



**Coppull Medical Practice**

**Acreswood Surgery**

**Practice Information Leaflet**

**LARGE PRINT**



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

## Contact Details

Coppull Medical Practice,  
5 Acreswood Close,  
Coppull,  
Chorley, PR7 5EN

Patient telephone number: 01257 442524 (All inbound and outbound calls are recorded)

Email prescriptions: [prescriptions.coppull@nhs.net](mailto:prescriptions.coppull@nhs.net)

Email Practice: [lscicb-csr.acreswood-surgery@nhs.net](mailto:lscicb-csr.acreswood-surgery@nhs.net)

Website: [www.coppullmedicalpractice.co.uk](http://www.coppullmedicalpractice.co.uk)

Facebook: <https://www.facebook.com/people/Coppull-Medical-Practice/100063220720763/>

## Opening Hours

The practice is open Monday to Friday 8am to 6.30pm. The practice is closed on public holidays. From time to time we may close in the afternoon for essential clinician training. These dates are advertised on the practice website and in surgery.

## Practice Clinical Team

Dr A.K Brown (MBChB)	GP Partner
Dr A. Rawson (MBChB)	GP Partner
Dr L.J Harris (MBChB, MRCGP, Dip FFP)	GP Partner
Dr S.K Challa (MBBS, MRCGP, DFRH)	GP Partner
Dr E.J Craghill (MBChB, MRCGP, PGDipSEM, DCH, DFRH)	GP Partner
Dr C. Hart (MBBS MRCGP)	GP Partner
Ms J. Peel (RGN, Nurse Practitioner)	Nurse Practitioner

Sr J. Anderson (RGN)	Senior Practice Nurse
Sr C. Hunter (RGN, BSC Practice Nursing)	Practice Nurse
Ms T. Gallery	Healthcare Assistant

## **Practice Management Team**

Caroline Bassett	Practice Manager
Susan Culshaw	Assistant Practice Manager
Jayne Gelder	Assistant Practice Manager
Timothy Wilson	Assistant Practice Manager

## **Primary Care Network (PCN)**

Coppull Medical Practice is a member of the Chorley Central Primary Care Network (PCN). The practices within the PCN work together to deliver services for patients registered with the PCN practices. Members of the PCN are:

- Coppull Medical Practice
- The Chorley Surgery
- Regent House Surgery
- Library House Surgery
- Granville House Surgery
- Euxton Medical Centre

## **Integrated Care Board (ICB)**

Coppull Medical Practice is a member practice of the Lancashire and South Cumbria integrated care board (ICB).

## **How to Register**

If you would like to register with our practice you must be living in our catchment area. Our boundary includes most addresses in Coppull and Charnock Richard. If you are unsure whether you live in our boundary area, please ask a member of our reception team.

To register with the practice, you must complete a registration form and personal health form. You can register using the form on our website or call into surgery to collect a form.

If you take repeat medication you may require an appointment with a doctor. You are advised to arrange your appointment with the doctor before your next prescription is due.

## **Changing Your Details**

If you change your address, telephone number or other personal information, please contact the practice as soon as possible. It is important to keep your contact details up to date in the event we need to contact you urgently.

## **Text Messaging**

The NHS commonly uses text messaging to contact patients. The text message may include a link to book an appointment, this prevents you having to contact the surgery. Please ensure we have your up-to-date mobile telephone number. Your mobile telephone number will be registered on the NHS spine, so other NHS services have your up-to-date number, such as the hospital.

## **Surgery Access**

The practice is a ground floor building with disabled access. There are car parking facilities. If you require any

assistance accessing the building, please contact the practice manager who can discuss your needs with you.

### **Patients With Disabilities**

If you have a physical, mental or learning disability and require additional support to access the practice or its services, please contact the practice manager who can discuss your individual needs with you.

### **Carers**

We are committed to looking after the needs of unpaid carers. If you have a carer or are a carer please inform us, this will allow us to provide you with care support and ensure we are looking after carers health needs.

### **Comments, Suggestions, Complaints**

#### **Suggestions and comments:**

- You can talk to a member of the practice team
- Contact us by email
- Complete a suggestions slip in the surgery
- Join our patient group

#### **Complaints**

We take all complaints seriously. If you would like to complain to the practice you can:

- Speak to a member of the practice team
- Speak to a duty manager
- Email the practice manager
- Write to the practice manager

Our complaints information leaflet is available to download on our website and is available in the waiting room.

If you do not wish to complain to the practice, you can complaint to Lancashire & South Cumbria Integrated Care Board:

Telephone: 0800 032 2424

E-mail: [mlcsu.lscpatientexperience@nhs.net](mailto:mlcsu.lscpatientexperience@nhs.net)

Address: NHS Lancashire and South Cumbria ICB, Jubilee House, Lancashire Business Park, Leyland, PR26 6TR

### **Patient Responsibilities**

The NHS constitution asks that patients register with a GP, respect NHS staff and other patients, keep appointments, follow courses of treatment, participate in important public health matters such as vaccination programme, give feedback on the care received.

### **Aggression, Abuse and Violence**

The practice and the NHS have a zero-tolerance policy for violence or aggression to practice staff. Our staff have a right under health and safety legislation to be free from abuse, aggression and violence in their workplace. We do not tolerate shouting, swearing or any other aggressive or abuse behavior. Please help us to help you by remaining calm.

