NHS
Providing NHS services

Glenroyd Medical

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Glenroyd Medical

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Glenroyd Medical

1.Practice Information

1.1 Welcome to the Practice

Welcome to Glenroyd Medical. We provide NHS Primary Care Services to over 14,000 patients across both Glenroyd Medical (Moor Park, our main site) and Glenroyd Medical Centre (Whitegate Drive, our branch site).

We kindly advise you to read all the information within this practice booklet before registering with us. If you have any enquiries, please feel free to contact us via telephone at 01253 201688, and one of our reception team members can help.

Additionally, we encourage all current and prospective patients to visit our website: www.glenroydmedical.nhs.uk. Our website is frequently updated and contains a wealth of useful information about the practice, as well as various tools and local services that could be beneficial to you.

1.2 New registrations & catchment area

Glenroyd Medical is currently accepting new patient registrations. You can easily register online through our website at www.glenroydmedical.nhs.uk. Alternatively, you can collect a paper registration form at either of our practices. However, please note that new registrations may take up to two weeks to be processed and appear on our system. During this time, your previous healthcare provider will still have a duty of care towards you.

To determine whether your home postcode falls within our catchment area, please refer to either the map provided below or our website. You can visit the "Patient Info" page on our website and use the interactive map to check eligibility.

For your continuing health, if you were to move outside of our catchment area, you would be recommended to re-register with a local practice closer to home.

Glenroyd Medical

1.3 Zero-tolerance policy

We have a zero-tolerance policy against abusive behaviour towards our staff, and we take all cases of such behaviour very seriously. This policy is in line with the national campaign to support all members of NHS staff, who deserve to care for people without fearing any kind of attack or abuse. Our staff are trained to be polite and helpful, and we expect the same in return. We do not tolerate any form of aggressive behaviour, and we take action against abusive patients, including removal from our surgery and contacting the police in some cases.

1.4 Training practice

Glenroyd practices are training practices. This means that we provide training to new and trainee speciality doctors. Each doctor undergoing training with us typically spends 12 months at our practice, where they gain experience and learn from our senior GPs. As part of this training, your medical records may be used for educational purposes only with your consent. Therefore, we ask patients registering with us to sign a consent form that gives permission for their records to be used in this way.

Occasionally, you may be asked if you are happy for a medical student to observe your consultation with one of our GPs. You may also be asked for permission to record a video of your consultation for further training. Please note that both options are voluntary. If you choose to decline, it will not affect the care you receive at our practice.

1.5 Accessibility on the premises

Both of our practices are fully compliant with regulations for our disabled patients with lift access and/or ground-floor clinical rooms.

1.6 Data protection

When you sign up as a patient with our practice, we will share your information with the Lancashire and South Cumbria Health Authority. They will then request your medical records from your previous GP, which may take a few weeks. Other parts of the NHS may also have access to your medical records, for example, if you are admitted to a hospital. Please note that our practice is registered under the Data Protection Act, so you can be assured that your personal information is protected.

1.7 Freedom of information

This act entitles anybody to ask for any recorded information we may keep. All requests for information must be made in writing. You must clearly state what information you are requesting and supple your name and address. In most cases, we will respond to your request within 30 days of receiving it.

2. Practice Team

2.1 GP Partners

Dr Simon Shearer
MB ChB, DRCOG, MRCGP, FP Cert, MSc (Palliative Care), MSc.GP, Cert GP

Dr Sarah Taylor
BMBS MRCGP

2.2 Salaried GPs

Dr Linda Ogundele
MRCGP

Dr Harriet Morgan
MRCGP

Dr Olivia-Rose Kay
MRCGP

Dr Ilemobayo Akinbami
MBChB, MRCGP

2.3 Management

Business Manager
Peter Wilson

Operations Manager
Jodie Rutherford

2.4 Advanced Clinical Practitioners (ACP)

Advanced Clinical Practitioners are experienced, registered healthcare professionals who come from a range of professional backgrounds, such as nursing and pharmacy. Advanced Clinical Practice is characterised by a high degree of autonomy and complex decision-making. This is underpinned by a master's degree that encompasses the four pillars of advanced practice: Clinical practice, leadership and management, education, and research. Advanced Clinical Practitioners can assess patients with diagnosed and undiagnosed problems, perform physical examinations, request appropriate investigations, prescribe/treat conditions, and, when needed, refer patients to specialist services. Whilst our Advanced Clinical Practitioners can deal with the majority of health issues, if they feel you need to see a GP, they will arrange for you to be seen.

