

## *Practice Staff Members*

Practice Manager - Mrs Angela Emmott

Advanced Nurse Practitioner - Ruth Elkington

Advanced Nurse Practitioner - Susan Cunliffe

Practice Nurse - Mrs Jessica Tunstill

Assistant Practitioner - Mrs Karen Higson

Receptionist/Phlebotomist - Miss Beverley Bond

Receptionists - Miss Debbie Dale

- Mrs Laura Blackburn

- Miss Lillie Hobson

Dispensary Supervisor - Mrs Helen Pinto

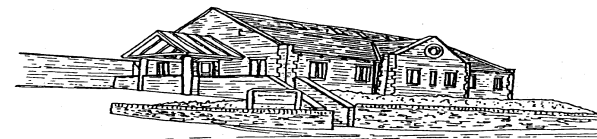
Dispensing Assistant - Mrs Clair Powers

Dispensing Assistant - Mrs Lynda Mitchell

## Practice Information

Dr Yousif Arshad

Dr Carien DuToit



Harambee Surgery

27 Skipton Road

Trawden

Lancashire. BB8 8QU

Surgery Tel:- (01282) 868482

Dispensary Tel:- (01282) 868482 (option 3)

[www.harambeesurgery.co.uk](http://www.harambeesurgery.co.uk)

## ***WELCOME TO THE PRACTICE***

The Doctors and Staff at Harambee Surgery try to provide a first class service at all times. We are a small but expanding Practice looking after about 4000 patients, mainly residents of Trawden, Cottontree, Winewall and the eastern end of Colne, including Castle Road area, Streets leading off Byron Road and Streets off Keighley Road. We also have an 'outer' boundary for patients who are already registered at Harambee, who move out of our usual practice boundary. Please contact reception for further details. The premises have suitable access for all disabled patients. This leaflet gives more information about the Practice and can be kept as a reference source.

We will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance. We will not discriminate on grounds of disability or medical condition.

**PRACTICE HOURS** We are open "core hours" 8am-6.30pm Mon-Fri with access to a receptionist face-to-face and via the telephone.

**SURGERY TIMES** are changeable due to demand but at present they are:-

Monday	7.30am-8.00am	8.30am-11.30am	3.30pm-6.00pm
Tuesday	7.30am-8.00am	9.00am-11.30am	3.30pm-5.30pm
Wednesday	9.00am-11.30am		3.30pm-6.00pm 6.30pm-7.10pm
Thursday	7.30am-8am	9am-11.30am	3.30pm-5.30pm
Friday	9.00am-11.30am	3.30pm-5.30pm	

**PLEASE NOTE THE DISPENSARY IS CLOSED 1-2PM MON, TUES, WEDS, AND FRIDAY AND FROM 12.30pm on THURSDAYS.**

HARAMBEE SURGERY

VISION STATEMENT

**We will offer all our patients high quality care and support in times of need and treat our patients and colleagues as we would expect to be treated**

## TRIAGE APPOINTMENT SYSTEM.

If you find you need an urgent appointment, could you please contact the surgery as soon as possible. We do offer a triage system at the surgery for urgent appointment requests. This system requires the receptionist to take as much detail as possible about your illness. This will then be immediately passed through to the doctor to triage. You will then be called back by either the doctor or receptionist with an appointment/advice.

## HOME VISITS

Please come to the Practice if at all possible and only consider asking for a home visit if you really cannot come down. A lot of home visit requests often mean that patients who should have a surgery appointment today have to wait till tomorrow and this is not fair. In addition the facilities in the Practice are often more than those available in the patient's home.

If you do need a home visit please ring the Practice **BEFORE 11am**.

## THE DOCTORS

There are two permanent Doctors in the practice,. In addition, the Practice is a training practice and there are sometimes doctors working in the Practice who are in their final stages of their training to be a GP. These doctors are GP Registrars (ST2/3) and they are usually very experienced and up to date, having just finished working in hospitals.

## MEDICAL STUDENTS

Occasionally there are medical students working in the Practice, sitting in with the doctors or sometimes these students will see you before you see the doctor. All patients are free to refuse to see the medical student if they wish. For those who are happy to see the medical student, we are very grateful for your help.

## PATIENT'S CHARTER

We operate a patient's charter, a copy of which you can obtain from reception. It sets out the standards of services you can expect to receive from this practice and how you can help us to help you.

## NAMED GP

All our patients now have a named GP who is responsible for your overall care at the Practice and you need to contact the Practice if you wish to know who this is, and if you have a preference as to which GP that is, we will make reasonable effort to accommodate your request. (although this may not be possible).

