

ABOUT THE PRACTICE

The Practice was started on 4 July 1988 to provide excellent whole person care for the Shadsworth area. In 1996 we opened the Rhyddings Surgery to serve the people in Oswaldtwistle and Church and in 2006 we opened Lambeth Street Surgery.

We aim to have a relaxed, friendly atmosphere and long enough consultations so that people will be able to talk.

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 provide contraceptive services and aim to provide special support to women with unwanted pregnancies. While we do not refer for termination of pregnancy ourselves we will provide the information necessary for women to access this service and support them through the process.

The Practice is fully computerised so our administration is usually very efficient. There is ample car parking and there are also bus stops very near the surgery.

The Practice is privileged to be recognised as a Training Practice. This means we may have a fully qualified doctor attached to the Practice to complete their training for General Practice. We sometimes have student doctors as well, but you will be asked if you want them to be in when you see the Doctor.

PRAYER POLICY

At the Cornerstone Practice, we believe that God answers prayer. Prayer may be offered as a compassionate response to your situation or at your request. Whilst we may offer to pray for you, we will respect your wishes if you say "no thank you" and it will make no difference to your subsequent treatment.

PRACTICE AREA

The geographical area covered by the Practice is bounded by Shadsworth, Guide, Belthorn, Lower Audley, Higher Audley, Queens Park, Intack, Knuzden.

THE HEALTH CARE TEAM

PRACTICE NURSES

We have a team of practice nurses and health care assistants, led by our nurse practitioner. All the nursing team work closely with the doctors.

PRACTICE MANAGER

Mrs Elizabeth Bradley is responsible for the smooth running of the practice and should be able to help you with any queries you have about administrative or non-clinical aspects of your care. She would also be pleased to receive any suggestions about how we might improve our services. She is assisted by Chris Coupe, Operations Manager and Peter Pilkington, our Finance Manager.

RECEPTIONISTS

Our receptionists, led by Josie Coupe, are here to help you. They may need to ask you for further details when you telephone for medical advice—this is to ensure that we can assist you as speedily as possible. The receptionists are bound by the same rules of confidentiality as the doctors.

DISTRICT NURSES

Sister Ursula McDonough can be contacted through the surgery for help after discharge from hospital, with chronic illness, disability and incontinence.

How can I make a complaint or comment on the provision of the services?

We endeavour to offer the best possible service to our patients. However, if you feel that we have not provided the service that is expected, please address your concerns to the Practice Manager. There is also a suggestion box on the reception counter.

HOW WE USE YOUR HEALTH RECORDS

We adhere to current legislation regarding the protection of patient information. Please ask the receptionists for our leaflet "How we use your health records" if you would like further information.

PATIENTS' RIGHTS AND RESPONSIBILITIES

The Practice adheres to the codes of practice set out in 'Your Guide to the NHS: getting the most from your National Health Service' which can be found on the Department of Health website www.dh.gov.uk

SURGERY OPENING TIMES

Monday—Friday 8.30 a m —6.30 p m

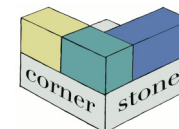
Thursday closed 1.00 —2.00 p m

Evening surgeries*

Monday 6.30 p.m.—8.00 p.m. weekly

*The appointments are mainly for people who are working and cannot leave work during the day to come to the surgery and the appointments must be booked in advance.

*This is not an emergency service, so patients needing emergency treatment should still contact the Out of Hours Service on **08452 262626**. The telephones will still be answered during the extra opening hours by the Out of Hours Service, and not by the receptionists at the surgery.



THE CORNERSTONE PRACTICE SHADSWORTH SURGERY SHADSWORTH ROAD BLACKBURN BBI 2HR

Tel: 01254-665664 (Day or Night)

Fax: 01254-844561

PRACTICE INFORMATION

Dr Alastair J M Murdoch (Manchester 1981)

BSc MBChB MRCP MRCGP

GMC No: 2713515

Dr Angela K Parry (Manchester 1987)

BSc MBChB MRCGP

GMC No: 3241400

Dr M Graham Smith (St Mary's London 1991)

BSc MBBS MRCP DRCOG

GMC No: 3546844

Dr Susannah Craig (Liverpool 1985)

MBChB

GMC No: 3090185

Dr Carien du Toit (Pretoria 1994)

MBChB DFFP DRCOG MRCGP

GMC No: 4324568

Dr Thomas Accialini (Edinburgh 2004)

MD MRCGP

GMC No: 4747206

Dr Naylea Choudry

MBBS MRCGP DRCOG DFFP

GMC No. 6027718

<http://www.cornerstonepractice.com>

June 2011

ANTENATAL CLINIC

Wednesday 9.00 am—12.00 noon



BABY VACCINATION CLINIC

Wednesday 8.40 a.m.— 3.30 p.m.

