



# INFORMATION FOR PATIENTS

## **THE SURGERIES**

296 Union Road, Oswaldtwistle BB5 3JD  
Tel: 01254 282501 Fax: 01254 396518

Hyndburn Medical Practice,  
Acorn Primary Care Centre,  
421 Blackburn Road, Accrington BB5 1RT  
Tel: 01254 282501

1A Pritchard Street, Blackburn BB2 3PF  
Tel: 01254 56262

E-mail: [rita.naylor@nhs.net](mailto:rita.naylor@nhs.net)

[julie.stanton2@nhs.net](mailto:julie.stanton2@nhs.net)

Website: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)

Artwork by Chloe Faye Naylor - Aged 6yrs



# WELCOME TO THE SURGERY

Please use this publication along with the help of the Reception staff to find out about the various services available to you and the areas we cover.

## SURGERY HOURS

Day	Type of Surgery/Clinic	Oswaldtwistle Medical Centre	Hyndburn Medical Practice 421 Blackburn Road, Accrington	1A Pritchard Street Blackburn
Monday	<b>Morning Surgery</b> <b>Antenatal Clinic</b> <b>Baby Clinic</b> <b>Afternoon Surgery</b> <b>Extended Opening</b>	9.00 - 11.00am None None 4.00 - 6.00pm 6.30 - 8.45pm	9.00 - 11.00am None 2.30 - 4.00pm 4.00 - 6.00pm None	9.00 - 11.00am 2.00 - 3.00pm None 4.00 - 6.00pm None
Tuesday	<b>Morning Surgery</b> <b>Antenatal Clinic</b> <b>Baby Clinic</b> <b>Afternoon Surgery</b>	9.00 - 11.00am None 2.30 - 4.00pm 4.00 - 6.00pm	9.00 - 11.00am None None 4.00 - 6.00pm	9.00 - 11.00am None None 4.00 - 6.00pm
Wednesday	<b>Morning Surgery</b> <b>Antenatal Clinic</b> <b>Afternoon Surgery</b>	9.00 - 11.00am 9.00 - 10.30am Closed	9.00 - 11.00am None Closed	9.00 - 11.00am None 4.00 - 6.00pm
Thursday	<b>Morning Surgery</b> <b>Antenatal Clinic</b> <b>Baby Clinic</b> <b>Afternoon Surgery</b>	9.00 - 11.00am None None 4.00 - 6.00pm	9.00 - 11.00am Sure Start, Princess Street None 4.00 - 6.00pm	9.00 - 11.00am None 11.00am - 12 noon Closed
Friday	<b>Morning Surgery</b> <b>Minor Operations</b> <b>Afternoon Surgery</b>	9.00 - 11.00am Arranged Weekly 4.00 - 6.00pm	9.00 - 11.00am None 4.00 - 6.00pm	9.00 - 11.00am None 4.00 - 6.00pm

For more information: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)

# ASTON PHARMACY



## FREE PRESCRIPTION COLLECTION & DELIVERY SERVICE

We can order and collect your repeat prescriptions from your doctor's surgery – Free of Charge!

(We also accept electronic prescriptions from your GP.)

**Telephone: 01254 237678**

*Do you take a lot of different medicines?*

*Do you have difficulties remembering when to take your medicines?*

*If so, we can help... Contact our pharmacists for a Free Consultation*

### Opening Hours:

351 Blackburn Road, Accrington  
01254 237678

95 Accrington Road, Blackburn  
01254 680133

221 Shadsworth Road, Blackburn  
01254 691771

astonpharmacy@numarknet.com

Shadsworthpharmacy@intrapharm.com

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

Mon – Fri 9.00am - 6.00pm  
Sat 9.00am - 1.00pm

Mon – Fri 8.45am - 7.30pm  
Sat 9.00am - 5.00pm  
Sundays 10.00am - 1.00pm

Mon-Tue-Wed-Fri 9.00am - 6.00pm  
Thur 9.00am - 1.00pm  
Sat 9.00am - 12.00pm

**ALL BRANCHES CLOSE FOR LUNCH 1.00 – 2.00PM**

## FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at **Aston / Shadsworth Pharmacy** to pick up my repeat prescriptions from the surgery and have them ready for me to collect / be delivered (delete as applicable).

