



# Your Family Doctors

- Dr Malcolm L Burnie
- Dr Tanzila Choudhry
- Dr Frances Apaloo
- Dr John Bunting
- Dr William S Hinchliffe
- Dr Rhys M Sayes
- Dr Julie Salerno

St James Medical Centre, Burnley Road, Rawtenstall, BB4 8HH

**Tel: 01706 213060**

Opening Hours: 8.00am - 6.30pm Monday to Friday

\*Extended Hours until 8.00pm on Monday and Thursday

# Welcome To The Practice

The practice covers a wide geographical area and is based at:

## St James Medical Centre

Burnley Road, Rawtenstall, Rossendale, Lancashire BB4 8HH

Telephone: 01706 213060

St James Medical Centre covers a large area of the Rossendale Valley and is serviced by regular public transport, being situated on the main road leading from Rawtenstall to Burnley.

## Our Mission Statement

St James Medical Centre is a General Practice. Our aim is to provide the Rossendale Valley with the highest quality health care available under the NHS to all our patients with a well trained and motivated primary health care team, making it easy and convenient for our patients to access a GP or a nurse when they need them. We are committed to giving you the best possible service.

## Our Core Values

- Patients: Putting patients at the heart of everything we do.
- Quality: Providing the highest standard of care and treatment.
- Ethical: Operating within an ethical framework through openness and transparency.
- Compassionate: Being compassionate about enhancing caring for our patients.
- SJMC Staff: Trust, confidence and competence.

## Your Doctors

<b>Dr John Bunting</b>	(male)	MB ChB Manchester 1976
<b>Dr William S Hinchliffe</b>	(male)	MB ChB Manchester 1973 MRCP, DCH, DRCOG
<b>Dr Rhys M Sayes</b>	(male)	MBBS Newcastle-upon-Tyne 1976
<b>Dr Malcolm L Burnie</b>	(male)	MB ChB Manchester 1989 MRCP
<b>Dr Francis Apaloo</b>	(male)	MD Krakow 1972, MBA Manchester 1993
<b>Dr Tanzila Choudhry</b>	(female)	MB ChB Manchester 1992 MRCP, DRCOG, DFFP, MFOM
<b>Dr Julie Salerno</b>	(female)	MB ChB Liverpool 1984

## Doctors' Consultation Times

	Morning	Afternoon	Extended Hours
<b>Monday</b>	8.00 -11.00 am	1.40 - 5.30 pm	6.30 - 8.00 pm
<b>Tuesday</b>	8.00 -11.00 am	1.40 - 5.30 pm	
<b>Wednesday</b>	8.00 -11.00 am	1.40 - 5.30 pm	
<b>Thursday</b>	8.00 -11.00 am	1.40 - 5.30 pm	6.30 - 8.00 pm
<b>Friday</b>	8.00 -11.00 am	1.40 - 5.30 pm	

## To Register With The Practice

When the practice is accepting new patients, please ask the receptionist for new patient registration forms; these are available any weekday between 8.00am and 6.30pm. All new patients over the age of five years will be expected to attend for an introductory health check with the practice nurse. You are advised to make this appointment when you pick up your forms as you will not be registered with the practice until you have had this medical.

## Appointments

An appointment system is operational at the surgery. The phone lines are open from 8.00am to 6.30pm Monday to Friday with extended hours until 8.00pm on Monday and Thursday. We do have a few appointments with each doctor which are reserved for pre-booking. If your condition is not urgent and therefore not appropriate for a same day appointment, please ask if there are any regular appointments available for another day. This allows people with an urgent need to see the doctor and to be seen on the same day. There are some appointments which can be booked via the internet, though you do have to register for this service - please ring the practice for details.

### Non-urgent Appointments

Patients are now registered with the practice and not an individual doctor, therefore you may consult any of the doctors in the practice.

