREATENING INJURY PLEASE CALL YOUR GP FOR AN APPOINTMENT



If you are happy with the services that we offer we would be very grateful if you could share your comments on the NHS Choices website. www.nhs.uk/pages/home.aspx

Practice Survey

We are currently asking patients to complete our practice survey. We will reflect on comments and suggestions made to improve the services we are offering to you.

Comments and Suggestions

We welcome all your feedback; please add your comments and suggestions to our suggestion box located in reception

Patient Feedback

Thank you for all the positive comments we have received about the practice, we continually try hard to meet the needs of the local community. We feel that an open approach is best, if we are not meeting your needs please tell us. This is the only way we can continue to learn and develop.

Friends and Family Test

Please complete the following question and put in comments box in surgery

We would like you to think about your recent experiences of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

| <u>Extremely likely</u> | <u>Likely</u> | <u>Neither likely or unlikely</u> | <u>Unlikely</u> | <u>Extremely unlikely</u> | <u>Don't Know</u> |
|-------------------------|---------------|-----------------------------------|-----------------|---------------------------|-------------------|
| | | | | | |

Please give your reasons for this response

Please tick this box if you do not wish your comments to be made public

Age..... Gender.....Ethnicity..... Please drop this once completed

.....

PPG

The Patient Participation Group (PPG) is always looking to welcome new members. If you are interested in being part of this group, please fill a form (ask at the reception desk) and hand it over to the receptionist. Alternatively leave your telephone here and hand this form into our receptionists

I am interested in joining the Patient group please call me

Name Tel Number.....

Email.....

Update your contact details

Name

Email

Tel..... Address.....

Are you a Carer.....

REGISTER FOR ON LINE SERVICES

YOU CAN ACCESS GP SERVICES FROM YOUR COMPUTER, TABLET OR MOBILE PHONE, AS WELL AS THROUGH YOUR LOCAL SURGERY

BOOK AND CANCEL APPOINTMENTS & ORDER REPEAT PRESCRIPTIONS

24 HOURS A DAY 7 DAYS A WEEK, INCLUDING BANK HOLIDAYS

PLEASE ASK AT RECEPTION TO GIVE YOU REGISTER DETAILS

HAND THIS FORM IN WITH YOUR EMAIL AND WE WILL AUTOMATICALLY

Email address

Tel number.....