Patient's Name ..... Address .....

Telephone Number ..... Signature .....

# SURE START HYNDBURN

Here at Sure Start Hyndburn, we have five centres in and around the Accrington area including:

- **The Park Child & Family Centre**, Norfolk Grove, Church, Accrington
- **The Beeches Child & Family Centre**, Rimmington Avenue, Ferngore, Accrington
- **The Willows Child & Family Centre**, Christ Church, Christ Church Square, Roughlee Road, Accrington
- **The Oaks Child & Family Centre**, St Peter's Church, Richmond Street, Accrington
- **First Steps Outreach Centre**, Princess Street, Accrington

The above centres offer an array of activities and services such as:

- Parent-led Groups, involving arts and craft activities
- Health Services
- Family Learning
- And much more

Three of our centres have branches of Little Stars Nurseries, which offer quality and affordable childcare. We also have branches of Star Bites Café at two of our centres, and not forgetting 'The Space Centre', a multi sensory, soft play area at The Park Child & Family Centre.

For further information about any aspect of Sure Start Hyndburn, or to find out about the other services/activities we offer, give us a call on **01254 387757**.

Advertising Feature

Building our children's future together

**Sure Start**

Hyndburn



Sure Start/Children Centres is an initiative funded through the Department of Children, Schools and Families.

Sure Start Hyndburn facilitates a local focus on the needs of families with young children and brings together local parents/carers, residents, practitioners and volunteers to re-shape the services available to parents and children.

**Tel: 01254 387757**

**[www.surestarthyndburn.co.uk](http://www.surestarthyndburn.co.uk)**



## TELEPHONE ADVICE

You may ring and ask for a telephone consultation for advice. The Reception staff will ask you for your name, address and telephone number and a brief note regarding your query. The doctor will then ring you after surgery to discuss your problem or query. The doctor may, in certain circumstances, ask you to attend surgery if he thinks you need to be seen.

In some cases, however, the Practice staff may be able to help you with any administrative or non-medical aspects of your health. The Practice staff are also available to discuss any suggestions or complaints.

Patients can be seen by the doctor during their respective surgeries by ringing to make an appointment. You may be asked to ring on the day to book an appointment as a proportion of these are embargoed until the actual day.

Appointments may be made by telephoning your respective surgery or by calling or sending a message during reception hours. Please note that patients under the age of 16 must be accompanied by an adult. Please be patient when telephoning for an appointment as the lines become extremely busy between 8.00 and 9.00am.

## RECEPTION HOURS

Oswaldtwistle: 8.00am - 12.30pm and 1.30 - 6.30pm (except Wednesday when the surgery closes at 12.30pm for staff training).

Extended Evening Surgery opens at 6.30pm - 8.45pm every Monday. Two GPs and one practice nurse work from 6.30 - 8.45pm each Monday (please ring to book an appointment if you work during the day as you may find it more convenient for you). When a Bank Holiday falls on a Monday, the Extended Opening will be moved to another day during the week.

Accrington: 8.00am - 12.30pm and 1.30 - 6.30pm (except Wednesday when the surgery closes at 12.30pm for staff training).

Blackburn: 8.30am - 12.30pm and 1.30 - 6.30pm (except Thursday when the surgery closes at 12.30pm for staff training).

## EMERGENCIES

If you require the service of a doctor or telephone advice, **IN AN EMERGENCY ONLY** after the surgery is closed, you should ring the following numbers:

For emergency only .....0845 4647

For emergency calls (Wednesday only 11.00am - 6.30pm at Oswaldtwistle and Accrington) ..... 01254 233651

For emergency calls (Thursday only 12 noon - 6.00pm - Blackburn patients only) ..... 01254 282501

## HOME VISITS

If you are too ill to attend the surgery you can request a home visit by telephoning your respective surgery. You will be asked for your address, telephone number and details of what is wrong with the patient. **ALL REQUESTS FOR HOME VISITS WILL BE PUT TO THE DOCTOR. Please make all requests by 11.00am daily** as this will help us to organise our day in order for us to give a better service and thus help us to help you. Please remember to only ask for a home visit by the doctor when the person is too ill to attend surgery. **Not having transport is not a valid reason for a home visit.**

Visit our website: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)

## **REPEAT PRESCRIPTIONS**

**Would patients please note that a full 48 hours are required to prepare repeat prescriptions by computer. Repeat prescriptions will be authorised for six months at a time. You will be allowed to obtain your repeat prescriptions without being seen by the doctor for the first five months, then you must see the doctor or practice nurse for a medication review before the sixth one is printed off. ONLY ITEMS LISTED AS REPEATS CAN BE ORDERED - DO NOT ADD TO THE LIST!**

PLEASE NOTE: RECEPTION STAFF DO NOT ACCEPT REPEAT PRESCRIPTION REQUESTS OVER THE TELEPHONE.

