

Marton Medical Practice

**Whitegate Health Centre
Whitegate Drive
Blackpool
FY3 9ES**



Telephone: 01253 953070

We are a Personal Medical Services Practice

www.martonmedicalpractice.co.uk

OUR GENERAL PRACTITIONERS

**Dr. Rajnish Luthra (*m*) MB CHB, MRCP, DRCOG, FP (Cert)
(Liverpool 1992)**

**Dr. Bineeta Choudhary (*f*) MBBS DCH, MRCP, DRCOG, FP
(Cert) (London 1995)**

**Dr. Haroon Choudhry (*m*) MRCS England, LRCP
(London 1992)**

**Dr Eirini Tsouma (*f*) Ptychio Iatrikes (M.B., B.S. equivalent)
MRCP, DFSRH
(2003 Aristotelian University of Thessaloniki)**

ABOUT THE PRACTICE

The Practice is open Monday to Friday 8.00am to 6.30pm. Whitegate Health Centre is readily accessible by public transport or private car. Although on the first floor of the building, there is a gentle incline from street level to our floor. If you use the car parking facilities or enter on the ground floor, you can use the stairs or one of two large lifts accessing all floors of Whitegate Health Centre.

Dr. Luthra, and Dr Tsouma are full time, Dr B Choudhary is 3/4 time and Dr H Choudhry is 1/2 time General Practitioner Partners. This is not a limited partnership. A range of other Health Care Professionals and administrative staff whose duties are briefly explained in the leaflet help the Doctors.

Practice staff are trained to assist all sensory impaired patients.

PRACTICE AREA

The area covered by the practice includes South Blackpool from Squires Gate Lane to Warbreck Hill Road, Staining and the South side of Poulton. Our Outer Boundary covers parts of Marton Moss up to Peel Corner. A detailed map of the practice area is available for inspection at the Surgery and on our Practice Website.

TRAINING OF MEDICAL STUDENTS AND QUALIFIED DOCTORS

We undertake training of 2nd, 3rd and 4th year **medical students**. These are students early in their medical training who are learning skills of history taking and examination. If you are offered an appointment where medical students are present, you will be advised. These appointments will be with one of our GP Trainers, but the medical students are encouraged to interact with patients for example they may take a history or perform a medical examination.

We host FY2 doctors at the practice. **FY2 Doctors** are placed with a Practice for 4 months and will have their own surgery when they see patients. They have completed medical school training and a further 12-18 months of postgraduate training while in hospitals. Their time with us is the first introduction to working in general practice. They are supervised by one of our GP Trainers during their experience of working in general practice.

HOW TO REGISTER WITH MARTON MEDICAL PRACTICE

We ask ALL prospective new patients where possible to bring one form of identification and proof of address at registration as we need to know that you are who you say and reside inside our Practice boundary. Children registering at the same time as their parents are exempt. Many forms of ID are acceptable and we will work with you to access this. We check the Visa Status and and proof of address of ALL foreign Nationals to ensure patients are entitled to treatment on the NHS. All new patients are invited to attend the Surgery to review their past medical history and medication. The receptionist will arrange this appointment with the practice nurse for you and you will be asked to complete a medical history questionnaire . Patients have the right to express a preference to receive services from a particular practitioner generally or in relation to any particular condition.

HOW TO SEE YOUR DOCTOR

We operate a telephone call management system allowing us to handle a higher volume of incoming calls to the Practice. You will be greeted with our standard message giving you choice of where your call is directed. Calls are dealt with as quickly as possible however, more complicated calls can take several minutes. This is why you may be on hold for a few minutes. If our receptionists are busy on another call then you will be placed in the queue and advised of your position. All calls are answered in turn and you should hold until your call is answered as all new calls will be placed at the end of the queue.

Please note that our Medical Secretaries only deal with secondary care and external organizations. Please do not select this option if your call is practice related as you will be asked to call back.

