

**Shadsworth Surgery , Lambeth Street Surgery,  
Bentham Road Health Centre, Blackburn &  
Rhyddings Surgery, Oswaldtwistle.**

**Publication Scheme**

This publication Scheme provides a guide to the General Practitioners' who practice together within the Cornerstone Practice as required by the Freedom of Information Act 2000.

It is based on the model publication scheme for general practices produced by the NHS Freedom of Information (FOI) project board and the British Medical Association.

**Part One: Introduction**

This Publication Scheme is a complete guide to the information routinely made available to the public by Drs Murdoch, Parry, Prout, Smith, Isaac, Pierce, Mitchell and Black. It is a description of the information about the Shadsworth, Rhyddings and Lambeth St surgeries which make up the Cornerstone Practice and the General Practitioners that work there that is available to the public. In addition this includes the information about Bentham Road Health Centre that run by Cornerstone Healthcare CIC. It will be reviewed at regular intervals and we will monitor its effectiveness.

**How much does it cost?**

The publications on the internet are all free unless otherwise indicated within each Class. Where information is provided at a cost the charges will be calculated as set out in Class 7.

**How is the information made available?**

The information within each Class is either downloadable from the practice website ([www.cornerstonepractice.com](http://www.cornerstonepractice.com)) or available in hard copy from the Practice Manager.

**Your rights to information**

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about the above practices under the NHS Openness Code 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

The Act obliges General Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information it can release.

New environmental information regulations may be introduced. These will enable similar access to environmental information as under the Freedom of

Information Act 2000.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Practice Manager to do this.

**Feedback**

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to:

The Practice Manager, The Cornerstone Practice,  
Shadsworth Surgery, Shadsworth Road, Blackburn  
BB1 2HR

**Part Two: CLASSES OF INFORMATION**

All information at the Cornerstone Practice is held, retained and destroyed in accordance with NHS guidelines.

Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000.

Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

The information on this Scheme is grouped into 7 categories:

**Class 1**

**Who we are**

The Cornerstone Practice comprising of:

**Shadsworth Surgery**

Shadsworth Road, Blackburn BB1 2HR

**Rhyddings Surgery**

71 Union Road, Oswaldtwistle BB2 3DD

**Lambeth Street Surgery**

Lambeth Street, Blackburn BB1 1LD

The Cornerstone Healthcare Community Interest Company comprises of:

Bentham Road Health Centre, Bentham Road, Blackburn  
BB2 4QD

Shadsworth and Lambeth Street Surgeries are part of the Blackburn with Darwen Primary Care Trust (PCT) and provide services for patients living within the Shadsworth, Queens Park, Audley, Whitebirk, Intack, Knuzden, Guide, Belthorn and Eanam areas. Although Rhyddings surgery is within the boundary administered by Hyndburn and Ribble Valley Primary Care Trust, because it is part of the Cornerstone Practice which is administered from the main surgery site at Shadsworth, it is attached to the Blackburn with Darwen PCT. It provides services for the people of

Oswaldtwistle, Church, Fern Gore, Stanhill, West End and Knuzden. Bentham Road Health Centre provides services for people in the Mill Hill and adjoining areas. For a map showing the individual surgery boundaries please see the practice web site ([www.cornerstonepractice.com](http://www.cornerstonepractice.com)).

A full list of local General Practices with the Blackburn with Darwen PCT can be found on their website

A full list of local General Practices for Hyndburn and Ribble Valley PCT can be found on their website

### **Key Personnel**

Dr Alastair Murdoch

Dr Angela Parry

Dr Samantha Prout

Dr Graham Smith

Dr Nabil Isaac

Dr Eva Mitchell

Dr Rob Pierce

Dr Adam Black

Dr Tom Accialini

Dr Carien Du Toit

Dr Susannah Craig

Our Practice Manager is Mrs Elizabeth Bradley.

Her personal assistant is Joanna Watson

Our Finance Manager is Mr Peter Pilkington

Our Facilities Manager is Mr Chris Coupe

Our Practice secretaries are Sue Roberts and

Samantha Desoer

Our quality performance monitoring and surgery scheduling is carried out by Gill Heys and Dawn Preston and our accounts are administered by Liz Shaw. All share other administrative responsibilities. Lesley Brewer is our administrative assistant, Noleen Billington is our Medical Notes Summariser & Administrator, and Debra Roberts has responsibility for medicine management.

