

MORE INFORMATION

You can visit our website for more information and updates from the practice.

Scan the QR code or visit:
www.lancastermedicalpractice.co.uk.



Patient Information Leaflet

Lancaster Medical Practice @ Owen Road

Lancaster Medical Practice @ Dalton Square

Lancaster Medical Practice @ King Street

Lancaster Medical Practice @ Meadowside

Lancaster Medical Practice @ Rosebank

Lancaster Medical Practice @ Lancaster University

Lancaster Medical Practice @ Galgate

VERSION 5

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ID will be required before any information is released.

CHAPERONES

You are entitled to have a chaperone present during your examination or procedure.

If possible, please inform the Reception staff at the time of booking your appointment and we will make the necessary arrangements.

If you do not inform us ahead of your appointment we may not be able to accommodate your request. In this case it will be necessary to reschedule your appointment.

We understand that you may wish to have your relative or friend present during your examination or procedure for support. Whilst we support this, we would also recommend one of the Practice Nurses are also present. All our Practice Nurses are trained as formal chaperones.

ZERO TOLERANCE

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified. We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with your consent, unless the law requires us to pass on the information.

For more information, please see our leaflets 'How we use your health record' and our patient confidentiality charter.

PATIENT RIGHTS AND RESPONSIBILITIES

You have the right to confidentiality under the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

- You also have the right to ask for a copy of all records about you.
- Your request must be made to the organisation holding your information.
- We are required to respond to you within one calendar month.
- You will need to give adequate information (for example full name, address, date of birth, NHS number etc).

WELCOME

Lancaster Medical Practice was formed in April 2017 from the legacy practices of Dalton Square Surgery, King Street and Lancaster University Practice, Owen Road Surgery and Rosebank Medical Practice. On 1st February 2019, Meadowside joined Lancaster Medical Practice. We are proud of our collective history of delivering high quality general medical services to Lancaster and the surrounding areas.

As a result of our merger we have created a high quality General Medical Practice provider through a sustainable, successful business model.

Developing long term clinician-patient relationships based on continuity of care is central to everything we do. By developing our clinical teams and robust practice processes we have achieved primary care at scale whilst maintaining a family-doctor feel.

As a larger organisation we have been able to further develop our services and increase the range of services we provide and will continue to build on our initial successes as the organisation matures.

OUR LOCATIONS

Lancaster Medical Practice at **Owen Road**

69 –71 Owen Road,
Lancaster
LA1 2LG
Telephone 01524 551551

Lancaster Medical Practice at **Dalton Square**

8 Dalton Square,
Lancaster
LA1 1PN
Telephone 01524 551551

Lancaster Medical Practice at **Meadowside**

1-3 Meadowside,
Lancaster
LA1 3AQ
Telephone 01524 551551

Lancaster Medical Practice at **King Street**

38 King Street,
Lancaster
LA1 1RE
Telephone 01524 551551

COMPUTERS AND CONFIDENTIALITY

In each consulting room there is a computer and a printer. Any information held on the computer is confidential between yourself and the practice. It ensures clinics can run smoothly and gives information to the clinician regarding your past medical history. We, as a practice, are strictly bound by the rules of confidentiality and privacy as set out in the Data Protection Act 2018. This means we are unable to give out any information about a patient without his/her documented permission.

HOW DO WE USE YOUR HEALTH RECORD?

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals,
- Allow you to work with those providing care,
- Make sure your care is safe and effective, and,
- Work effectively with others providing you with care.

Others may also need to use records about you to:

- check the quality of care (such as clinical audit)
- protect the health of the general public
- keep track of NHS spending
- manage the health service
- help investigate any concerns or complaints you or your family have about your health care
- teach health workers and,
- help with research.

COMPLIMENTS, CONCERNS AND COMPLAINTS

We think our administrative and clinical staff do a very difficult job with great skill and patience and we are very proud of them. We cannot do our jobs safely without careful systems in place. If anything is not as you would wish, it is not their fault, they are following our instructions. We all try very hard to make your visits and contacts with any of the team as practical and convenient as possible. If we sometimes get it wrong please let us know and we will look into it and give you an explanation, or an apology, and we will try to put it right.

If you wish to make a formal complaint, information is available at reception and on our website. The complaint should be made in writing to Liz Slater, Quality and Performance Manager. We will deal with any complaint in a quick and efficient manner. If it is still not resolved, the Complaints leaflet gives you details of who you can contact.

Compliments are also gratefully received and really cheer us up on a particularly busy day! Please use the box in the waiting room to leave us any comments and suggestions.