The preferred options for obtaining your prescription are as follows:

- 1) Drop your repeat slip off at the reception desk, clearly ticking the items required.
- 2) Send your repeat slip by post, ticking the items required and enclosing a stamped addressed envelope.
- 3) Leave your prescription on the Voicemail (Oswaldtwistle/Accrington only) between the hours of 6.30pm and 8.00am and stating your name, address, computer number and list every single item you require. Just stating "ALL" is not suitable and your request will not be processed. **The voicemail is emptied every morning around 10.00am. Your prescription will then be processed for you and will be ready for collection 48 hours after placing the call. This is an ideal method of ordering repeat prescriptions for those who are working.**
- 4) Housebound patients can make arrangements with a pharmacy of their choice for ordering their repeat prescriptions. The pharmacist will then contact the surgery direct to obtain a repeat prescription and arrange for delivery of the items to the patient's home.
- 5) Repeat Dispensing - If you are stable on your medication and obtain the same items each month then you may be suitable for Repeat Dispensing - ask at reception. You will be given a form to complete at reception and this will be passed on to the Medicines Manager who will contact you direct to let you know if you are a suitable candidate.

**IT WOULD BE HELPFUL TO THE DOCTORS AND STAFF AND ALSO BENEFIT YOU, THE PATIENT, IF YOU COULD ORDER 28 DAYS' SUPPLY OF ALL YOUR REGULAR REPEAT MEDICATIONS AS A SINGLE ORDER. GENERATING PRESCRIPTIONS FOR THE SAME PATIENT SEVERAL TIMES A MONTH WASTES VALUABLE TIME FOR THE DOCTORS, PRACTICE STAFF AND PATIENTS.**

**PLEASE DO NOT ASK FOR YOUR REPEAT PRESCRIPTION BEFORE IT IS DUE. THE COMPUTER WILL ONLY ALLOW PRESCRIPTIONS TO BE PRINTED OFF TWO DAYS BEFORE THEY ARE DUE.**

## GENERAL PRACTITIONERS

<b>DR T MANJOORAN</b>	MB BS (1962) MRCS 1977 (England) LRCP (1977) (London) MRCGP (1978) (UK)
<b>DR D GUPTA</b>	MB BS (1967) (Kashmir) DPM
<b>DR J SKARIA</b>	MB BS (Kerala 1998) DFFP
<b>DR G MANJOORAN</b>	MB BS (Calicut 1992) FRCS MRCGP (Ireland)
<b>DR S MAIKANDANATHAN</b>	MB BS MRCGP
<b>DR RASHMY RAJAN</b>	MB BS MRCGP

## PRACTICE STAFF

In addition to the Practice Manager Rita Naylor and Deputy Practice Manager Julie Stanton, the practice has a full complement of practice staff who may be able to help you with any non-medical aspects of your health and treatment. Please help us to give a better service. (If you wish to speak in private, please let the receptionist know.)

Any constructive criticism or complaints you may have about the running of the practice should be addressed to the Practice Manager or Deputy Practice Manager. Your suggestions will be put forward for consideration at the practice meetings and you will be informed of the outcome. Should you have a complaint then please put this in writing and address it for the attention of the Practice Manager or Deputy Practice Manager outlining the complaint in detail. Your complaint will be acknowledged and a factual report will be obtained from the person/persons concerned and you will then be invited to the surgery to discuss this in more detail.

## PRACTICE NURSING STAFF

<b>Elizabeth Cook</b>	Senior Practice Nurse - Oswaldtwistle (Specialises in Chronic Disease Management)
<b>Beverley Hartley</b>	Practice Nurse - Blackburn (Specialises in Chronic Disease Management)
<b>Susan Watson</b>	Practice Nurse - Accrington (Specialises in Chronic Disease Management)

ECGs are carried out at all the three sites by appointment with the Practice Nurse or Health Care Assistant.