## VIRTUAL PATIENT PARTICIPATION GROUP

There is an active virtual patient participation group. The group are involved in suggesting ideas for improving the Practice and the services we offer, as well as contributing to our annual survey. We are always seeking new members to join the group so if you would like to become a member of our virtual group please contact the reception team or check out our website.

## THE PRACTICE OPERATES A ZERO TOLERANCE POLICY REGARDING VIOLENT OR ABUSIVE BEHAVIOUR.

This means that any patient found to be violent or abusive towards any member of the team at Harrambee will be asked to leave the Practice and your name will be removed from our list with immediate effect. Your immediate family members will also be removed from our list.

If a breakdown between the doctor/patient relationship occurs, which is rare as we try in the first instance to repair any problems, but if this fails, then our policy is, that you will be given a month's notice to leave the Practice. Again your immediate family members will also be given a month's notice.

Contact NHS England Primary Care Support Services on 01772 221444 where full details of primary medical services in the area may be obtained.

## TEST RESULTS

Patients must ring the Practice for their **own** test results, ideally between 11am–2.30pm Monday, Tuesday, Wednesday and Friday or between 11am-11.30am on Thursdays. X-rays and blood tests take between 7-10 days.

## CONFIDENTIALITY

Anything said to the Doctors or any member of the Practice team is absolutely confidential and will not be repeated outside the Practice. We take confidentiality very seriously indeed and see it as the most important element in the doctor/patient relationship.

ACCESS TO PATIENT INFORMATION WILL BE ON A NEED TO KNOW BASIS ONLY TO PROVIDE CARE. ALL STAFF ARE BOUND BY A STRICT CODE OF CONFIDENTIALITY.

## COMPLAINTS PROCEDURE

The Practice has a complaints procedure which is administered by our Practice Manager. We hope you do not have any cause to complain but if you do, please get in touch initially with Mrs. Emmott. Alternatively, if you do not wish to raise your concerns/complaints directly with us, the please contact:- NHS England, PO Box 16738, Redditch, B97 9PT. Tel: 0300 3112233 (Mon-Fri 8am-6pm excluding English Bank Holidays). Email [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

## WRITING TO YOUR DOCTOR

As well as the face-to-face consultations and triage consultations we encourage patients to get in touch with us by letter or by e-mailing the surgery at [info@harambeesurgery.co.uk](mailto:info@harambeesurgery.co.uk) We will try and respond within 48 hours. This method of communication is obviously much slower than speaking directly to the Doctors but it can be useful when a rapid response is not needed, or when the problem is quite a sensitive one which might be difficult to bring up face-to-face.

## GP REGISTRAR

This practice has been a training practice for ten years and we have had a GP registrar in post for most of that time. Being a training practice is a mark of quality, and practices have to go through a rigorous selection process before they can accept Registrars. GP Registrars are experienced doctors who have decided on a career in General Practice. Before they come to the practice they have done many years work as hospital doctors and are often really up to date with the latest advances in treatment. Currently we do not have a GP registrar in post.

## FY2 DOCTORS

FY2 (Foundation Year 2) doctors are young doctors who have spent a year or more working in hospitals. Unlike GP Registrars, they may not have yet decided what type of medical career they wish to follow.

## NURSING STAFF

Our Advanced Nurse Practitioners, Sister Susan Cunliffe and Sister Ruth Elkington offer clinical triage and face to face appointments as appropriate and our nursing team offer a wide range of services including Well Woman and Well man, and minor ailment consultations, Senior Citizen checks, blood pressure checks, Asthma, COPD and Diabetic checks, general immunisations . .

## THE DISPENSARY

### **REPEAT PRESCRIPTION REQUESTS MUST BE MADE IN WRITING AND WILL BE READY IN 72 HOURS.**

You can also order your repeat medication from our website at [www.harambeesurgery.co.uk](http://www.harambeesurgery.co.uk).

Housebound patients can request their prescriptions over the phone if we dispense to them.

Please plan ahead for your repeat prescription requests and try not to run out of medication.

**IF YOUR REQUEST FOR A PRESCRIPTION IS URGENT PLEASE SPEAK TO THE DISPENSING TEAM** so your request can be dealt with urgently. To avoid this happening it is very important that you plan ahead for your prescription requests and try not to run out of medication however we are aware this is not always possible.

### **Dispensary Opening Times**

**Monday, Tuesday, Wednesday & Friday:** 8.30am-1pm    2pm-6.30pm

**Thursday:** 8.30am - 12.30pm - Dispensary is closed in the afternoon

## PRACTICE MANAGER

Mrs. Angela Emmott is our Practice Manager who is responsible for the financial aspects of the surgery as well as the overall organisation of the Practice, involving liaising with the Doctors, Staff and Patients and dealing with Human Resource issues within the Practice. Mrs. Emmott will try and help whenever she can regarding surgery matters.