Our ACP team

Nikki Wisdom
Clare Denham
Rachel McCarron
Donna Emery
Tina Park
Sean Dutton (dual role)
Jenny Price
Natalie Egboh

2.5 Clinical Pharmacists (CP)

The Clinical Pharmacists work as part of the general practice team to improve the value and outcomes of medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines, enhancing medication safety and medication advice for colleagues. They also review communication from hospitals and amend medication as needed, ready for patient requests

Our Clinical Pharmacists

Matthew Robinson
Sean Dutton (dual role)
Sadeya Callaghan
Helen Dutton
Raymond Lee

2.6 Nurse Practitioner

A Nurse Practitioner is a trained RGN nurse who has undertaken specialist training to a degree level. The Nurse Practitioner can see patients with undiagnosed problems; they can perform physical examinations, make a diagnosis, treat and refer patients. They work with patients to develop strategies to improve their health and prevent illness with health education and counselling. The Nurse Practitioner works closely with the Doctors and other members of the nursing team and sees the majority of patients with gynae-related issues.

Our Nurse Practitioner

Sue Morcos

2.7 Practice Nurses

The Practice Nurses are specially trained RGNs available for vaccinations, smear tests, family planning advice, pregnancy tests, routine and follow-up medical reviews, health education advice, health promotion, assistance with minor surgery, running chronic disease management clinics and carrying out home visits.

Our Practice Nurses

Sister Jane Dimelow,
Sister Heidi Williams
Sister Michelle Beaumont
Sister Ashley Morris

2.8 Assistant Practitioners / Health Care Assistants

They are able to assist clinics, measure your blood pressure, temperature, and pulse, perform urinalysis, blood tests, dressings, collection of specimens and carry out new patient registration checks, ECGs, spirometry, vaccinations, peak flow and 24-hour BP monitoring. They work very closely with our Nurse Practitioners, Practice Nurses, and District Nurses.

Assistant Practitioners

Maria Hedges
Michelle Davies

Health Care Assistants

Dawn Williams

2.9 Reception

Our fully trained reception staff are here to help and navigate you to the most appropriate care to meet your needs. This is a very difficult and demanding job, so ensure you treat them with respect and courtesy—we are a zero–tolerance Practice. So that they can understand the urgency of your situation and navigate you to the most appropriate care, we may have to ask you a series of questions. Receptionists, just like clinicians, are bound under the same rules of confidentiality.

2.10 Our Wider Team

- **Community Nurses (District Nurses)**

  The Community Nurses play a crucial role within the Primary Health Care Team. They attend to patients in their own homes or residential care homes, providing care and support to family members.

  You can contact the Practices Community Nursing Team on 01253 956992

- **Health Visitors**

  The Health Visitors' primary role is to promote health & well-being in the whole community. The Health Visitors are particularly involved with families who have children under five and the elderly population.

  A Health Visitor's role is varied and is integral to the NHS Community Health Service. Their work focuses on prevention, helping people stay healthy and avoid illness.

  The Health Visitors are qualified Registered Nurses who can offer help and advice to parents on the following:

  - Child growth and development
  - Common infections in childhood
  - Common skin problems
  - Behaviour difficulties, sleeping, eating, potty training, tantrums, etc.
  - Breastfeeding, weaning, healthy eating, hygiene, safety and exercise
  - Postnatal depression, grief, and violence in the family

  There are drop-in sessions available at multiple nearby venues, including Kincraig Children's Centre, South Shore PCC, Surestart Talbot & Brunswick, Revoe Children's Centre, Mereside Children's Centre, Thames Children's Centre, Surestart Grange Park, Claremont Children's Centre, Baines Children's Centre, St Cuthbert's Childrens Centre, Unity Children's Centre, and Cleveleys Health Centre.

  If you need to contact the Practices Health Visitors, please telephone 01253 956567

- **Antenatal Care**

  The Practice has a Community Midwives team attached to it. Their primary role is to provide antenatal care. The clinics are held on Tuesday afternoons at the Whitegate Drive site and Wednesday mornings at the Moor Park site. You will need to book an appointment to attend the clinic.