<b>Jenny Briggs</b>	Practice-based Community Nurse (visits patients in their own home - housebound only).
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# NATIONAL SERVICE FRAMEWORK - CHRONIC DISEASE MANAGEMENT

## Patient Education And Ownership

Following directives set at Government Level, the practice aims to help patients to manage the following chronic diseases. The practice nursing staff is here to give advice to help patients manage their conditions.

- |  |                   |
|--|-------------------|
| a) CHD (Coronary Heart Disease/Stroke including LVD)   | e) Epilepsy       |
| b) Asthma/COPD (Chronic Obstructive Pulmonary Disease) | f) Hypothyroidism |
| c) Diabetes  | g) Cancer         |
| d) Hypertension  | h) Mental Health  |

The Practice Nurse should see you at least once a year for you to be monitored and reviewed on a regular basis. Various checks will be carried out, eg blood tests, blood pressure, ECG monitoring and lifestyle changes. Medication review will be carried out by the General Practitioners.

It is essential that you are seen on a regular basis and followed-up so that appropriate referrals can be made to enable you to maintain a healthy lifestyle. You will be seen initially by the Health Care Assistant and then given an appointment with the Practice Nurse.

All patients who are 75 years and over should be monitored each year and have an annual review by a member of the practice team, eg Health Care Assistant or District Nurse.

**Patients must accept responsibility for their health by ensuring that they attend the surgery for their Annual Monitoring Review appointment. If you are housebound, arrangements can be made by the Receptionist for the District Nurse to make a home visit.**

All patients who fall into the above categories, together with patients aged over 65 should have a flu vaccination each year as they are more susceptible to the flu virus. Appointments for the flu vaccine will be made at the beginning of September to commence in October/November each year. Patients are also advised to have a pneumonia vaccine from the age of 65 onwards.

**Please help the doctors and Practice Nurses by taking part-ownership of your health. Smoking, alcohol and diet play an important part. The practice team are here to help you maintain a healthy lifestyle and manage your condition.**

# Private HOME TREATMENT of all Pain Conditions

By

Fully Accredited & Registered Consultant  
Doctors, Nurses & Psychotherapists

30 min Appt - £100    Injection - £60

Appointments        0845 056 9595

Admin/Fax            01254 231 077

Find our web link on

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

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

## **PAIN SOLUTIONS**

[yourpainsolution.org](http://yourpainsolution.org)



## HOME VISITS BY A SPECIALIST

The creation of the NHS over 60 years ago involved employing specialists as consultants to hospitals while GPs kept their independence to act as gatekeepers to NHS consultants. Access to a consultant became restricted to people who were referred to hospital by their GP. After all, GPs successfully treat 80-90% of patients using a combination of their medical training and knowledge of the patient.

Despite excellent GP care, NHS Consultants still have lots of work to do, and the NHS centralises care in order to treat as many patients as possible. However, many people struggle to get to hospital because of pain, and would benefit from home treatment, but the NHS can't afford to provide this for everyone. This is when Pain Solutions can help you.

At Pain Solutions we specialise in treating people at home. Imagine being able to make an appointment that is easy to get to. Imagine booking an appointment with a consultant who will visit you and treat you at home.

Our consultants are fully registered specialist doctors and nurses. We ask you to complete a registration booklet and a typical appointment takes 30-45 minutes, and often we can treat you right there and then. No waiting. You and your GP will receive a letter with a diagnosis, recommended treatment changes and a description of any treatment provided. All this starts at £100 for 30 minutes.

Local admin office: Pain Solutions, 7-11 Abbey St, Accrington BB5 1EN. Appointments **0845 056 9595**.