### Urgent Appointments

If you think that you need to be seen more urgently than the appointment offered, please inform the receptionists. The practice employs nurse specialists who deal with minor illnesses and other conditions and can prescribe. Where a doctor's appointment is not available on the day and you are seen by the nurse specialist, if she feels it appropriate then you will be assessed by a doctor. You will always be given an appointment on the same day or within 24 hours but not necessarily with the doctor or nurse of choice as they may not be available.

If you cannot keep the appointment you have made, then please contact the surgery to cancel it as soon as possible, in order that the appointment may be offered to someone else.

If you think that you may need more time with the doctor, then please let the receptionist know so that, if necessary, she can book you for more time. Please note that one appointment is for one person only. If more than one person is to be seen, then please book an appointment for each person. If you are worried that you or your child may have something infectious, then please inform the receptionist and she will keep you away from the other patients.

Genuine emergencies will always be seen, but please do not say that the problem is urgent if it is not. Please note - requests for Incapacity Certificates are classed as non-urgent and will require a routine appointment.

## *Home Visits*

### **Non-urgent Visits**

Visits will be made by the doctors where there is a genuine inability to get to the surgery. If at all possible, please try to get to the surgery. If you think that a home visit is necessary, please telephone the surgery before 10.30am. This will enable the doctor to plan his day. The receptionist may ask for further details. This information is treated as confidential; it is required by the doctor to help him decide which calls should be given priority.

In some cases a visit may not be necessary and a conversation with the doctor is all that is required. Therefore in order to better manage the doctor's time, we now offer telephone consultations. You simply ring the practice, leave your name, telephone number and a brief history of your problem with one of our reception staff. A doctor will then ring you back.

### **Urgent Visits**

During the daytime the receptionist will arrange for a doctor to visit you as quickly as possible.

After the surgery has closed, telephone calls will automatically be transferred to the deputising service.

If you need a visit at night, please leave a light on so that your house can be identified. Please give the doctor clear instructions on how to find your house.

## *Emergency Calls*

The doctors in the partnership are available between 8.00am and 6.00pm, Monday to Friday. After 6.00pm, before 8.00am and at weekends, the local deputising service is available.

In the case of emergency out of normal surgery hours, telephone 213060. You will be put through to the deputising service/Primary Care centre. The service should only be used in an emergency and should not be called if it is possible to wait until the next surgery.

## *Telephone Advice*

All the doctors are happy to give advice over the telephone, but do not like to be disturbed during a surgery when they are dealing with other patients.

The best time to phone will be in the morning session. The doctor will return your call after the morning surgery. If the doctor is not available, the receptionist will advise you about the best time to phone. She may need to ask for some details in order to help you, but anything you tell her will be treated in confidence.

## *Repeat Prescriptions*

If your doctor agrees, you may be able to request a repeat prescription without seeing the doctor if you are on regular medication.

Please note the methods for obtaining repeat prescriptions for the surgery you attend.

Do not leave it until the last tablet before ordering your repeat prescription. If you are going to be away on holiday when your prescription is due for renewal, then please tell the receptionist in plenty of time, so that she can arrange for extra medication to be issued to cover your holiday. In some cases a repeat prescription will not be issued. Please do not blame the receptionist, as she is only following the instructions of the doctor. In these circumstances you will need to see the doctor before you receive your prescription. The doctor needs to see you from time to time to review your medication, for your own safety.

In the interests of safe prescribing all requests for repeat prescriptions are to be made by handing in the right-hand side of your prescription to the receptionist (tick the items that you require). We will require 48 hours' notice in which to deal with your request. If you prefer, you may wish to post your request, but please allow a few days for your letter to reach us. If you leave a stamped, addressed envelope we will be happy to post your prescription to you. You may also FAX your request on 01706 242127 or obtain your repeat prescription via the internet (ring the practice for details of how to register for this).

PLEASE NOTE THAT WE WILL NOT ACCEPT REQUESTS FOR REPEAT PRESCRIPTIONS VIA THE TELEPHONE.

## *Access For The Disabled*

There is access by way of a ramp at the front of the building. There is a lift which will take patients to the first floor consultation rooms. Car parking for the disabled is available at the front of the building. The practice has a disabled toilet situated on the ground floor.

