

## 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 of Oswaldtwistle and Church. 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 will not refer for abortions, but we do provide contraception and aim to provide special support to women with unwanted pregnancies. The practice is fully computerised so our administration is usually very efficient. There is a car park at the rear of the building. 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 Darwen, Higher Croft, Longshaw, Lower Audley, Higher Audley, Queens Park, Intack, Knuzden, Stanhill, West End, Oswaldtwistle, Church and Spring Hill.

## THE HEALTH CARE TEAM

### SAME DAY CONSULTATIONS

Nurse, Vikki Hardwicke is our Same Day Consultation Nurse. She has taken further qualifications to enable her to undertake the initial assessment of minor illnesses.

### PRACTICE NURSES & HEALTH CARE ASSISTANT

Our Practice Nurses are Vikki Hardwicke and Louise Westwell and our Health Care Assistant is Toni van der zwaan.

## 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, Peter Pilkington, our Finance Manager and Gill Heys, Assistant Practice Manager based at Rhyddings surgery.

## RECEPTIONISTS

Our receptionists, led by Kathy Cottam 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 in-continence.

## 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

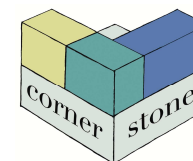
The Practice adheres to the codes of practice set out in 'Your Guide to the NHS: getting the most from your National Health Service' which can be found on the Department of Health website [www.dh.gov.uk](http://www.dh.gov.uk)

### Evening surgeries\*

Tuesday 6.30 p.m.—8.15 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 RHYDDINGS SURGERY

71 UNION ROAD  
OSWALDTWISTLE  
ACCRINGTON  
BB5 3DD

Tel: 01254-233131  
(Day or Night)  
Fax: 01254-233138

### Dr Samantha J Prout (Manchester 1989)

BSc MBChB MRCP GP GDipGP  
GMC No: 3287325

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

BSc MBBS MRCP DRCOG  
GMC NO: 3546844

### Dr. Nabil Isaac

MBChB MRCP  
GMC No: 4485313

### Dr Susannah Craig (Liverpool 1985)

MBChB  
GMC No: 3090185

# PRACTICE INFORMATION

## SURGERY OPENING TIMES

Monday & Tuesday 8.45 a.m.—6.30 p.m.  
Wednesday 8.30 a.m.—12.30 p.m.  
Thursday & Friday 8.30 a.m.—6.30 p.m.  
Closed 1.00—2.00p.m. Mon, Tues & Fri  
Closed 12.00 noon —2.00 p.m. Thursday

<http://www.cornerstonepractice.com>  
Feb 09

## ANTENATAL CLINIC

Thursday 9.00 a.m.—10.30 a.m.



## BABY VACCINATION CLINIC

Tuesday 9.30 a.m. —12.30 p.m.

Please make an appointment for development checks and immunisations.

Our health visitors can be contacted at Larkhill Health Centre on Blackburn 263611.

## ASTHMA CLINIC

Waking up at night short of breath?

Wheezing on exercise or first thing in the morning?

Get your asthma looked at properly—

**Come to 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).

## 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

Referral to the Smoking Cessation Clinic is available and you can fill in a self-referral form which we will forward on for you. Please ask at reception if you would like to be referred to the Smoking Cessation Clinic. 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.

## 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

If you ring and ask for a same-day appointment or a home visit one of our Triage Nurses will ring you back and discuss the situation with you. She will then either make an appointment for you to see the Doctor, a Nurse or she will give you advice over the 'phone.

## EMERGENCIES Tel: 233131

If the surgery is closed, please ring the Out of Hours service on **08452 262626**. The service is run by other GPs and nurses and is 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 as 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.

Prescriptions can 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 2 months for smears. Please telephone, if possible, after 2.00 pm.