OUR LOCATIONS

Lancaster Medical Practice at **Rosebank**
Ashton Road,
Lancaster
LA1 4JS
Telephone 01524 551551

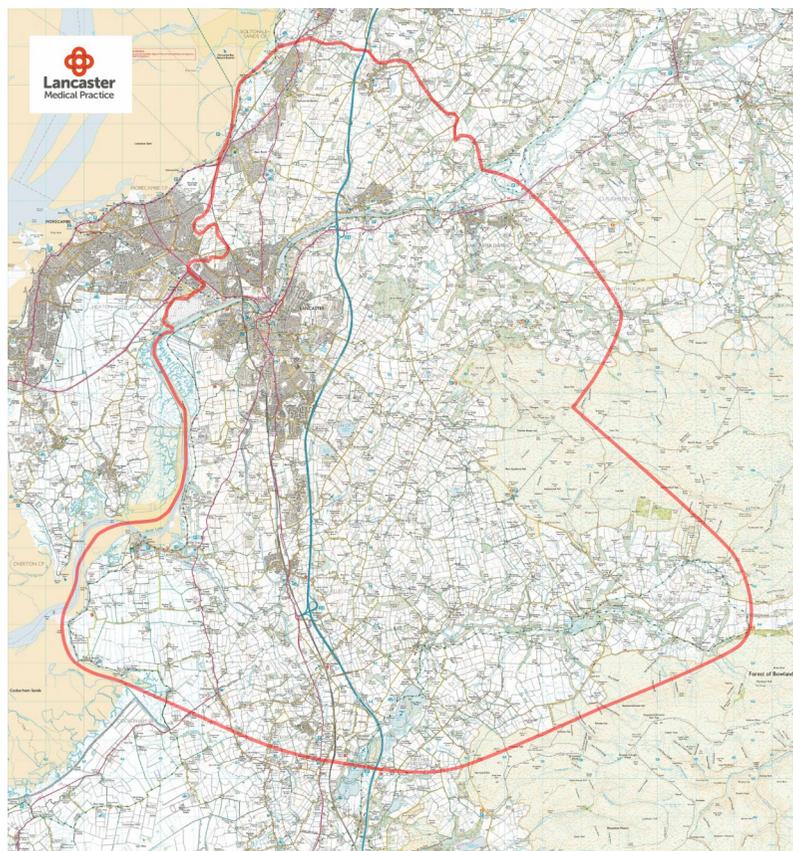
Lancaster Medical Practice at **Lancaster University**
South West Drive,
Lancaster University,
Lancaster
LA1 4ZP
Telephone 01524 551551

Lancaster Medical Practice at **Galgate**
Highland Brow,
Galgate
LA2 0NB
Telephone 01524 551551

PRACTICE BOUNDARY

Our practice boundary is the area in which we offer our services. You can only register for the practice if you live within this area.

Any new patients living outside of this boundary will not be able to register for our services but should find an alternative GP Practice. If you are historically registered with us and live outside of the practice boundary, you will still be able to access our services as normal.



CONSENT TO TREATMENT

A clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. This will include the nature, purpose and risks of the procedure to ensure that the patient understands, and has enough information to give “informed consent”. If it is demonstrated that a patient is not competent to give his/her own consent, this will be sought from the person responsible for them.

PREFERRED METHOD OF CONTACT

All organisations that provide NHS services, or publicly funded adult social care must have fully implemented and conformed to the Accessible Information Standard.

This means we would like to record your preferred method of contact so that you can receive information in a format you can understand. For most of us the preferred method of contact is our mobile or home telephone number for calls/texts but if you have for example a visual or hearing impairment some of these may not be suitable for you. If you or someone you are caring for wishes us to contact you in another way, please do let us know by informing reception who will then record your needs by highlighting it on your medical records.

SEXUAL HEALTH CLINICS

Free and confidential sexual health clinics are held at the University, Dalton Square and Owen Road sites, by appointment only. Phone 01524 541653 to book an appointment. This service includes sexually transmitted infection screening and HIV testing services. You do not have to be registered as a patient with Lancaster Medical Practice to be seen at these clinics. If you are a Lancaster Medical Practice patient, no information relating to this service is entered onto your medical records held by the Practice.

OTHER CLINICS

We offer a number of other clinics to meet your health needs, including cervical smear clinics, women's health clinics, contraception clinics, flu vaccinations (at appropriate times of the year), private medical examinations, travel vaccinations, baby immunisations, asthma clinics, diabetic reviews and other chronic disease reviews. The receptionist will be able to provide more information on any of the above.