Our reception team at Shadsworth consists of Josie Coupe (senior receptionist), Heather Hodson, Sarah Hardman, Diane Pilkington, Andrea Robinson and Helen Shaw.

Our reception team at Rhyddings consists of Kathy Cottam (senior receptionist), Sue Wolstenholme, Joanne Thompson and Claire Westwell.

Our reception team at Lambeth Street consists of Mary Piper (Practice Reception Manager), Elaine Cunliffe (senior receptionist), Brenda George and Gail Barratt.

As well as carrying out reception duties, many of our receptionists also have administrative responsibilities.

Our Nurse Practitioner and lead nurse is Mrs Jayne Haworth

Our Nursing team consists of practice nurses Dorothy Beavan, Vikki Hardwicke, Louise Westwell, Yuta Buckley, Liz Stredder, Christine Yates, Shiji John, Ian Bury and Jemma Holdsworth. They are supported by Health Care Assistants Louise Blezard, Joan Hill and Toni Van Der Zwaan.

Our Health Visitor at Shadsworth and Rhyddings is Sheila Baron and at Lambeth Street it is Vicky Barkworth

Our visiting practice Counsellor is

Our District Nursing team, who are employees of Blackburn with Darwen PCT, is led by Sister Ursula McDonough.

Our Midwifery team at Shadsworth are employees of the East Lancashire Hospitals Trust.

Our Midwifery team at Rhyddings, who are employees of the East Lancashire Hospitals Trust, is led by Midwife Sandra Nelson.

At Bentham Road Health Centre, Dr Adam Black is the Lead GP, Christine Yates is our Practice Nurse and Katie Stanton is the Site Manager and has day-to-day responsibility for the smooth running of Bentham Road Health Centre. She will be able to help you with any queries you have about administrative or non-clinical aspects of your care.

The reception team at Bentham Road are Gillian Chapman and Trudi Jenkinson and both are also involved in other administrative duties.

Also working from Bentham Road Health Centre from time to time are Stop Smoking Nurses, Health Trainers, Diabetic Nurses and Counsellors.

Appointments with a doctor or nurse are available at various times through each day, including Thursday evenings and Saturday mornings, if you prefer to come outside of working hours.

This practice aims to follow national and local best practice guidelines, including the NICE best practice guidelines and the National Service Frameworks.

The Cornerstone Practice has been awarded the Quality Practice Award issued by the Royal College of General Practitioners.

The practice is a recognised training practice.

This is a Christian practice. We will never impose our beliefs on people, but will treat people equally and will respect them as unique and important individuals. We will not refer for abortions, but we do provide contraception and aim to provide special support to women with unwanted pregnancies. We are also happy to spend time praying with patients should they request it.

Some information will be withheld including personal and confidential information about individuals that is protected by the Data Protection Act 1998

### **Class 2**

#### **Our Services**

- A full range of general medical services.
- Child Health surveillance
- Minor surgery
- Contraceptive services
- Maternity services
- Diabetic Clinics
- Asthma and Chronic Obstructive Pulmonary Disease Clinics
- Drug Clinics

- Smoking cessation clinics
- Coronary Heart Disease clinics
- Counselling Service
- Speech therapy

Dr Prout has an interest in GP training and dermatology. She is also responsible for child health surveillance at Rhyddings Surgery.

Dr Parry has interests in child health, child protection, mental health and minor surgery including joint injection.

Dr Smith has interests in diabetes and endocrinology.

Dr Murdoch has interests in cardiology, chest medicine, mental health and training.

Dr Ruth Marshall has interests in diabetes & mental health.

Dr Nabil Isaac has an interest in cardiology.

Dr Rob Pierce has an interest in Palliative Care.

Dr Eva Mitchell has an interest in gynaecology.

Dr Tom Accialini has an interest in joint disease.

The surgeries are open at the following hours:

### **Shadsworth Surgery**

Monday: 8.30am – 8.15pm

Tuesday & Wednesday: 8.30am – 6.30pm

(extended hours on alternate Wednesdays to 8.15pm)

Thursday: 8.30am – 12.30 noon; 1.30pm – 6.30pm

Friday: 8.30am – 6.30pm; Saturday & Sunday – closed all day.