Doctor/ANP appointments are available up to 6pm every day. All Surgeries are by appointment. For routine appointments please book online if possible or telephone AFTER 10.00am to avoid congesting the switchboard. You can also present at Reception Desk any time between 8.30am and 6.00pm to make an appointment. Please check in using the self check-in kiosk or at reception when you arrive for your appointment.

Please let us know well in advance if you cannot keep an appointment so that it may be allocated to another patient. This avoids any unnecessary wait for patients wishing to see to see the practitioner of their choice. Missed appointments waste a considerable amount time each week for both doctors and practice nurses. Patients between the age of 16-74 who have not been seen by a doctor, nurse or other health professional at the practice within 3 years will be offered a full health review at their next consultation. Patients aged 75 or over who have not been seen by a doctor, nurse or other health professional at the practice within 12 months will be offered a full health review at their next consultation.

ONLINE PRESCRIPTIONS, APPOINTMENTS and MEDICAL RECORDS

MONDAY	8.15am -	12.30pm	1.00pm -	6.00pm
TUESDAY	8.15am -	12.30pm	1.00pm -	6.00pm
WEDNESDAY	8.15am -	12.00pm	12.30pm-	6.00pm
THURSDAY	9.00am -	11.30am	12.00pm-	6.00pm
FRIDAY	9.00am -	12.30pm	1.00pm -	6.00pm

We take on-line requests for repeat prescriptions, appointment booking and viewing of your Medical Records via the NHS app details and on our Practice website. If you would like to make use of this service please call in to the Practice to collect your secure log-in details from Receptionist. Please bring a form of identification with you. Log-in details will NOT be given by telephone for security reasons.

URGENT APPOINTMENTS

If you need urgent medical attention please contact the surgery between 8.00am and 8.30am or as early as possible. Receptionists are instructed to take full details of the problem for the triage doctor's information. All urgent requests will be triaged and you may be asked to attend the surgery. We advise that it is quite safe to wrap up children who are unwell against inclement weather and bring them to the surgery. As we do not offer transport you are advised to have arrangements in place should you be asked to attend. Arrangements will usually be made for you to see an appropriate clinician the same day should your condition warrant this. If your condition is deemed not medically urgent you may be offered an appointment at a later date.

HOME VISITS

Doctors can see several patients in surgery in the time it takes to see one patient at home. Please only request home visits if you are too ill to come to the Surgery. We will continue to visit patients at home where their medical condition prevents them from visiting the surgery. Please telephone 953070 BEFORE 10.00am and give the Receptionist as much information as possible. This helps the Doctor to plan his visits so that the most urgent calls are made first. The doctor may telephone you to assess the urgency of your request and you may be asked to attend the surgery.

FACE2FACE and TELEPHONE CONSULTATIONS

Most appointments are available to pre book. If no appropriate slots are available online please call reception who will organise your chosen appointment type for you.

IN AN EMERGENCY

DAY OR NIGHT TELEPHONE 01253 953070. When the surgery is closed please call 111 for our 'Out of Hours' Services. Outside normal hours, patients may be invited to attend The Urgent Care Centre at Victoria Hospital Blackpool (At the front of the Accident and Emergency department). The practice has opted out of Out of Hours services (6.30pm – 8.00am) since 1st January 2005. NHS England commission this service on our behalf .

REPEAT PRESCRIPTIONS

If you are on long-term medication and need regular repeat prescriptions this can be arranged. You should keep the re-order slip attached to the right hand side of your repeat prescription ready for your next order, unless you order online or via the app. Please tick the items that you require on your repeat order slip and either drop this into the box on the wall at the side of our reception desk or hand your order to the receptionist. We also accept orders by post. Most prescriptions are transmitted to the pharmacies electronically if you have a nominated pharmacy. **Please note** that our reception staff are instructed not to issue any item requested more than 4 days early other than in exceptional circumstances. If you will be on holiday at the time your next prescription is due we would be happy for this to be issued early please let us know. We will need to see your travel itinerary. Please allow 2 clear working days for your order to be processed. Prescriptions are usually ready to collect after 1.00pm. Unless electronically transmitted.