## *Practice Staff*

### **Nurse Practitioners**

We employ two nurse specialists who are able to prescribe and see patients in consultations and treat and prescribe various conditions such as minor ailments and general advice on health problems. They also can refer to the doctor on the day if your condition warrants this.

### **Nursing Team**

Our nursing team comprises of four nurses and two nursing assistants, who support the nursing team.

The nurses work with us in the surgery and clinics. They will be able to help you with many problems and can be available for general advice.

In addition they see and manage patients according to protocols, with ongoing medical conditions such as asthma, diabetes, heart disease, hypertension and immunisations as well as screening. You can make an appointment to see the nurse without seeing the doctor.

## **Practice Management**

The practice management team consists of the manager and the assistant manager. They are responsible for the day to day running of the practice. If you have any queries or suggestions to help us improve our services write or ask to speak to the practice management team.

## **Receptionists**

Our receptionists mainly deal with organising appointments, clinics, requests for home visits and repeat prescriptions. They may need to ask some personal details, but they are only following the instructions of the doctors and the practice manager.

The reception staff are all bound by confidentiality agreements and it is their duty and within their remit to ask questions about your condition so that they can direct you to the appropriate service.

## *Staff Attached To The Practice*

### **Health Visitors**

Health visitors can give advice on healthcare, particularly for small children and the elderly. You can contact them by telephoning 242354 between 9.00am and 5.00pm.

### **District Nurses**

The district nurses attached to the practice look after people, especially the elderly, who are confined to their homes but need nursing care. These arrangements will be made through your doctor when necessary.

### **District Midwives**

The district midwives run our antenatal clinics. They care for our pregnant patients and are available for advice throughout pregnancy and the early postnatal period.

## *The Computer*

A summary of your medical records will be held on computer - these are strictly confidential.

## *Clinics*

The following clinics are available.

<b>Screening</b>	Any weekday (by appointment)
<b>Travel Clinic</b>	Any weekday (by appointment)
<b>Immunisation</b>	Any weekday (by appointment)
<b>Asthma Clinic</b>	Any weekday (by appointment)
<b>Hypertension Clinic</b>	Any weekday (by appointment)
<b>Diabetic Clinic</b>	Any weekday (by appointment)
<b>Healthy Heart Clinic</b>	Any weekday (by appointment)
<b>Antenatal (Burnley patients)</b>	Tuesday afternoon (by appointment) weekly
<b>Antenatal (Bury patients)</b>	Wednesday morning (by appointment) weekly
<b>Child Health Clinic</b>	Thursday morning (by appointment)

## *Healthcare/Lifestyle Advice*

### **Screening**

The practice nurses can give general advice about your health and how to look after yourself.

All patients should be seen for screening at least once every three years.

If you are newly registered with the practice you will be asked to complete a lifestyle questionnaire and to book an appointment with the practice nurse for a health check within one month of joining the practice.

The health check gives us the opportunity to meet you and your family and to tell you about the practice.

### **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 early signs of the disease which is easily treated. A few minutes of your time could save your life!

We operate a call and recall system to remind you about these tests. When making an appointment please tell the receptionist that you will be attending for a smear test.

### **Family Planning**

All the nurses provide contraceptive services. They will give advice on family planning if you ask them. Patients are normally seen for this purpose during normal surgery times thus alleviating the embarrassment sometimes experienced by ladies when attending a clinic.

### **Immunisation**

All the childhood immunisations are carried out. You should receive an appointment card through the post telling you when to bring your child for immunisation. If you cannot attend, let the receptionist know so that she can make you an alternative appointment. If you find it impossible to attend our clinics then please inform us and, in exceptional circumstances, we will arrange for the immunisations to be carried out during a normal surgery.

The main thing is to ensure that your child is fully protected!

Every patient should keep up to date with cover against tetanus and polio. If you are not sure if you are covered then please check with the receptionist, nurse or doctor.