## RECEPTION STAFF

Our Reception Staff are very experienced and will always do their best to help. Please remember that they have a very difficult job to do and may be under enormous pressure from patients. Sometimes they have to ask for medical details to assess the urgency of a request. Please try to understand that they are not prying but are trying to make sure you are seen quickly if your condition requires urgent attention.

## ATTACHED COMMUNITY STAFF

Our links to community staff has changed over the years and we have excellent links to the Community Nursing Team and Health Visiting Team. We offer access to the following services:-

Midwifery services (Airedale and East Lancs hospitals)

Mental Health Services including Wellbeing Practitioners.

Dietician services.

Pharmacist services.

## ELECTRONIC HEALTH RECORDS

Patients' health records are stored on the computer, subject to your permission, under the auspices of the Data Protection Act.

## OUT OF HOURS SERVICE

When the Practice is closed you will need to ring 868482 and our answer machine will direct you to the appropriate doctor on duty. This service is supported by NHS Direct— telephone number:- 111 and is available between 6.30pm and 8am Monday to Friday and every weekend.

## EXTENDED HOURS

We hold sessions outside the normal working day and these are intended for those patients who are working full-time and cannot come to appointments during the normal working day. These sessions vary but are usually held on a Monday, Wednesday and Thursday and consist of a doctor or nurse session from 7..20am - 8.00am and 6.30pm-7.10pm.

## REQUESTING AN APPOINTMENT UPDATE as at 26th May 2021

It would help us, if your request is for an urgent on the day appointment, if you could try to ring before 11am. Of course, we are aware that urgent problems may occur at any time of the day, so we appreciate this may not always be appropriate for you to ring before 11am.

As ALL requests for an appointment to see a GP continue to be telephone triaged in the first instance, we ask that you give as much information as you are comfortable to do to the receptionist as this will enable the clinician to make sure you are seen by the right member of our clinical team.

We have amended our phone message to reflect this update.

The Practice is always very busy. We allow 10 minutes for each appointment. If you feel you need more time then please let the receptionist know and she will try and book you a "double appointment" which is a 20 minute appointment.

If you request to see a preferred named doctor then there may be a 2/3 week wait.

However we always see urgent cases and young children on the same day, though this will probably not be with your preferred named doctor.

Routine appointments can now be made on line, please enquire at Reception. Appointments can also be booked on our website at [www.harambeesurgery.co.uk](http://www.harambeesurgery.co.uk).

If you are unable to keep an appointment please let the Practice know as the appointment could then

## USEFUL CONTACT NUMBERS

### Surgery phone line options

**Option 1** - Urgent appointments/Home Visit Requests.

**Option 2** - Non-Urgent, review or nurse appointments.

**Option 3** - Dispensary.

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Colne District Nurses :- (01282) 805838

Local Stop Smoking Service:- (01282) 661226

Health Visitors:- (01282) 628067

Colne Health Centre:- (01282) 805834

Airedale General Hospital:- (01535) 652511

East Lancs Hospitals: 01254 263555/01282 425071

Patient Transport Service No:- 0800 032 3240

*The NHS provides transport for patients who have a clinical condition that prevents them from making their own way to hospital.*

*Transport is available on a 'clinical need' basis. Before asking for NHS transport please consider other ways to get to hospital such as:-*

*Using your own transport.*

*Asking a relative or friend to take you to hospital.*

*Using public or local community transport tel Traveline:- 0870 608 2608 for details.*

Using private transport (taxi)

**Using this service unnecessarily may mean that patients who need it do not get as good a service as we would wish.**

## SERVICES PROVIDED

The services we offer at Harambee are wide ranging:-

- Well woman clinics including contraception, HRT check, cervical cytology.
- Minor surgery clinics.
- Well man clinics.
- New patient health checks.
- Senior citizen checks.
- Minor ailments clinics.
- Diabetic clinics.
- Asthma and Chronic Obstructive Pulmonary Disease (COPD) clinics.
- ECG and 24 hour monitoring checks.
- Maternity care.
- Dietician clinic.
- Wellbeing Practitioner Clinic
- Medication review clinic.
- Cryotherapy Clinics
- Family Planning Clinics - Fitting of contraceptive implants, etc.

**HOW TO REGISTER WITH THIS PRACTICE** You must reside within our catchment area as mentioned previously, however, please check with one of our receptionists.

To register you will need to complete a registration form or you can sign your medical card. You will be registering with the Practice and not with a named Doctor, however, you can express a preference. When you hand in the completed form/card, the receptionist will make you an appointment to see one of our Practice Nurses for a new patient check. You will also be given a new patient questionnaire to complete which you must bring with you when you have your new patient check.



