

## ABOUT US



We ask newly registered patients to make an appointment to see either the practice nurse or healthcare assistant for a new patient health check. This will make sure that our records are accurate and that all routine checks to promote your health and well-being (such as blood pressure/smear tests/mammograms) are up to date.

The Cornerstone Practice is a Christian Practice, founded by Christian Doctors and staff.

We will never impose our beliefs on people, but will treat people equally and will respect them as unique and important individuals.

Our Staff work hard to provide patients with the care they need.

Please treat all our team with politeness and respect.

Thank you

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

### Opening times:

Monday; 8:00 – 18:30

Tuesday: 8:00 – 20:00

Wednesday: 8:00 – 18:30

Thursday: 8:00 – 18:30

Friday: 8:00 – 18:30

\*excluding bank holidays

Phone: 01254 965200

Prescriptions line: 01254 965200,

Option 1



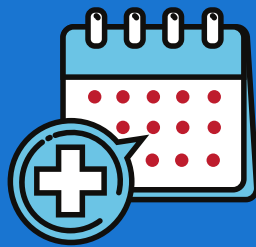
**Welcome to The Cornerstone Practice.**

**We are a General Practice offering healthcare across four sites. This is a guide primarily to give you information about the services we offer.**

## CONTACT US

[www.cornerstonepractice.com](http://www.cornerstonepractice.com)

## HOW DOES IT WORK?



### Appointments

To request an appointment (Monday to Friday)

- Phone us Monday to Friday, 8am to 6.30pm.
- Visit the surgery and speak with a receptionist. We are open Monday to Friday, 8am to 6.30pm.

When you get in touch, we'll ask what you need help with. We will use the information you give us to choose the most suitable doctor, nurse, or health professional to help you.

### Your appointment

However you choose to contact us we may offer you a consultation:

- by phone
- face to face at the surgery
- on a video call
- by text or email.

Appointments by phone, video call or by text or email can be more flexible and often means the doctor or nurse can help you sooner.

### Cancelling or changing an appointment

If you need to cancel or rearrange your appointment, please contact us by telephone or visit the surgery and speak with a receptionist. You can also cancel appointments through the NHS App

### If you need help when we are closed

In the event you have an urgent care need when the surgery is closed please telephone 111 for advice. Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.

### If you need help with your appointment

Please tell us:

- If there's a specific doctor, nurse, or other health professionals you would prefer to respond.
- If you would prefer to consult with the doctor or nurse by phone, face-to-face, by video call or by text or email.
- If you need an interpreter.
- If you have any other access or communication needs.

## TEST RESULTS & PRESCRIPTIONS



### Results of Tests

Getting your test results

Please allow 3 days for urine tests, a week for most blood tests, and 6-8 weeks for smears for us to receive and review the results from a test.

### Follow-ups after tests

Please allow up to 5 working days from us receiving your results for us to contact you regarding anything requiring further action.

We will not contact you if your result requires no action.

### Prescriptions

To request a repeat prescription

- Phone us Monday to Friday, 9 am to 5.30 pm, and press Option 1
- Use the NHS App or Patient Access to order via the app or online.

Please allow 48 hours for processing.

### Repeat dispensing

If you are on long-term medication, you may be eligible for Repeat dispensing. This enables you to receive 6 months' worth of medication in advance. You simply pick up your medication from the chemist every month. To find out more call the Prescriptions line.

### Medication review

If you are on long-term medication and have regular prescriptions, we review your medication when required. If we need to discuss this with you, we will let you know that you need a medication review by text/email/via your app.

## ONLINE SERVICES



### PATCHS

We are using a new online service called PATCHS that allows you to request administrative help from your GP surgery. When you have registered, you will be able to request help using an online form quickly and easily. You will be able to use the form to request sick notes and other administrative queries like requests to access patient records.

### Registering to get a PATCHS account

You can visit our website to register as a new user.

### NHS App

For more information Sign up for **NHS App**

### Patient Access

Register for a Patient Access account to order your repeat prescriptions online. You can start your registration from our website but you will need to come into the surgery with ID to complete your access.

Patient access is an online service that allows you to:

- Order repeat prescriptions

For all other information, including our Privacy Notices about how we use your information and other clinical services, please visit our website:

[www.cornerstonepractice.com](http://www.cornerstonepractice.com)