If you need injections for travelling abroad please make arrangements for them to be given early enough. If you are not sure which injections you need, the nurse will advise you at your appointment.



# PATRICIA'S FLORAL FAIR



**FREEPHONE: 0800 068 7612**



**93 Bank Street, Rawtenstall**



**INTERFLORA**



**www.rossendaleflorists.co.uk**

## A Passion For Flowers!

NOTHING marks a special occasion quite like flowers and when you are looking for the finest quality flowers, you need a top quality supplier, such as Patricia's Floral Fair of Bank Street, Rawtenstall. Patricia's has been in business in the town for almost 40 years and is run by Patricia Swain and her husband Kevin. They supply the freshest flowers for all occasions, most notably wedding and corporate events and employ two fully-qualified designers to make sure their clients get exactly the look they want.

"We are proud of the fact that we offer an unrivalled service for creativity," said Kevin.

Patricia's Floral Fair is a member of the Interflora network, offering same-day delivery up to 3pm anywhere in the country, while locally, deliveries are available all over the Rossendale Valley. More details, including illustrations of some of the eye-catching floral designs on offer, are available by clicking onto [www.rossendaleflorists.co.uk](http://www.rossendaleflorists.co.uk).

To advertise your business in our booklet call 0800 612 1516

## Helping parents build better lives for their children



Home-Start Rossendale offers free support, friendship and practical help to families with at least one child under five.

If you are a parent or carer with a child under five and are finding things tough at the moment, you can ask for help.

All our volunteers have been parents themselves and can offer

- Friendly support through difficult times
- A listening ear
- Someone to help you cope with everyday situations
- Practical help with activities like playing or story telling

If you feel you would benefit from some support or you could give a local family some help using your experience as a parent please get in touch with us

**T 01706 214621**

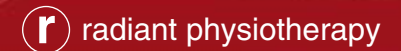
**E [info@homestartrossendale.org.uk](mailto:info@homestartrossendale.org.uk)**

or for more information visit our [website](http://www.homestartrossendale.org.uk) at [www.homestartrossendale.org.uk](http://www.homestartrossendale.org.uk)

Home-Start  
Rossendale



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Radiant Works, Burnley Road, Rawtenstall, Rossendale, Lancs BB4 8EW

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Email: [info@radiantphysiotherapy.com](mailto:info@radiantphysiotherapy.com)

FBS

To feature your business in our booklet call 0800 612 1516

## **Influenza Vaccination**

The practice offers the flu vaccination each year to those patients for whom it may be dangerous to catch the virus. If you are over 65 years of age or have one of the following conditions it is very important that you have an annual flu vaccination:

- Chronic heart disease (including angina)
- Diabetes
- Respiratory disease (including asthma and bronchitis)
- Kidney failure and people on dialysis
- Immune suppression (including chemotherapy treatment and splenectomy)

The flu vaccine campaign starts in late September and lasts until November. Contact the surgery for more information.

## **Yellow Fever Centre**

The practice is now a registered yellow fever centre. There is a charge for this vaccination.

## **Smoking**

Smoking is one of the biggest killers in this area. It can cause cancer, heart disease and respiratory failure. If you want to stop smoking but don't know how to get started then the local NHS Stop Smoking Service can offer you help and support. Contact them on 01254 380424 or [smoking.cessation2@eastlancspct.nhs.uk](mailto:smoking.cessation2@eastlancspct.nhs.uk)

## **Weight Problems**

If you have problems in keeping your weight at a healthy level our practice nurses may be able to help you. They will be happy to give you dietary advice and support.

## *Suggestions And Complaints*

We constantly strive to give you the best possible care and attention. If you have any suggestions to make or if you are unhappy about any aspect of our service, please ask to see the practice management team. They will be happy to listen to your suggestions and criticisms. They will inform you if appropriate, of the complaints procedure which operates within the practice.

## *Non-NHS Medicals And Reports*

Please ask at reception for details of times and fees.