## **ATTACHED STAFF**

### **Midwives**

Community Midwives are attached to the practice. They are concerned with the care of all pregnant mothers and visit mother and baby at home in the early days after the delivery. They may also visit pregnant mothers at their homes in special circumstances. In addition, they are present for antenatal services at:

296 Union Road, Oswaldtwistle

Wednesday

9.00 - 10.30am

Sure Start, Princess Street, Accrington (Accrington patients only)

Thursday

9.15am - 1.15pm

1A Pritchard Street, Blackburn

Monday

2.00 - 3.00pm

### **District Nursing Staff - Oswaldtwistle/Accrington/Blackburn**

A team of District Nurses is attached to the practice. They make visits to patients' homes. Their role is one of health promotion, giving advice and promoting self-care. They offer support and deliver care for people who are poorly (and their relatives), involving other agencies as appropriate.

Counselling is available as part of their role for the terminally ill or bereaved. If you require their services you may contact them at the Oswaldtwistle Clinic by telephoning 01254 355586/7/8/9, answerphone 355590 or ring Larkhill Health Centre in Blackburn on 01254 263611 or you may request the Receptionists at the surgery to contact them for you.

### **Health Visitors - Oswaldtwistle/Accrington/Blackburn**

The Health Visitors are involved in promoting the health of all patients and offering advice and support, particularly to expectant mothers, children from birth to five years and those with disabilities or problems.

The Health Visitor in the Oswaldtwistle and Accrington areas can be contacted at the Oswaldtwistle clinic on 01254 355596/7/8/9 (answerphone 355595) from Monday to Friday between 9.00am and 5.00pm for advice or to arrange a home visit. For the Blackburn area, contact the Larkhill Health Centre, Blackburn on 01254 263611.

**Drs T Manjoran, D Gupta, J Skaria, G Manjoran, S Maikandanathan and R Rajan**

**For more information: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)**

# PRACTICE CHARTER STANDARDS

## **Our Responsibilities To You:**

### *We Are Committed To Giving You The Best Possible Service*

- **Names**

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names displayed on their surgery rooms.

- **Waiting Times**

We run an appointment system at all three surgeries.

You will be given a time at which the doctor or nurse hopes to see you. You should not have to wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

- **Repeat Prescriptions**

Repeat prescriptions can be obtained by ringing into surgery between 6.30pm and 8.00am, choosing the correct option and leaving details of name, address and computer number, together with a list of repeat items required; by dropping your copy through the door or by posting it into the surgery with a stamped, addressed envelope. PLEASE GIVE 48 HOURS' NOTICE.

- **Telephone**

We will try to answer the phone promptly and we will ensure that there is sufficient staff available to do this.

Non-urgent calls will be dealt with at the end of surgery if these cannot be dealt with by Reception staff.

- **Test Results**

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. **We will only contact you if further action is necessary eg prescription required or referral for further care.**

- **Respect**

Patients will be treated as individuals and partners in their healthcare irrespective of their ethnic or religious and cultural beliefs.

- **Information**

We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

- **Health Promotion**

The practice will offer patients advice and information on steps they can take to promote good health and avoid illness as well as self-help which can be undertaken without reference to a doctor in the case of minor ailments.

- **Bloods**

Results will only be given out between the hours of 4.00 and 6.00pm. Please do not ring at any other times.

**Visit our website: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)**

- **Health Records**

You have the right to see your health records, subject to any limitations in the law. These will be kept confidential at all times.

- **Complaints**

We will provide you with information about how to make suggestions or complaints about the care we offer. We want to improve services, so we welcome any comments you have. Please contact our Practice Manager in writing, supplying full details of your complaint.

## **Your Responsibilities To Us:**

### ***Help Us To Help You***

- Please let us know if you change your name, address or telephone number.
- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot attend, otherwise other patients may have to wait longer.
- We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.
- Please ring for your visit between 8.00 and 11.00am.
- Please allow **48 HOURS' NOTICE FOR REPEAT ITEMS**. Please inform Reception staff if your medication has been changed or increased by the hospital or the doctor. **NO TELEPHONE REQUESTS FOR REPEAT PRESCRIPTIONS WILL BE TAKEN BY THE RECEPTIONISTS.**
- Please keep your phone call brief and avoid calling during the peak morning surgery eg 8.00 to 11.00am for non-urgent matters.
- Test results take time to reach us. **If we do not contact you within a two week period you can assume that the tests are normal.**
- We ask that you treat the doctors and Practice staff with due respect. We operate a Zero Tolerance policy.
- Please read our practice booklet. This will help you to get the best out of the services we offer. It is important you understand the information given to you. Please ask questions if you are unsure of anything.
- Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice - please act upon it.
- Please ensure that you turn up for appointments or telephone in advance to cancel.
- Please read our section on Practice staff which will tell you about the arrangements we have made to receive your suggestions, complaints or even compliments!