NON NHS SERVICES

There are some services which doctors provide that do not come under NHS jurisdiction and therefore doctors provide these privately for a charge. These services may include letters, insurance reports, medical examinations, certificates etc. We will always advise you of any charges. Doctors' clinical NHS work must take priority.

DISABLED ACCESS

Dalton Square

Disabled WC
Induction loop
Step free access
Wheelchair access

King Street

Disabled WC
Induction loop
Step free access
Wheelchair access

Owen Road

Disabled WC
Induction loop
Step free access
Wheelchair access

Meadowside

Disabled WC
Induction loop
Wheelchair access
Step free access

Lancaster University

Disabled parking
Disabled WC
Induction loop
Step free access
Wheelchair access

Rosebank

Disabled parking
Disabled WC
Induction loop
Step free access
Wheelchair access

Galgate

Induction loop
Wheelchair access
Step free access
Disabled WC

Scale Hall

Step free access
Wheelchair access
Induction loop

OUT OF HOURS

The practice is closed during weekends and bank holidays; as well as specific dates for staff training—these dates can be found on our website.

During the out of hours period call **111** for assessment and advice. If your condition requires further treatment they will identify the most appropriate local service to meet your need and either direct you to the service or pass your assessment details directly on to it. This includes the local GP Out of Hours Service, Bay Urgent Care.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In an emergency you should call 999.

REPEAT PRESCRIPTIONS

Please allow 4 working days for a repeat prescription to be produced. You can request your repeat prescriptions by posting a paper request in the post box at any of our surgeries, and via the NHS App. Please ask at reception for further information.

All prescriptions are now being sent electronically which means there is no need for patients to have a paper prescription to collect their medication. It can all be done using the Electronic Prescription Service.

Your prescription requests will be sent to your nominated pharmacy. To change your nominated pharmacy, contact the practice or a pharmacy. It can also be changed on the NHS App.

MEDICATION REVIEWS

Patients on repeat medication will be asked to see a member of the clinical team at least once a year to review these regular medications and a notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

HOME VISITS

Our care at home team work with housebound patients who are unable to leave their home due to illness.

Home visits are made at the discretion of the clinician and are usually reserved for the severely ill, very elderly or house bound patients. We will not provide care at home if the patient can leave the house, or attends other appointments or activities outside the home.

If you are housebound, or if you care for a person that is housebound, you can contact the care at home team by telephoning the practice on 01524 551551 and selecting the care at home option. We will ask you for details of the problem which will be passed to the clinician. The clinician may decide to telephone you and may ask you to attend surgery if they feel this is more appropriate. This will often result in you being seen sooner.

If you are not sure whether you need to be seen at home or at the surgery, we will be able to advise you. For instance babies and children with fever, diarrhoea, vomiting, earache or a rash should be brought to the surgery and seen quickly. Adults with similar illnesses can also be seen quicker at the surgery.

Requests for the care at home team should preferably be made before 11.00 am as this allows our clinicians to plan more efficiently.

NAMED ACCOUNTABLE GP

All patients are assigned a named GP at the point of registration.

The role of the named GP is to take responsibility for the coordination of all appropriate services and ensure they are delivered where required (based on the named GP's clinical judgement) to each of their patients.

Having a named GP means he or she will:

- take the lead for ensuring that we offer you all the appropriate services we can
- work with relevant associated health and social care professionals where necessary for your care
- help to ensure that we recognise and respond to your physical and psychological needs
- ensure you have access to a health check if you request one

Having a named GP does not mean:

- he or she will be available 24 hours a day
- that you will have personal access to the doctor throughout the working week
- that this is the only doctor or clinician at the practice who will provide you with care

You do not have to see your named GP when you book an appointment; you can and should be seen by the clinician most equipped to assess and/or treat your condition.

OUR DOCTORS

Strong practice-patient relationships, good continuity of care and delivery of high quality services are very important to us and as a large practice, covering many sites and a large geographic area, this presents significant challenge.

We have been working hard to develop our Clinical Teams, which will allow us to meet this challenge. Our Clinical Teams reflect our local population. They work together, in a particular geographic area and within specific Lancaster Medical Practice sites. There are four teams of GPs who are supported by other clinical and non-clinical staff.

When you register with Lancaster Medical Practice, you will be allocated to a doctor within a clinical team that most closely matches the geography of your home address.