Prior to issue of repeat medication you may be asked to attend the practice for a medication review with either the Doctor, Pharmacist or Practice Nurse. Please be assured that you will be given plenty of notice for medication review and we expect patients to co-operate fully with the surgery if you are contacted to attend a clinic to monitor your health.

Please note that we do not take orders for repeat prescriptions by telephone except in exceptional circumstances and by prior arrangement. Thank you

RESULTS OF TESTS

These can be given to the patient (or their representative on receipt of the patients specific written consent to disclose confidential information) over the telephone when this has been authorised, otherwise arrangements will be made for you to speak to your Doctor. Please telephone between 10.00am and 4.30pm.

OUR PRACTICE STAFF

PRACTICE MANAGER

The Practice Manager, Marie, is responsible for the smooth running of the Practice and patient services and is happy to help with any queries you may have about administrative or non-medical aspects of your health care. She would also be pleased to receive any suggestions on how we might improve our services.

ADMINISTRATIVE STAFF

Our Receptionists and Medical Secretaries are here to help you. They are trained professionals who do a very difficult job extremely well and are trained to assist the patient to the best of their ability. They are instructed to treat each patient as an individual and with courtesy and respect. The team have guidelines and protocols to follow during the course of their work and may need to ask you for further details, including details of your symptoms or condition when you telephone - this is so that your call can be prioritized appropriately and to ensure that you can receive assistance as speedily as possible. They have access to patient information on a need to know basis and are bound by the same rules of confidentiality as all other health professionals.

ADVANCED PRACTITIONERS

Our Advanced Clinical Practitioners are Jo, David and Omar. Their role compliments the role of the GP's. They have advanced skills to take a health history, examine, diagnose and treat patients.

PRACTICE NURSING TEAM

Our team is managed by our Nurse Manager Rachael RGN and consists of two full time Practice Nurse: Sam SRN and Arlene RGN; and our Health Care Assistants Claire full time and Julie, part time. They can be seen by appointment and can help you with all aspects of Health Promotion, Management of Chronic Conditions such as Asthma, Diabetes and Heart disease etc. Travel Vaccinations and health advice for travel, Blood Pressure Checks, Ear Syringing, Blood Tests. They also carry out Cervical Smear Tests, HRT checks and family planning checks and injections.

PRACTICE PHARMACIST

Omar, David, Imran and Yaser are Pharmacy Practitioners, supported by Callie, Pharmacy technician. They form our Medicines Management team. They are available to help patients with a range of issues including the management of a range of long-term health problems and manages patients on complex regimes or large

numbers of different treatments including pain management. They are happy to support patients needing advice or having problems such as side effects with their medicine and also carry out medication reviews and monitoring.

COMMUNITY NURSING TEAM

The Community Matrons and their Teams provide specialist nursing care for patients with Chronic Conditions, in their own home.

The Community Nursing Team aims to provide high quality, effective nursing care for patients in the community and offer specialist wound care; Palliative Care for those who are terminally ill, and support for family and carers; advice and support for people with chronic illnesses; nutritional care and advice; access to specialist equipment; instruction on self care to enable patients to manage their own care. The practice forward all messages for the team.

MIDWIFE

Our Community Midwife, runs our weekly antenatal clinic on Fridays. They sees expectant mothers in clinic by appointment and visits.

CMHP

The Community Mental Health Practitioner runs a clinic in our practice at Whitegate Health Centre. He sees patients by appointment.

CLINICS AND OTHER SERVICES

ANTE-NATAL / MIDWIFE

During Pregnancy it is important for expectant mothers to be seen regularly to ensure that mother and baby are progressing well. The Midwife holds an Ante-natal Clinic on Wednesday afternoon and Friday morning .

