

Shadsworth Surgery, Blackburn, Lambeth Street Surgery, Blackburn & Rhyddings Surgery, Oswaldtwistle

Bentham Road Health Centre, Blackburn

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 Prout, Smith, Isaac, Mitchell, Black, Accialini and Bradbrook. 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 is 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) 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.
- Since January 1st 2005 General Practice is obliged 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: Code of Practice - Environmental Information Regulations 2004 February 2005 have been introduced. These will enable similar access to environmental information as under the Freedom of Information Act 2000. These include the copyright protection over issued documentation. HMSO have issued guidance, which is available at http://www.hmso.gov.uk/copyright/managing_copyright.htm or by telephone on 01603 621000.
- http://www.hmso.gov.uk/copyright/guidance/gn_19.htm explains more fully the distinction between the supply of information held by public authorities under Freedom of Information legislation and the reuse of that information and those circumstances where formal licensing is required.
- Under the Data Protection Act 2018, 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
BB12HR

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	Rhyddings Surgery	Lambeth Street Surgery
Shadsworth Road	71 Union Road	Lambeth Street
Blackburn	Oswaldtwistle	Blackburn
BB12HR	BB23DD	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 CCG. It provides services for the people of Oswaldtwistle, Church, Fern Gore,

Stanhill, West End and Knuzden. For a map showing the individual surgery boundaries please see the practice web site (www.cornerstonepractice.com) and click on the Practice Map link.

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 Samantha Prout

Dr Graham Smith

Dr Eva Mitchell

Dr Adam Black

Dr Tom Accialini

Dr Nabil Isaac

Dr Nat Bradbrook

Dr Heather Duffy

Dr Hannah Denno

Dr Ivan Yow

Dr Aaron Poppleton

Our Practice Manager is Mrs Katie Stanton

Our Finance Manager is Mr Mike Wellby

Our Site Manager for Shadsworth Surgery is Ms Joanna Watson

Our Practice secretaries are Jan Jones, Kathryn Clayton and Samantha Desoer

Our surgery scheduling is carried out by Gill Heys. All share other administrative responsibilities.

Our reception team at Shadsworth consists of Rebecca Willis (Senior Receptionist), Gail Whittaker, Weatta Wilson, Janet Sanderson, Christine Talbot, Ruth Parkinson and Rocio Guzman.

Our reception team at Rhyddings consists of John Bruce (Practice Reception Manager and also Site Manager for Rhyddings Surgery), Simon Oliver (Senior Receptionist), Kathy Cottam, Danielle Barnes, Rosie Booth, Sue Wolstenholme and Millie Clark.

Our reception team at Lambeth Street consists of Mary Piper (Practice Reception Manager and also Site Manager for Lambeth Street Surgery), Su-Ann Livingstone (Senior Receptionist), Anna Talbot and Sylvia Hunt.

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

Our Advanced Nurse Practitioner is Hilary Murphy

Our Nursing team is led by Vikki Hardwicke and consists of practice nurses Vikki Hardwicke, Elisha Arenas, Rebecca Ametepe and Stephanie Spaans. They are supported by Health Care Assistants Louise Blezard and Toni Van Der Zwaan, Phlebotomists Francine Bowlin, Elizabeth George and Wesley Steenbergen.

Our Health Visitors at Shadsworth and Rhyddings are Sheila Baron and at Lambeth Street Mrs Vicky Barkworth.

Our District Nursing team, who are employees of Lancashire Care Foundation Trust, 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.

Dr Tom Accialini is the lead GP for Bentham Road Health Centre and is also based at Bentham Road Health Centre.

Our Practice Nurse, Michelle Lee can advise on asthma, diabetes, heart disease, weight loss and other lifestyle issues. She also does vaccinations, smears and blood tests.

Michelle is supported by Health Care Assistant Shelley Forrest.

Trudi Jenkinson 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 are Emily Frazer (Senior Receptionist), Scott Smith, Kim Smith, Peter Emblin, Su Gregory and Tonza Jeffrey. They are also involved in other administrative duties.

Kathryn Clayton is the Medical Secretary.