Our Partners:

Dr Ross Adams (m) <i>MBChB</i>	Dr Helen Darby (f) <i>MBChB</i>
Dr Jane Bass (f) <i>MBBS</i>	Dr Anthony Dickinson (m) <i>MBChB</i>
Dr Lesley Braddock (f) <i>MBBCh</i>	Dr Nour Ghazal (m) <i>MD</i>
Dr Simon Brown (m) <i>MBChB</i>	Dr Rachel Gilbert (f) <i>MBChB</i>
Dr Richard Carruthers (m) <i>MBBS</i>	Dr Kirsty Hagan (f) <i>MBChB</i>
Dr Damien Cheema (m) <i>MBChB</i>	Dr Christian Harris (m) <i>MBChB</i>
Dr James Chidgey (m) <i>MBBS</i>	Dr Rahul Keith (m) <i>MBChB</i>
Dr Michael Corbett (m) <i>MBChB</i>	Bridget Kingcox (f) <i>MBBS</i>
Dr John Crawford (m) <i>MBChB</i>	Dr Prudence Knight (f) <i>MBChB</i>
	Dr Tammie Macfie (f) <i>MBBS</i>
	Dr Emily Mills (f) <i>MBChB</i>

ONLINE BOOKING

Certain appointment types can be booked directly online using the NHS App.

You can contact the practice online via Patches, which can be accessed via our website and the NHS App. Answer a few simple questions, and the practice will be notified of your query and contact you to discuss the most appropriate next steps. Patches can be used for medical purposes to request help for symptoms you are having, or administrative queries such as requesting a medical report or fit note.

MISSED APPOINTMENTS

The majority of patients that cannot attend an appointment inform us with plenty of notice so we can utilise the appointment for another patient. For the patients who do not inform us when they cannot attend an appointment the following policy will apply:

- If you fail to attend appointments without informing us we may write to you asking if there are any specific problems preventing you from letting us know.
- If you repeatedly fail to attend for appointments you may be removed from the practice list and have to find an alternative GP practice.

Please help Lancaster Medical Practice make the best use of its appointments for all patients.

APPOINTMENTS

We offer routine appointments with our clinicians via our Planned Care Team. We also offer urgent appointments (within 3 working days) via our Unplanned Care Team which ensures patients who require urgent care are supported appropriately.

All appointments are available as face-to-face consultations. We can also offer telephone consultations if clinically appropriate. GP appointments are 15 minutes slots. If you have several problems to discuss or feel you may require longer, please inform the reception staff at the time of booking.

All surgeries are by appointment. The reception staff may ask the reason for your attendance at the practice when you book an appointment so your need can be dealt with in the most appropriate way. All members of staff are strictly bound by the NHS code of confidentiality so you can discuss your needs with them in complete confidence.

We also offer some appointments during an evening and at a weekend. These appointments may not be with a Lancaster Medical Practice clinician.

Your pharmacy can now handle many minor ailments. Visit your local pharmacy for advice and prompt treatment for common illnesses, without the need for an appointment.

When we are closed please call NHS 111 for advice or if you feel you need to see a clinician. In an emergency, call 999.

Dr Michael Price (m) *MBBS*

Dr Emma Quayle (f) *MBChB*

Dr Dilakshini Sathananthan (f)

MBChB

Dr Subbuchettiar Sivakumar (m)

MBBS

Dr Iain Smith (m) *MBChB*

Dr Joanna Smith (f) *MBChB*

Dr Michelle Stewart (f) *MBChB*

Dr Gavin Torr (m) *MBChB*

Dr Sarah Wicks (f) *MBChB*

Amy Williams (f)

Dr Kirstin Wong (f) *MBBS*

Dr Michael Wong (m) *MBBS*

REGISTRARS/TRAINING

We are a training practice involved in the training of future General Practitioners. These are mostly doctors who have completed their hospital based training and are spending the final years in General Practice working towards their final GP exams (ST3).

We are also involved in training both doctors at earlier stages and medical students, all of whom are closely supervised. Trainees have full access to patients' medical records. This is essential for the purpose of training and patient care. The strict rules of confidentiality are adhered to at all times throughout the whole practice.

Videoing of consultations is an important part of training and assessment. If the appointment you are attending is part of a surgery being videoed, you will be advised of this beforehand and of course you will be free to decline.