For a full list of our staff, please visit our website: www.glenroydmedical.nhs.uk/team/

2.11 Blackpool North Primary Care Network (PCN)

BLACKPOOL NORTH
PRIMARY CARE NETWORK

Since the establishment of the NHS in 1948, the population has increased, and people are living longer. This increase has led to a rise in the number of individuals living with long-term conditions such as diabetes, heart disease, and mental health issues, requiring more frequent access to local health services. In response to these needs, GP practices are collaborating with community, mental health, social care, pharmacy, hospital, and voluntary services in their local areas, forming groups known as primary care networks (PCNs). PCNs aim to enhance existing primary care services and provide proactive, personalised, coordinated, and integrated health and social care for individuals within their local communities. Blackpool North PCN includes the Glenroyd Medical Centre and North Shore Surgery, serving a population of approximately 30,000 patients. Within the Blackpool North PCN, 18 staff members in various roles support both practices within the network.

- PCN Clinical Director - Dr Michael Taylor
- PCN Managers – Rachel Thirlwall-Frith & Jodie Rutherford
- Digital & Transformation Lead – Peter Scadding
- Pharmacist – Rashmi Patel
- Pharmacy Technicians – Michelle Booth & Lucie Edwards
- First Contact Physiotherapists – Anji Jayabandara & Tolani Ishola
- Care Co-ordinator – Sherrel Hornby
- GP Assistants – Holly Garnett & Louise Downie

Blackpool North PCN also subcontracts Social Prescribing Link workers through the Blackpool Volunteer Centre to support patients who need a holistic approach to their health and wellbeing.

For more information on the services offered by our PCN or to access self-referral forms for our subcontracted services, please visit the PCN website – www.blackpoolnorthpcn.nhs.uk/

3. Appointment information

3.1 Making an appointment (Routine or Urgent)

Most appointments are routine, which means they are booked in advance and not intended for same-day use. Urgent appointments, on the other hand, are typically seen either the same day or within 48 hours. The process for booking these appointments is now the same. However, make sure to log any **urgent requests before 12pm on the day**. To book an appointment, we are now using a new online consultation solution called Patchs, and if you have access to the internet, you should submit a request to us via Patchs.

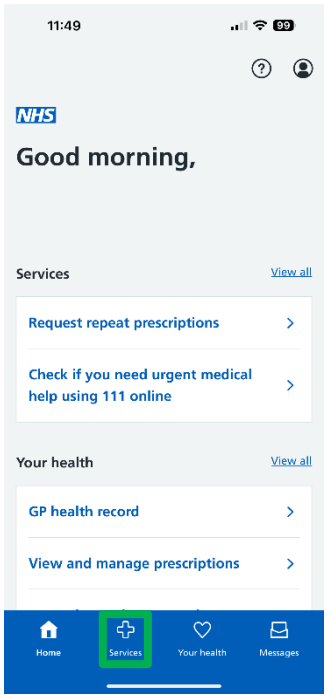
Patchs is a new and easy-to-use tool that GPs nationwide have specifically created to improve access to healthcare. With Patchs, you can conveniently contact the practice online by filling out a short online form from the comfort of your own home, avoiding long call queues. This form will ask you a short series of questions you can answer in your own words, which, once completed, will come straight through to us.

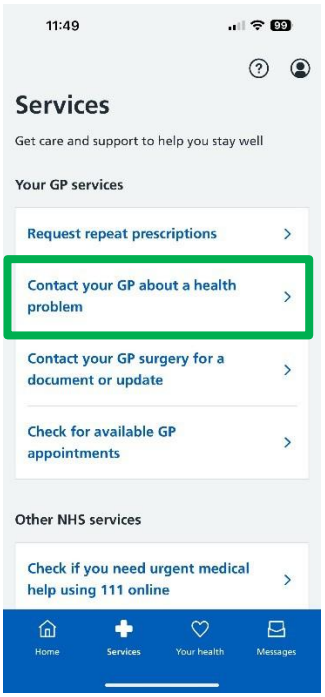
Once you have submitted your request, please await our reply. We will contact you back, and if an appointment is required, you will receive an appointment booking link that allows you to select the time and date that's most convenient for you.