Out of hours service is provided by Blackburn and District Medical Cooperative between the hours 7.00pm and 7.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 6.30pm and 7.00pm and 7.00am and 8.30am Monday to Friday, if the out of hours service require you to be visited by a doctor, they will contact the on-call doctor from this practice. When the surgery is closed, if you wish to receive medical treatment or advice you should in the first place contact the out of hours service by ringing 08452 262626. You can also receive medical advice by ringing NHS Direct on 0845 4647. If you telephone the surgery out of hours you will be advised to ring the out of hours service. You will not be able to leave a message on the surgery's answering machine.

The telephone number for Shadsworth Surgery is 01254 665664 and the fax number is 01254 844561

### **Rhyddings Surgery**

Monday, Tuesday and Thursday: 8.45am – 1.00pm;  
2.00pm – 6.30pm

Wednesday 8.30am – 12.30pm

Friday: 8.30am – 6.30pm

Saturday and Sunday – closed all day

Out of hours service is provided by Blackburn and District Medical Cooperative between the hours 7.00pm and 7.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 6.30pm and 7.00pm and 7.00am and 8.30am Monday to Friday, if the out of hours service require you to be visited by a doctor, they will contact the on-call doctor from this practice. If you contact the surgery on a Thursday between the hours of 12.30pm and 6.30pm you will be advised to contact our Shadsworth Surgery on 01254 665664. At all other times when the surgery is closed, if you wish to receive medical treatment or advice you should in the first place contact the out of

hours service by ringing 08452 262626. You can also receive medical advice by ringing NHS Direct on 0845 4647. If you telephone the surgery out of hours you will be advised to ring the out of hours service. You will not be able to leave a message on the surgery's answering machine.

The telephone number for Rhyddings surgery is 01254 233131 and the fax number is 01254 233138.

### **Lambeth Street**

Monday – Wednesday: 8.40am – 12.30pm; 1.30pm – 6.30pm (extended hours on alternate Mondays to 8.15pm)

Thursday: 8.40am – 12.30pm; 2.00pm – 6.30pm

Friday: 8.40am – 1.00pm

Saturday and Sunday – closed all day

Out of hours service is provided by Blackburn and District Medical Cooperative between the hours 7.00pm and 7.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 6.30pm and 7.00pm and 7.00am and 8.30am Monday to Friday, if the out of hours service require you to be visited by a doctor, they will contact the on-call doctor from this practice. If you contact the surgery on a Friday between the hours of 1.00pm and 6.30pm you will be advised to contact our Shadsworth Surgery on 01254 665664. At all other times when the surgery is closed, if you wish to receive medical treatment or advice you should in the first place contact the out of hours service by ringing 08452 262626. You can also receive medical advice by ringing NHS Direct on 0845 4647. If you telephone the surgery out of hours you will be advised to ring the out of hours service. You will not be able to leave a message on the surgery's answering machine.

The telephone number for Lambeth Street surgery is 01254 267940 and the fax number is 01254 267949.

Members of staff carry out all consultations in English. We do however have access to a translation service. If this service is required please contact us in advance.

Repeat prescriptions are not accepted over the telephone except in exceptional circumstances when this is agreed in advance by the patient's doctor. However, we do accept requests for repeat prescriptions by fax, mail, on line (see the practice web site [www.cornerstonepractice.com](http://www.cornerstonepractice.com) for more details regarding this facility) or handed in at the surgery. If you require a repeat prescription to be posted back you must provide a stamped addressed envelope. Certain chemists in the area provide a collection and delivery service. It is the patients' responsibility to arrange this service. You must allow a minimum of 48 hours before a repeat prescription can be collected or posted out.

### **Bentham Road Health Centre Opening Times**

Monday	8am - 6.30pm
Tuesday	8am – 8pm
Wednesday	8am – 6.30pm
Thursday	8am – 8pm
Friday	8am – 6.30pm
Saturday	8.30am – 12.30pm

Appointments with a doctor or nurse are available at various times through each day, including Thursday evenings and Saturday mornings, if you prefer to come outside of working hours.

Out of hours service is provided by Blackburn and District Medical Cooperative between the hours 7.00pm and 7.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 6.30pm and 7.00pm and 7.00am and 8.30am Monday to Friday, if the out of hours service require you to be visited by a doctor, they will contact the on-call doctor from this practice. If you contact the surgery on a Thursday between the hours of 12.30pm and 6.30pm you will be advised to contact our Shadsworth Surgery on 01254 665664. At all other times when the surgery is closed, if you wish to receive medical treatment or advice you should in the first place contact the out of hours service by ringing 08452 262626. You can also receive medical advice by ringing NHS Direct on 0845 4647. If you telephone the surgery out of hours you will be advised to ring the out of hours service. You will not be able to leave a message on the surgery's answering machine.