## *Practice Charter Standards*

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care given by suitably qualified people; no care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

## **Our Responsibilities to You**

We Are Committed To Giving You The Best Possible Service

### **Names**

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names on their surgery rooms where appropriate.

### **Waiting Time**

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

### **Access**

You will have access to a doctor rapidly in case of emergency, within a working day in cases of urgency and otherwise within three working days. You may have to wait longer to see the doctor of your choice.

### **Telephone**

We will try to answer the phone promptly. You should be able to speak to a doctor and nurse by telephone and will be advised by the receptionist of a suitable time.

### **Test Results**

If you have undergone tests or x-rays ordered by the practice, we should be able to inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

### **Respect**

Patients will be treated as individuals and partners in their healthcare irrespective of their ethnic origin or religious and cultural beliefs.

### **Information**

We will give you full information about the services we offer and every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

### **Health Promotion**

The practice will offer patients advice and information on steps they can take to promote good health.

### **Complaints**

We will provide you with information about how to make suggestions or complaints about the care we offer. We want to improve services, so we welcome any comments you have. Please contact the practice management team.

## **Your Responsibilities to Us**

### **Help Us to Help You**

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments; tell us as soon as possible if you cannot, otherwise other patients may have to wait longer.

Please do not ask for an urgent appointment unless you really need one.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery. Requests should be made before 9.30am whenever possible.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us; please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with the same courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice - please act upon it.

Please read our practice booklet, which will tell you about the arrangements we have made to receive your suggestions, complaints or even compliments!

## *Zero Tolerance*

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## *Freedom Of Information – Publication Scheme*

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

## *The Protection And Use Of Patient Information*

We ask you for information about yourself so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons; for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with general practitioners. The register does not contain clinical information.

You have a right of access to your health records.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. Law strictly controls the sharing of some types of very sensitive personal information.

Anyone who receives information from us is also under a legal duty to keep that information confidential.

### **The Main Reasons For Which Your Information May Be Needed**

- Giving you healthcare and treatment
- Looking after the health of the general public
- Managing and planning the NHS, for example:
  - Making sure that our services can meet patient needs in future
  - Paying your doctor, nurse, dentist, or other staff, and the hospital, which treats you for the care they provide, eg post-payment verification visits by the health authority
  - Auditing accounts
  - Preparing statistics on NHS performance and activity (where steps will be taken to ensure that you cannot be identified)
  - Investigating complaints and legal claims
  - Helping staff to review the care they provide to make sure it is of the highest standard, eg significant event audits
- Training and educating staff (though you can choose whether or not to be involved personally)
- Research approved by the local research and ethics committee. (If anything to do with research would involve you personally, you would be contacted to see if you are willing to take part. You will not be identified in any published results without your agreement.)
- If you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment.

If at any time you would like to know more about how we use your information you can speak to the person in charge of your care or to the practice managers.

## Useful Telephone Numbers

NHS Direct .....	0845 46 47
Lancashire and South Cumbria Agency .....	01772 221444
Bury and Rochdale Health Authority .....	01706 869911/0161 762 3100
Bury Hospitals .....	0161 764 6081
Burnley Hospitals .....	01282 425071
Social Services .....	01706 211221
Benefits Agency .....	01282 473200
Rawtenstall Health Centre (Community Services) .....	01706 253500
Police Station, Rawtenstall .....	01706 215242
Community Health Council .....	01282 452116
Citizens Advice Bureau, Rawtenstall .....	01706 227876

## Chemists

Health Centre Pharmacy, Rawtenstall .....	01706 225789
Boots, Bacup Road .....	01706 230947
Boots, Rawtenstall .....	01706 215900
Rowlands Pharmacy (attached to the surgery) .....	01706 215654
Theiam Chemist, Crawshawbooth .....	01706 213714
Village Pharmacy, Edenfield .....	01706 824747
J and B Palmer, Ramsbottom .....	01706 822206
M Crawshaw, Ramsbottom .....	01706 823155
Helmshore Pharmacy, Helmshore .....	01706 219920

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# Our Practice Area