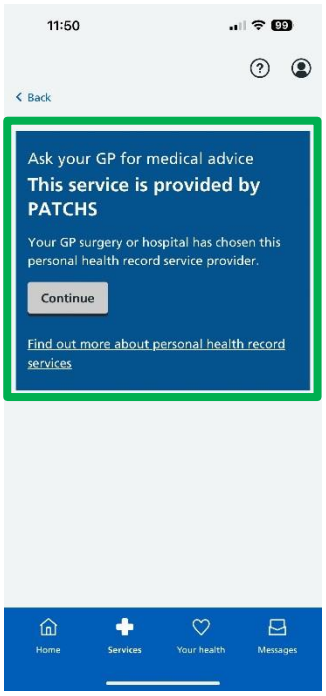
You can access Patchs in any of the following ways.

1. Via the services tab of the NHS App
2. Clicking on the large Patchs banner on our website homepage
3. Click on the Patchs icon within the online services section of our website
4. Visit Patchs directly at https://patchs.ai/practice/glenroydmedical

NHS App example







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3.2 The Patchs Process

1. Submit Your Request

- You, the patient, request help from the practice (e.g. New Health Problem, Ongoing Health Problem, Medication Request, Admin Query, etc.

2. Request Assigned

- Your request comes into the practice. Our dedicated team will review your request and action it then and there if they can (e.g., send you a routine appointment link), or if clinical input is required, assign it to the relevant clinician for triage.

3. Clinical Urgency

- Our clinical team will review each request that comes into the triage inbox and assign it urgency based on the information provided in your request. (E.g. children or the most at-risk patients are flagged as urgent and dealt with first). Please make sure to log any **urgent** requests before 12PM to allow enough time for our clinicians to provide you with the help you need.

4. Request Triaged

- Our clinical team will thoroughly review and action your request. They may contact you for additional information (e.g. request a picture) or, if they cannot resolve/diagnose remotely, offer a same-day / 48-hour Face-to-Face or Telephone appointment via a self-bookable appointment link.

5. Request Completed

- Once you have been triaged appropriately, and you have been sent a link, or you have been provided with the advice you sought, your request will be completed by our team. You can then view all of your past requests from the 'My Request and Messages' section of PATCHS.

Please Note: If you cannot access the internet, don't worry. As Patchs is our primary communication method with the practice, this frees up our phone lines for our digitally excluded patients who cannot log requests themselves online. Our reception team can then complete the Patchs request form on your behalf. This ensures everyone has better access to healthcare.

3.3 Enhanced Access

As part of Blackpool North Primary Care Network (PCN) we provide evening/weekend appointments with doctors, ACP's, nurses and other healthcare professionals based within Moor Park Health Centre. This allows our patients to access healthcare outside of the usual practice's opening hours, which is ideal for those in full-time work or those with younger children, but can be utilised by anyone. Please ask our Receptionists when arranging an appointment, if this is something you may require. Of note, we do have limited availability.

3.4 Home visits

Home visits are intended for people who are housebound or too ill to travel. If you are unable to attend our Moor Park or Whitegate Drive sites and require a home visit, please contact the practice before 11 am on 01253 201688. Our receptionists will ask you for some brief details about your condition to assess the urgency of your request. The visiting doctor will then contact you by phone to determine if a visit is necessary.

3.5 Appointment reminders

For patients who have consented to SMS messages from the practice, you will get a text reminder to your mobile phone number the night before your appointment, confirming your appointment date, time, and location. Please ensure we always have your up-to-date contact details. You can do this through our website, through Patchs, in-person, or be telephone on 01253 201688.

3.6 Cancelling your appointment

Unfortunately, many appointments are wasted when patients do not attend. This limits the number of available appointments for other patients who need them. If you are unable to make your appointment time, it is important that you cancel it as soon as possible. You can cancel your appointment by:

1. Via Patchs – You can view your appointments from the Appointments tab on the 'My Requests and Messages' page. Click on the appointment and select cancel.
2. Via Telephone – Call us on 01253 201688 and use our automated appointment check or cancel service. This service is available 24/7 and can therefore be used at any time, even if we are closed. You can only cancel appointments up until 2 hours before your appointment time. Alternatively, you can speak to a member of our reception team during our opening hours.
3. Via Email – Email us 24 hours in advance (lscicb-bl.glenroyd@nhs.net). Please do not use this method is cancelling less than 24 hours prior to your appointment as your email may be missed.