CLINICAL TEAMS

Our multi-professional clinical team is made up of:

- GPs
- Advanced Clinical Practitioners
- Practice Nurses
- Nursing Associates
- Healthcare Assistants
- Clinical Pharmacists
- Paramedics
- First Contact Physiotherapists
- Mental Health Practitioners
- Frailty Matrons
- Health and Wellbeing Coaches
- Research Nurses

Our clinicians form four separate teams: Ashton, Castle, Priory and Cathedral. This is to help maintain the continuity of care for our patients.

We will always inform our patients when any changes to our clinical teams will directly affect your care.

We have also set up a care at home team, who are solely responsible for consultations at home.

PRACTICE OPENING TIMES

All our locations are open from 08:00 – 18.30 Monday to Friday.

Some sites also open later during the week and at the weekend to provide further appointments for our patients. For more information on these appointments, please see our website or ask one of our reception team.

REGISTRATION

If you would like to register with the practice, please fill in the online forms on our website, or speak to one of our receptionists who will be happy to help you. They will need to check that you live within our practice boundaries. You will need to complete a registration form and a new patient questionnaire.

CHANGE OF DETAILS

If you change your address, telephone number or mobile number, please inform us as soon as possible. If you are unsure whether your new address is within our practice area, please ask a member of our receptionist team.

Should you wish to view historic information which has been entered into your record before 4 October 2023, please contact the practice to request your full medical record.

TRAINEE NURSES/PARAMEDICS

As a training practice, we are also involved in the training of student nurses and paramedics.

These are students working towards a University degree, as well as qualified nurses returning to practice, perhaps after a career break. A part of training to become a paramedic involves spending some time in General Practice, which both our advanced clinical practitioners and doctors support with.

Trainees have full access to patients' medical records. This is essential for the purpose of training and patient care. The strict rules of confidentiality are adhered to at all times throughout the whole practice.

OTHER SERVICES

A number of additional services are offered across our Practice sites. These include:

- Listening service
- Alcohol advice and guidance
- Sexual Health appointments

MULTI-PROFESSIONAL CLINICAL TEAM

Advanced Clinical Practitioners – are specialist clinicians who are highly trained to examine, assess and prescribe medications. They work closely with the doctors to provide a high standard of medical care. You may be offered an appointment with an ACP as an alternative to a doctor. They are trained to a masters degree level and are able to treat a wide variety of illnesses and conditions.

Practice Nurses - provide a wide range of services including travel health advice and vaccinations, injections, pill checks, health checks, cervical smears and chronic disease management.

Healthcare Assistants – are important members of the team supporting the nursing staff and doctors. Their services include blood samples, blood pressure testing, ECGs, glucose tolerance testing, assisting with minor operations and health checks.

Clinical Pharmacists - are highly qualified health professionals, who are specialists in medicines and how they work. They work as part of the general practice team to improve value and outcomes from medicines. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. All pharmacists are registered with the General Pharmaceutical Council.

Paramedics - work alongside GPs to help manage routine and urgent appointments, triaging and home visits. They can order tests and interpret results, whilst also supporting people with long-term health conditions.

First Contact Physiotherapists - assess and diagnose muscular and joint conditions. They give advice on how to manage these conditions and refer to specialist services if needed.

Mental Health Practitioners - specialise in mental health services, using talking therapies to help people with common mental health conditions.

Frailty Matrons - provide acute and chronic care for care home residents & housebound patients, helping individuals to manage the complexities of their health.

Health and Wellbeing Coaches - help patients gain the knowledge, skills and confidence to become active participants in their own care. They deliver one-on-one sessions to meet with personalised care plans.

Research Nurses – Clinical research is essential for continually improving standards of patient care. Research nurses play a vital role in ensuring clinical research studies run smoothly and that participants are safe and fully informed.

Expressing a preference of practitioner - As a patient, you have the right to express a preference to receive services from a particular practitioner or class of practitioner.

Please let one of our team know when making contact with the practice. We will endeavour to find a solution where possible.

ONLINE SERVICES

Online services allow you to:

- Book directly into certain appointment types
- Check and cancel your appointments
- Order repeat prescriptions
- See parts of your health record
- See communication between your GP surgery and other services.

Lancaster Medical Practice supports the NHS App (nhs.uk/nhs-app).

How to register for online services:

To register, visit one of the websites or download the apps from the App Store or Google Play. To book appointments you only need your mobile number and date of birth.

To order repeat medication, you will need to confirm your identity. For most people, there is no need to contact the practice to sign up to the NHS App. Instead, you can verify your identity within the app.

Patients with online accounts, such as through the NHS App, should be able to read new entries made in their health record after 4 October 2023. This applies to future (prospective) record entries and not historic data.