## OTHER SERVICES

### Enhanced Services Provided

Minor Surgery

24-Hr Blood Pressure Monitoring

Choose and Book Appointments

HPV (Human Papillomavirus Vaccinations)

Extended Hours (6.30 - 8.45pm each Monday at Oswaldtwistle Medical Centre)

Glucose Tolerance Testing

ECGs

Sexual Health in Practice

MMR (Measles Mumps & Rubella Vaccinations)

Chlamydia Screening

### Training Practice

The Practice became a Training Practice in August 2009. There will be trainees who are guided and trained by our own General Practitioners. The Trainees will be given their own consultation list but will be monitored by one of the partners of the practice. When you book your appointment you will be asked which doctor you wish to see. Whilst the practice will endeavour to comply it might not always be possible and if this were to be the case, an explanation would be offered. If you object to seeing the Trainee then you will be offered an alternative appointment.

### Immunisations And Vaccinations/Child Health Surveillance

#### *Well baby clinic*

It is important that your children are fully immunised against all the childhood diseases. If it is difficult for you to attend the surgery at the given times, then please ask the Receptionist who will make alternative arrangements.

Hyndburn Medical Practice

421 Blackburn Road, Accrington

Monday 2.30 - 4.00pm

296 Union Road, Oswaldtwistle

Tuesday

2.30 - 4.00pm

1A Pritchard Street, Blackburn

Thursday 11.00am - 1.00pm

#### **Adults**

If you require routine vaccinations and travel immunisations then please make an appointment with the receptionist.

Young adults aged between 16 and 25 years are urgently requested to make an appointment for a second dose of MMR due to a recent outbreak of mumps.

#### **HPV (Human Papillomavirus Vaccination) Prevention against Cervical Cancer**

The Department of Health is advising that the practice target young women aged 16 to 18 years old to encourage them to have a course of three vaccinations. A catch-up campaign for girls aged 14 to 16 years old will follow on as most of this group are expected to have had these vaccines at school. If you require any further information or would like to book an appointment please contact the Receptionist.

### Antenatal Clinic

Community Midwives are present at all antenatal clinics.

Sure Start, Princess Street, Accrington

Thursday 9.15am - 1.15pm

296 Union Road, Oswaldtwistle

Wednesday 9.00 - 10.30am

1A Pritchard Street, Blackburn

Monday 2.00 - 3.00pm

**Visit our website: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)**

## **Counselling Service**

By appointment (please see the doctor for a referral) .

## **Carers Link And PALS Service**

Do you care for someone? Does someone care for you? If so, Accrington Carers Link offers advice and support to all full- and part-time carers. PALS (Patient Advice and Liaison Service) offers advice and support to patients, their families and carers. Ask the Receptionist for more details.

## **Cervical Smear Tests**

These are very simple tests and are available to women of all ages, but women between 25 and 64 years of age should have this done every three years. An invitation will be sent for these automatically when they are due; in some cases they may need to be repeated after treatment. Anyone not wishing to have a cervical smear after receiving a letter should write stating that they do not wish to have one carried out. The Practice Nurse will be available for cervical smears. Please ring and make an appointment.

## **Specimens**

All specimens for the laboratory should be handed in to the Receptionist before 11.00am. For results please allow 10 days for them to come back. You will only be contacted if the result is abnormal or a prescription is required.

## **Minor Surgery**

These will be carried out at 296 Union Road, Oswaldtwistle on Friday afternoons. Minor operations are by appointment only. After being referred, your name will be placed on a waiting list and you will be seen in order of priority according to the GP.

## **Health Promotion**

A healthy lifestyle means no smoking, sensible drinking, a healthy diet, regular exercise and learning to cope with stress. If you follow these few simple rules you will hardly ever have to come and visit us.

## **PRACTICE AREA**

Accrington, Church, Oswaldtwistle, Clayton-le-Moors, Altham, Hapton, Huncoat, Baxenden, Green Haworth, Knuzden, Stanhill, Lower Darwen, Intack, Shadsworth Road, Burnley Road, Blackburn.