The telephone number for Bentham Road Health Centre is 01254 200586 and the fax number is 01254 200578.

### **Class 3 Financial and funding information**

The practice receives money under Personal Medical Services from Blackburn with Darwen Primary Care Trust in accordance to its contract with this Trust in exchange for services provided for patients.

The Company receives money under Alternative Personal Medical Services from Blackburn with Darwen Primary Care Trust in accordance to its contract with this Trust in exchange for services provided for patients.

The total income by the Practice received from the NHS before expenses for the year ended March 2009 was £1,974,477

The total income by the Company received from the NHS before expenses for the year ended March 2010 was £168,853.

Fees for non NHS services which include Certificates and forms, Medical examinations and reports, Access to records under the Data Protection Act and Travel abroad are charged at the British Medical Association recommended rates. A full list of charges is available from reception or the Practice Manager.

### **Class 4 Regular publications and information for the public**

As well as a practice leaflet for all surgeries, a wide range of guidance and information leaflets are available. Some of these are available within the waiting rooms. However, a wider range of about 700 leaflets covering many medical conditions are held on computer and are available by requesting them from either a doctor or a nurse.

### **Class 5 Complaints**

The practice follows the NHS complaints procedure and follows a strict protocol when dealing with all complaints.

If you wish to make a complaint please contact the Practice Manager who will provide you with a copy of the complaints procedure and discuss your complaint with you. The practice manager, Mrs Elizabeth Bradley, is available by ringing 01254 665664 or at the Shadsworth address as below.

The Practice Manager, Shadsworth Surgery, Shadsworth Road, Blackburn BB1 2 HR

### **Class 6 Our policies and procedures**

General policies and procedures in use within the practice. These include, but are not restricted to, data protection, prescribing and prescription, health and safety, violence to staff. A full list of all policies is available by contacting the Practice Manager.

### **Class 7 This Publication Scheme**

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquires regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

### **Cost of Information**

For the most part, we will charge you only for hard copies or copying onto media (e.g. CD ROM). Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available.

### **Charges are as follows:**

[a] Website: Free of charge, although any charges for Internet Service provider and personal printing costs would have to be met by the individual.

The Practice and Primary Care Trust Web addresses are [www.cornerstonepractice.com](http://www.cornerstonepractice.com) & [www.bwdpct.nhs.uk](http://www.bwdpct.nhs.uk).

For those without Internet access, a single print-out as on the website would be available by post from the Practice Manager or by personal application at any of the surgeries. The practice charges 30p per sheet. If the information is to be posted an A4 stamped addressed envelope must be provided.

However, requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will let you know the cost and charges that will have to be paid in advance. We are not able to provide printouts of other organisation's websites.

b) Leaflets and brochures: Free of charge for leaflets or booklets on, for example, services we offer to the public. A list is available from the Practice Manager.

c) "Glossy" or other bound paper copies, or in some cases a CD Rom or other mediums, will attract a charge as in our publication lists available from the Practice Manager

d) E-mail: will be free of charge unless it says otherwise

The charges will be reviewed regularly.

## **Useful Resources**

### **Web sites:**

**[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**

This is the web site of the Information Commissioner

**[www.lcd.gov.uk](http://www.lcd.gov.uk)**

This is the web site of the Lord Chancellor's Department

**[www.foi.nhs.uk](http://www.foi.nhs.uk)**

This is the NHS Freedom of Information web site

**[www.bwdpct.nhs.uk](http://www.bwdpct.nhs.uk)**

Primary Care Trust web site

### **Publications**

NHS Openness Code - **[http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4050490&chk=FTzRUK](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4050490&chk=FTzRUK)**

FOI Act 2000 - **<http://www.opsi.gov.uk/acts/acts2000/20000036.htm>**

Code of Practice under Section 45 FOI Act 2000

**[www.lcd.gov.uk](http://www.lcd.gov.uk)**

Code of Practice under Section 46 FOI Act 2000

**[www.lcd.gov.uk](http://www.lcd.gov.uk)**

Statement of Fees and Allowances payable for General Medical Practitioners in England **<http://www.redbook.i12.com/rb/Docs/rb0.htm>**

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