3.7 Non-attendances (DNAs)

Patients who do not show up for their appointments waste valuable time for healthcare providers and significantly contribute to the shortage of available appointments for other patients. To avoid this issue, patients will receive a warning for every appointment they miss. If they continue to miss appointments, they may be removed from the practice.

If you cannot attend your appointment, please cancel it as soon as possible to allow other patients to book the available slot.

3.8 Out-of-hours

If you require medical assistance that is not an emergency, you can use the NHS 111 service. They will direct you to the most suitable care for your needs. However, if you require emergency assistance, you should dial 999 or visit A&E. NHS 111 can also assist you with emergency prescriptions.

The Urgent Treatment Centre (UTC) located within Whitegate Drive Health Centre is open every day from 8 am to 8 pm.

3.9 Chaperones

At Glenroyd Medical, we are committed to ensuring the safety and comfort of both our patients and staff. We always follow the best practices to ensure everyone's safety. Patients have the right to request a chaperone during any consultation, examination, or procedure, and they can choose a family member or friend to be their chaperone. We also offer trained chaperones if required. Additionally, your clinician may request a chaperone to be present during certain consultations as per our chaperone policy.

3.10 Fit notes

To get a new fit note, you will have to book a routine appointment with any of our doctors or advanced clinical practitioners. Please note that you will have to 'self-certify' for 7 days, meaning you must be off work for 7 days before a doctor is able to produce a fit note.

If you have an existing fit note and would like to extend it, you can make this request through Patchs.

3.11 Test results

If your test results come back as normal or okay, we do not usually contact you as there is nothing to worry about. If your results are out of range and require a follow-up, we will invite you to book an appointment for a review. This will usually be by way of a self-bookable appointment link sent through Patchs. If your test reveals anything urgent, a healthcare professional will contact you directly and discuss the next steps.

You can view your test results online through the NHS app (as long as you have requested access to your 'Patient Facing Services'. To request your online services, please contact the practice either via an admin request on Patchs, or by telephone on 01253 201688).

4. Prescription information

4.1 How to order

We do not take prescription requests over the phone. You can only order your repeat prescription using the following methods.

- Online Services (Such as the NHS app, Patchs, MyGP, Patient Access)
- In person, at the practice
- By post
- Prescription drop box at the front of either building.

Prescriptions are typically ready for collection after 3 pm, two working data after the request has been received by the practice.

When ordering by post, please allow an additional two working days for first-class carriage via the postal service. If you enclose a stamped addressed envelope, your prescription will be returned to you. Again, please allow an additional two working days for return.

4.2 Medication reviews

As part of your ongoing treatment for any health conditions you may have, patients are invited to book a medication review with a member of our Pharmacy team. Medication reviews should be completed at least once a year, but in some cases, you may be invited to book a review sooner than this. This goes for all patients, no matter how long they have been on the same medication for.

If you would like to book a medication review, please submit a request through Patchs, or if you are unable to do so, please contact our reception team on 01253 201688.

5. Feedback

5.1 Friends and Family Test (FFT)

The NHS Friends and Family Test was introduced in 2013 to help understand if patients are satisfied with the services provided and identify areas for improvement. You can provide your feedback anonymously and quickly after receiving care or treatment from us. Once your request has been resolved through Patchs, you will receive a message inviting you to submit your feedback. Alternatively, you can fill out a form available at our surgery reception or through the Patient Group section on our website.

5.2 Patient Participation Group (PPG)

The Practice has a Patient Participation Group, which includes a selection of patients and Practice staff who meet regularly to decide ways of making a positive contribution to the services and facilities offered to the patients by the Practice.

The purpose of the Patient Participation Group is:

- To allow Practice Staff and patients to discuss topics of mutual interest in their Practice.
- To encourage health education activities with the practice
- To act as a representative group that can be called upon to influence the local provision of Health and Social care

The PPG is a group of people who want to help ensure the practice is delivering the best possible care. It is open to all of our patients, and we encourage as many people as possible to get involved in order to create a diverse and inclusive group that can collaborate and build ideas to help us improve.

If you wish to join the PPG, please fill out the form that is available on our website - www.glenroydmedical.nhs.uk/patient-group/join-ppg/. If you wish to contact the PPG regarding services or facilities, please email ppg@gp-p81072.nhs.uk.