## **NEWLY REGISTERED PATIENTS**

All newly registered patients will be asked to complete a short questionnaire and have a consultation with our Healthcare Assistant. New patients are required to bring their medical cards with them, if available, upon registering and a sample of urine if possible. Failure to attend for the new patient check could result in you being taken off the practice list.

**For more information: [www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)**

## **CHANGE OF DETAILS**

**If you change your name, address or telephone number please give full details, including your postcode, to the Receptionist.**

If you have been referred to a consultant and moved house, we need to know as well as the hospital. Failure to notify us may possibly hold up your appointment.

## **NON-NHS EXAMINATIONS**

Medical examinations for special purposes eg elderly drivers, pre-employment, fitness to undertake sports, fitness to travel are NOT undertaken during surgery hours. A special appointment must be made and a fee will be payable. Please ask the Receptionist to make an appointment for you.

## **ACCESS FOR THE DISABLED AND PRAMS**

421 Blackburn Road - For people with prams, people who have difficulty walking and people in wheelchairs etc provision has been made to use the front entrance. There is a ramp to the rear of the premises at 296 Union Road, Oswaldtwistle.

## **ZERO TOLERANCE**

Violence and intimidation are unacceptable and, in line with the government guidelines, this practice supports the Zero Tolerance Policy which has been put into force for all NHS workers.

The result of this action is that any patient who verbally or physically abuses any member of our staff will be removed from the practice list and may be subject to prosecution.

## **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 scheme is available from reception or alternatively by downloading from our website.

## **CONFIDENTIALITY AND DATA PROTECTION**

We ask you for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is shared between members of the practice team.

## THE DOCTORS



**Dr T Manjooran**



**Dr D Gupta**



**Dr J Skaria**



**Dr G Manjooran**



**Dr S Maikandanathan**



**Dr R Rajan**

## PRACTICE NURSING STAFF



**Elizabeth Cook**  
Senior Practice Nurse



**Beverley Hartley**  
Practice Nurse



**Susan Watson**  
Practice Nurse



**Jenny Briggs**  
Practice Nurse  
(Community based)



**Victoria Hothersall**  
Health Care Assistant

## THE STAFF



Rita Naylor  
Practice Manager



Julie Stanton  
Deputy Practice Manager



Catherine Brazendale  
Medicines Manager/  
Administrator



Julie Weeks  
Deputy Medicines Manager/  
Administrator



Gillian Lingard  
Secretary/  
Administration



Joy Leyland  
Note Summariser/  
Administration



Emma Darlington  
Note Summariser/  
Administration



Jean Douglas  
Note Summariser/  
Administration



Mary Hughes  
Receptionist



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# Millercare

## Mobility Specialists

At Millercare Mobility Specialists, we have a huge range of mobility, household and healthcare products to make your life easier!



- ✓ Wheelchairs
- ✓ Mobility Scooters
- ✓ Walkers
- ✓ Stairlifts
- ✓ Adjustable Beds
- ✓ Bathlifts
- ✓ Continence Care
- ✓ Bathing Aids
- ✓ Rise/Recline Chairs
- ✓ Aids to Daily Living
- ✓ Hoists & Handling
- ✓ Ramps & Access



We're next to Oswaldtwistle Mills with plenty of **FREE** parking  
**MOSCOW MILL ST OSWALDTWISTLE BB5 0EP**

**01254 233426**  
**www.millercare.co.uk**

## MAKING LIFE EASIER AT HOME

Keeping mobile is a problem that can now be successfully tackled with the right equipment for your needs. Modern mobility aids make a real difference and can make life easier.

Equipment which is both easy to fit and use includes:- grab/support rails in the bathroom and toilet, lever taps in the kitchen, access ramps for those problem steps, hygiene aids and specialist cutlery. Adapting what is in the home, perhaps for wheelchair access or the provision of shower/bath seats and lifts, also provides security and confidence.

It is important to ensure that the supplier of the equipment can fit, repair and service it. Clearly it is best to view any equipment in a showroom where you can get expert advice prior to purchase. If this is not possible, check that the supplier will visit you in your home to demonstrate the equipment. It is best to make sure that the supplier is a member of the BHTA.

Advertising Feature



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