BABY CLINIC

This is held on Thursday afternoon from 1.00pm to 2.30pm. An appointment system is in place for Immunisations and child development checks with the Doctor.

CHILD HEALTH SURVEILLANCE

Further details can be obtained from the Health Visitor.

IMMUNISATIONS

We offer a full Vaccination and Immunisation Service.

Childhood Immunisations are usually carried out on Thursday afternoon between 1.00pm and 2.30pm or at other times by arrangement.

Foreign Travel, Tetanus and Influenza Vaccinations are given by the Practice Nurse, who will provide further details on request. We recommend that all patients over 65 and those under 65 who suffer from a chronic disease have an annual 'flu vaccination. Patients over 65 should also be vaccinated against Pneumonia.

CERVICAL CANCER-SMEAR TESTS

Cancer of the Cervix can be prevented and all female patients between the ages of 25 and 65 are advised to have regular Smear Tests. These are important because they can detect the early signs of disease which is easily treated. We operate a "Call and Recall" system to remind you about the tests, which are carried out by the Practice Nurse by appointment.

CHRONIC DISEASE CLINICS

Our Nurses have received specialised training in Chronic Disease Management and offer help and advice along with disease monitoring clinics.

We expect our patients to co-operate fully with the surgery if you are contacted to attend a clinic to monitor your health.

CONTRACEPTIVE IMPLANTS, IUCD's and MIRENA COILS

Dr B Choudhary is qualified to fit and remove contraceptive implants and to fit and remove Inter Uterine Devices. These procedures require a longer appointment so please inform the receptionist when booking.

MINOR SURGERY

Dr. Luthra is qualified to undertake a variety of minor surgical procedures at the surgery.

NHS 111

Offers confidential health advice 24 hours a day, 7 days a week. Tel.– 111 or visit www.nhs.uk

GP'S AND THEIR STAFF HAVE A RIGHT TO CARE FOR OTHERS WITHOUT FEAR OF BEING ATTACKED OR ABUSED.

We ask that you treat your doctors, nurses and practice staff with the same courtesy and respect with which they afford you. Violent, aggressive or abusive patients may be refused medical treatment, reported to the police and may be removed from the GP's list.

PATIENT SUPPORT

The practice can provide support for patients for whom English is not their first language. Please book a double appointment if you need to use this service.

The Health and Social Care Advocacy service is available to **Blackpool residents** aged 18+ who feel they need help with any matters concerning their health and social care needs on 01253 405959

The Patient Advice and Liaison Service, known as PALS act as a gateway to appropriate independent advice and advocacy support from local and national sources. They can be contacted on 01253 655588/89

PATIENT INFORMATION IS HELD IN STRICT CONFIDENCE BY THE PRACTICE.

This is shared with other health professionals as and when they need access to your records in connection with your health care. No information is disclosed to anyone else without specific, written consent from the patient.

You have a right to see your medical records if you wish or request a copy. Please ask at reception if you would like further details. An appointment may be required and in some circumstances a fee may be payable.

COMMENTS, COMPLIMENTS and COMPLAINTS

If you wish to comment on any aspect of our service please let a member of staff know. We welcome comments and compliments about our service as this helps us to know when we are doing well and improve what we offer to our patients.

We welcome the opportunity to talk with you when things don't go as well as you expect and we aim to offer an explanation and an apology if this is appropriate and put things right if necessary.

If you encounter a problem with our service then please ask to speak to our Reception Manager in the first instance as things can often be resolved at the time of the incident or the Practice Manager or her deputy for other matters.

A Practice Complaint's Procedure is in operation at the surgery and is administered by Marie, our Practice Manager who will supply you with further details on request.

MISSION STATEMENT

It is our intention to provide a high standard of medical care based on the most up to date guidelines available to all our patients without prejudice. We are committed to informing our patients in a sensitive and personal manner about the advantages of a healthy lifestyle and to promote the prevention of ill health

Booklet revised: January 2023