Please make an appointment for development checks and immunisations.

Want to have your baby weighed? Need help?

Child not sleeping or eating? Not sure what to do? Our health visitors can be contacted at



Larkhill Health Centre on Blackburn 282727.

ASTHMA CLINIC

Waking up at night short of breath?

Wheezing on exercise or first thing in the morning?

Get your asthma looked at properly—

Make an appointment for the clinic!

DIABETIC CLINIC

Good management of diabetes is the key to good health.

Regular checkups will help prevent possible complications.

HEART DISEASE CLINIC

We now run a clinic for people with angina, heart attacks and strokes to help them get fit and stay healthy.

HELP WITH FAMILY PLANNING

The doctors and nurses can discuss different sorts of contraception and help decide which is best for you—just ask! (This is, of course, completely confidential).

Attention 15 - 25 yr olds - we are a B-Sure site.

MINOR OPERATIONS, SMEARS, BLOOD PRESSURES AND CHOLESTEROL

- Minor operations (lumps, bumps & warts) can be removed at the surgery.
- Cervical smears are usually done by the practice nurse. We operate a “call and recall” system to help remind you.
- If you have high blood pressure, make sure it is kept under control by regular check-ups. The nurse can advise how to keep blood pressure normal without drugs.
- Blood tests for cholesterol can be taken for people at risk of heart disease.

HEALTHY LIVING

GOOD NEWS FOR SMOKERS

If you would like to stop smoking, please ask to be referred to our stop smoking advisor. Smoking increases your risk of chest disease and heart disease and increases your child's risk of chest and ear problems and cot death.

EATING A HEALTHY DIET/LOSING WEIGHT & HELP WITH EXERCISE

Eating healthily and being the right weight makes you feel better and also reduces your risk of heart disease and arthritis. For advice about healthy eating or for help with losing weight, please make an appointment with the practice nurse.

Exercising regularly can give you more energy and helps reduce your risk of heart disease. We can even give you “Exercise on prescription”, a cheap way of getting fitter.



HELP WITH STRESS

Are you having trouble with worries, stress, panicky feelings, feeling low, marriage, family or money problems? Our practice counsellor may be able to help. Please ask one of the doctors if you would like to see them.

Going on holiday?

Please give at least 8 weeks notice for vaccinations.

HOW TO SEE THE DOCTOR OR NURSE

All surgeries are by Appointment. Urgent problems will always be seen the same day. We aim to see patients within 48 hours of request. If a specific doctor is requested, then we aim to see patients within a week.

Please note, one patient per appointment. If you have several problems, please ask for more than one appointment. It is better to see one doctor consistently, although at times you may need to see a doctor other than your usual one. Children under 16 should always be accompanied by a responsible adult.

Please cancel appointments that you cannot attend or no longer need - somebody else is always waiting.

Please think twice before calling the doctor to your home - is a visit really necessary?

SPEAKING TO THE DOCTOR BY TELEPHONE

It is usually possible to speak to the Doctor, but this is at different times each day. The receptionist will arrange this for you but she may need to ask for some details in order to help you.

TRIAGE

A triage nurse is available most mornings to phone you back with advice.

EMERGENCIES Tel: 665664

If the surgery is closed, please ring the Out of Hours service on **08452 262626**. The service is run by other GPs and nurses not connected to the Practice. You may be given advice by a specialist nurse to avoid having to wait for the doctor. You may be asked to go to the GP Unit to be seen there. The emergency doctors cover from 6.30p.m.—8.00 a.m. Monday to Friday including Bank Holidays and all weekend.

REPEAT PRESCRIPTIONS

PLEASE DO NOT TELEPHONE FOR PRESCRIPTIONS. This can block the 'phone for emergencies and you may also be misunderstood. If you are on long-term medicines and need regular prescriptions, please tick the boxes next to the items you need which is on the right hand side of your previous prescription form. Please allow 48 hours, if collecting or four days if you enclose a stamped addressed envelope.

REPEAT DISPENSING.—If you are stable on your medication, you may be eligible for this scheme. Please ask our receptionists for further details.

Prescriptions can now be ordered over the internet, please ask our receptionists for further details.

RESULTS OF TESTS

These can be given over the 'phone when this has been authorised. Please allow 3 days for urine tests, a week for most blood tests and 6 weeks for smears. Please telephone, if possible, after 2.00 pm.