

## Opening Times

Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm

The surgery is closed weekends and on public and bank holidays. Patients are advised to use NHS 111 (non-emergencies) or 999 (emergencies) when we are closed.

Please book online using your chosen app or telephone at 8:00am if you require a same day appointment.

Please note we do not take prescription requests over the telephone—please see our Prescriptions information leaflet for more information.

Home visits are extremely time consuming and are offered at the discretion of our GPs. Home visits are reserved only for those who are housebound or genuinely too ill to attend surgery and should be requested before 10:30am.



## Oswald Medical Centre

Tel: 01254 369123  
[www.oswaldmedicalcentre.co.uk](http://www.oswaldmedicalcentre.co.uk)

274 Union Road  
Oswaldtwistle  
BB5 3JB

1A Pritchard Street  
Blackburn  
BB2 3PF

387-391 Blackburn Road  
Accrington  
BB5 1RP

**Partners: Manjooran, Sharma,  
Skaria and Hasani**

Feedback and complaints should be submitted in writing to the Practice Manager. Patients are asked not to leave feedback on social media without speaking to us first.



Find us on Facebook

Version 4, September 2022



## Oswald Medical Centre

*Providing High Quality and  
Trusted Care to Patients*



**An Award Winning NHS  
Primary Care Service with  
a Full Range of Enhanced  
Services**



## Quality Healthcare for You and Your Family

We are an award winning NHS primary health care centre. We offer a range of enhanced services to our 15,500 patients from across Hyndburn and Blackburn and the surrounding areas.

We are here to support the health of you and your family—whatever your age or health status. Our services include online appointment bookings and prescription ordering facilities, pre-bookable and short notice appointments, a range of specialist clinics, health care advice and treatment.

Our services are provided by a large team of friendly and highly skilled professionals.



*A Baby Clinic is  
Provided by the  
Medical Centre*

### **GP / ANP Appointments**

We have a team of highly skilled GPs and Advanced Nurse Practitioners who can diagnose, treat and prescribe for a range of complex conditions. Some also provide minor surgery. Appointments are bookable on the day or up to 6 days in advance for routine or non-urgent health problems. Some appointments are available outside of our usual practice opening hours.

### **Long Term Condition Clinics**

Patients with a long term condition are regularly invited to have their general health checked and to receive support in managing their conditions. These clinics are run by our team of highly skilled Nurses and Healthcare Assistants throughout the week and patients are encouraged to take up the offer to ensure they live well with their condition.

### **Screening and Immunisation**

Eligible patients are invited into practice to have routine screening (eg smear tests) and immunisations with our nursing team. Patients are reminded of the importance of routine immunisation and screening which is the best way of preventing some of the more severe illnesses and cancers.

### **Repeat Prescriptions**

Can be requested online, in person and by post. Please do not telephone to order repeat prescriptions. Repeat prescriptions take at least 2 working days to process.

### **Self Care**

The practice does not prescribe self care items which are available to buy over the counter. Please avoid booking appointments for any minor ailment you can see your pharmacist about.

### **Online Services**

We offer a free 24/7 online services where patients can book appointments, see their health record and order repeat prescriptions. To access, simply download the app of your choice and follow the instructions given. A proportion of our appointments are only bookable online as this offers a quick, convenient and secure way of accessing our services.

### **Booking Appointments**

Appointments can be made online, in person and by telephone. Patients requiring a same day appointment should book at 8am. For any condition or health problem requiring an emergency response please go straight to urgent care or A&E.—do not wait for a GP appointment. Patients are advised to ensure that they arrive on time for appointments as late arrivals may be required to re-book. Appointments are not necessary for a Fit (Sick) note—please telephone us to request. Home visits are at the discretion of the GPs and should not be requested unless absolutely necessary.

### **Additional Roles in Practice**

We have a range of new clinicians in our team who can see patients for specialist advice and treatment. This includes a Mental Health Practitioner, a Physiotherapist and a Pharmacist.

### **Text Invitation and Reminder Service**

We offer patients a text invitation and reminder service—please ensure we have your most up to date mobile telephone number.

### **Test Results**

Results usually take at least five working days and smear results take approximately four weeks. Please telephone or call at reception after 2:30pm for test results as they are not routinely given without a request.

### **Referrals**

If you are referred to a specialist or secondary care services, you will be alerted to come into practice to collect your referral letter which will contain booking instructions and secure passwords etc.

### **Patient Participation Group**

Our active and highly effective Patient Participation Group (PPG) meets regularly and is always looking for new members! Please let us know if you'd like to join.

### **Zero Tolerance**

We provide a trusted and friendly service to our patients. Patients who repeatedly fail to attend appointments or display abusive or other unwelcome behavior will be removed from our practice list.