5.3 Suggestions

Glenroyd Medical aims to give a friendly and professional service to all our patients. If you are satisfied or particularly happy with any of the services the Practice provides, please feed this information back to us, as your comments are important and always shared with the team.

5.4 Complaints

As a surgery, we try our best to get things right, but there is always room for improvement. If you have had a problem with the service you have received, please let us know. We hope that most problems can be resolved at the time they arise with the person concerned; however, if you wish to escalate it and make a formal complaint, this should be within either 12 months of the incident that caused the problem or within 12 months of identifying an incident giving cause for complaint.

All complaints should be addressed to the Practice Manager. We will acknowledge your complaint either verbally, by email, or by letter. We endeavour to resolve complaints as soon as is practically possible.

Further support and additional info

5.5 Further support

Other useful information on additional local services as well as helplines can be found online using the FYI Directory. Please visit www.fyidirectory.co.uk

- **NHS APP**

  The NHS App is a simple and secure way to access a range of NHS services on your smartphone, tablet or computer.

  You can use the NHS app to:

  - **Log requests through PATCHS** – Submit queries to the practice, book appointments, seek advice, etc
  - **Order repeat prescriptions** – see your available medicines, request a new repeat prescription, and choose a pharmacy for your prescriptions to be sent to
  - **NHS A to Z** – search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
  - **View your medical record** – securely access your GP medical record to see information like your allergies and your current and past medicines

  Download the NHS app on the App Store or Google Play.

  You can also access a web version of the NHS app from your computer, laptop or tablet by visiting http://www.nhsapp.service.nhs.uk/login

- **PATCHS**

  PATCHS is the new, easy way for you to contact your GP practice online; it has been designed by GPs to make it easier to contact your practice and save you time.
  You can use PATCHS to contact the practice for health advice, condition monitoring, repeat prescriptions, fit notes, appointment bookings, and more…

- **It's Quick and easy to use** – answer a few simple questions to get started
- **No need to call the practice** – Avoid telephone queues and waiting rooms
  - **Your own words** – No need to scroll through a long list of symptoms or select from a list of inappropriate prepopulated responses
  - **Clinically led**– The appropriate member of the Practice team will individually assess each request
  - **Choose your own appointment times** – If appropriate, self-bookable appointment links allow you to make your own appointments at a time that suits you

PATCHS also helps patients who struggle to contact their GP practice via telephone or in person. This includes patients who have hearing or speaking impairments, anxiety, and who speak English as a second language.

You can access Patchs in any of the following ways;

1. Via the services tab of the NHS App
2. By clicking on the large Patchs banner on our website homepage
3. Click on the Patchs icon within the online services section of the website
4. By visiting Patchs directly at https://patchs.ai/practice/glenroydmedical

More information can be found in the Patient info section of our website.

- **Linkage Key**

To access certain aspects of online services, you must enter your online services credentials, including account number and linkage key. If you do not have this information, you will need to contact the Practice. We can then print out or email you the necessary details. The easiest way to request this information is through a PATCHS admin request. Please note that you will need to attach proof of ID (e.g. passport) and address (e.g. utility bill). Alternatively, you can do this in person by visiting the Practice.

5.6 Useful telephone numbers

Glenroyd Medical (Moor Park)	01253 201 688
Glenroyd Medical Centre (Whitegate)	01253 201 688
Blackpool Police (Non-emergency)	101
Blackpool Victoria Hospital	01253 300 000
Brian House	01253 358 881
Childline	0800 1111
Citizens Advice (Blackpool)	01253 308 405
Community Nurses (District Nurses)	01253 956 992
Crysis Line	0800 953 0110
Emergency Dentist (Whitegate Drive)	0300 1234 010
Emergency out-of-hours social services	01253 477678
Environmental Health (Blackpool)	01253 477 477
Mental Health Service (Adult)	01253 477 592
Mental Health Service (Youth)	01253 477 299
NHS 111 Service	111
Health Visitors	01253 956 567
Pregnancy advisory service	01253 293 096
Samaritans	116 126
Sexual health clinic	0300 1233 154
Smokefree Blackpool	0808 1964 324
Spire Hospital (Private)	01253 394 188
Trinity Hospice (Fylde)	01253 358 881