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

Opening Times

Monday 8am - 6.30pm

Tuesday 8am - 8pm

Wednesday 8am – 6.30pm

Thursday 8am - 6.30pm

Friday 8am - 6.30pm

Saturday and Sunday - closed all day

Bentham Road Health Centre telephone number is 01254 617474.

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

Financial and funding information (Bentham Road only)

The practice receives money under an APMS Contract from NHS England in exchange for services provided for patients.

All GP practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients at each practice.

The average pay for GPs working in Bentham Road Health Centre in the last financial year was £85,883 before tax and National Insurance. This is for 3 part time GPs and 3 locum GPs who worked in the practice for more than 6 months.

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.

Cornerstone Practice aims to follow national and local best practice Guide lines, including the NICE best practice guidelines and the National Service Frameworks.

The Cornerstone Practice and Cornerstone Healthcare have 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 2018

Class2

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
- 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 Smith has interests in diabetes and endocrinology.

Dr Eva Mitchell has an interest in gynaecology.

The surgeries are open at the following hours:

Shadsworth Surgery

Monday - Wednesday: 8.30am - 6.30pm

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

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 6.30am and 8.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 8.00am 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 111.

You can also receive medical advice by ringing NHS Direct on 111. A [textphone service](#) is also available if you are deaf or hard of hearing. The textphone number is 18001 111. 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 618018

Rhyddings Surgery

Monday, Wednesday, Thursday and Friday: 8.30am - 1.00pm;

2.00pm - 6.30pm

Tuesday 8.30am – 1.00pm; 2.00pm – 8.00pm

Saturday and Sunday - closed all day

Out of hours service is provided by Blackburn and District Medical Cooperative between the hours 6.30am and 8.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 8.00pm 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 618018. 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 111. You can also receive medical advice by ringing NHS Direct on 111. A [textphone service](#) is also available if you are deaf or hard of hearing. The textphone number is 18001 111. 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 618080.

Lambeth Street

Monday - Wednesday: 8.40am - 12.30pm; 1.30pm - 6.30pm

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 6.30am and 8.00am Monday to Friday and all day Saturday and Sunday. Between the hours of 8.00am and 8.30am and 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 618018. 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 111. You can also receive medical advice by ringing NHS Direct on 111. . A [textphone service](#) is also available if you are deaf or hard of hearing. The textphone number is 18001 111. 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 618070.

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 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.

Class3

Financial and funding information (Cornerstone Practice)

The practice receives money under General Medical Services from NHS England in exchange for services provided for patients.

All GP practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients at each practice.

The average pay for GPs working in Cornerstone Practice in the last financial year was £59,373 before tax and National Insurance. This is for 2 full time GPs, 10 part time GPs and 8 locum GPs who worked in the practice for more than 6 months.

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.

Class4

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.

Class5

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, Mrs Katie Stanton who will provide you with a copy of the complaints procedure and discuss your complaint with you.

The Practice Manager
Shadsworth Surgery
Shadsworth Road
Blackburn
BB12HR

Tel: 01254 618018

If patients do not wish to raise their concerns / complaints directly with the practice, all Primary Care (GP, Dental, Pharmacy and Optical) complaints, concerns and enquiries will now be handled centrally.

Independent Contractor complaints / concerns / enquiries

With immediate effect **ALL** complaints, concerns and enquiries queries regarding Independent Contractor Services (GP, Dentist, Pharmacy, Opticians) should be directed to:

NHS England,
P.O. Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am - 6pm, excluding English Bank

Holidays)

Email: england.contactus@nhs.net

Complaints regarding commissioning decisions / issues e.g. individual patient funding requests and continuing health complaints

Complaints should be directed to:

Customer Care Team
Lancashire Commissioning Support Unit
Lancashire Business
Park Jubilee House
Centurion Way
Leyland. PR26 6TR

Tel: 0800 032 2424

Email: customer.care@lancashirecsu.nhs.uk

Class6

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.

Class7

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 and www.bwd.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

This is the web site of the Information Commissioner

www.lcd.gov.uk

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

www.foi.nhs.uk

This is the NHS Freedom of Information web site

www.bwd.nhs.uk

CCG web site

Publications

- NHS Openness Code-
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
- Code of Practice under Section 46 FOI Act 2000 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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