### **Confidentiality, Data Protection, Your Health Records**

We are registered with the Information Commissioners Office in line with the data protection act and GDPR. We operate under strict confidentiality and data protection policies. We respect your right to privacy and dignity and keep all your health and personal information confidential and secure.

You have a right to know what information we hold about you, if you would like to access this information please contact the practice.

To obtain further information about accessing your health records visit: <https://www.nhs.uk/nhs-services/gps/view-your-gp-health-record/>

The easiest way to view your health record is through the NHS app. For more information visit: <https://digital.nhs.uk/services/nhs-app/toolkit/online-access-to-gp-health-records>

### **Online Services**

The easiest way to access online services is through the NHS app.

<https://www.nhs.uk/nhs-app/>

You can also register for online services at:

<https://www.patientaccess.com/>

By registering for online services you can:

- Contact the practice online
- Order your repeat prescription
- View your medical record
- View and cancel your appointments

### **Our Services**

#### **Care Navigator**

Our Care Navigators work with the GP to ensure you are directed to the most appropriate professional to manage your care. Our care navigators are also members of the reception team.

#### **Care Co-Ordinator**



Our care coordinator can support you to stay well particularly if you have a long term condition, multiple long-term conditions, or are living with or at risk of frailty. He is also responsible for coordinating the care of specific patients, such as those that require an enhanced level of care or monitoring.

### **General Practitioner (GP)**

GPs have distinct expertise and experience in providing whole person medical care. GPs work in, connect with and lead multidisciplinary teams that care for people and their families.

### **Nurse Practitioner (ANP)**

Our Nurse Practitioner can assess and prescribe for many different health conditions and minor illnesses. She can order tests and make a referral to a specialist. If you need an urgent appointment, you will most likely be seen by the ANP.

### **Practice Nurse**

If you have a medical condition that requires monitoring, you may be invited at least annually to see our highly experienced practice nurse. Our practice nurse also provides care and support to vulnerable and housebound patients

### **Health Care Assistant (HCA)**

Our experienced health care assistant performs health checks and offers lifestyle interventions aimed at preventing long term conditions. She also performs ECG's, administers some vaccines.

### **Treatment Room**

You can attend our treatment room for minor injuries, dressings, removal of sutures, injections, vaccinations

and smear testing.

### **Immunisations**

We deliver immunisations for travel, childhood immunisations and seasonal immunisations.

### **Baby Clinic**

Your child may be invited to attend this clinic if they require a new baby health check or childhood immunisations. Please note for legal reasons your child must attend with a parent.

### **Travel Health**

If you are travelling abroad, you can receive your travel vaccinations in our treatment room clinic. You will need to complete a travel form before you arrange your appointment, you can collect the form from the practice or download it from our website. Please hand your completed form into our reception, you will be asked to call back within a few days to find out whether you require any vaccinations, you can then make your appointment. Please note: some vaccinations and all malaria medications are subject to a fee.

### **Minor Surgery**

If you feel you would benefit from removal of a lesion or mole please contact us to discuss whether this can be removed in our minor surgery clinic.

### **Joint Injections**

If you feel you would benefit from a joint injection (steroid injection), the doctor or the physiotherapist can assess whether you would be suitable for this treatment.

### **Warfarin monitoring**

If you are taking Warfarin, you may be able to obtain your monitoring at the practice, subject to being agreed by the doctor and your current provider.

### **First Contact Physiotherapy**

If you have a musculoskeletal problem, you can be assessed by a PCN first contact physiotherapist. They can provide a diagnosis, refer you for further tests or to a specialist and recommend treatment.

### **Mental Health Practitioner**

If you need support with your mental health the doctor can assess whether you would benefit from referral to our PCN mental health practitioner

### **Social Care Prescriber**

Our PCN social care prescriber helps to reduce health inequalities by supporting you to unpick complex issues affecting your wellbeing. They can help you access services to improve your overall wellbeing. You can self-refer to this service or a member of staff can make a referral on your behalf.

### **Pharmacy Team**

The PCN Primary Care Pharmacy Team works closely with the GP. Providing expert advice on medications, supporting those taking new medications, reviewing your medication after a hospital admission, and undertaking routine medication reviews.

### **Care Home Team**

The PCN Care Home team works alongside Springfield Care Home, The Beeches Care Home and Aarondale Care Home, to ensure residents health needs are met. They work closely with the Care Home staff and the GP.

### **Primary Care Paramedic**

The PCN Primary Care Paramedic can assess your condition if you are housebound and are feeling poorly. They work closely with the GP to determine the best treatment for you, to help you to recover at home.

### **Phlebotomy**

Our in house phlebotomist provides blood testing clinics 4 days a week.

### **Podiatry**

A podiatry service is provided by Lancashire Care Foundation Trust for diabetes annual foot health checks. These appointments are by invitation only. Our healthcare assistant also undertakes annual foot health checks for those patients at low risk.

### **Appointments**

Our multidisciplinary team have a variety of appointments both in the morning and the afternoon. This includes routine and urgent appointments.

We have appointments in the evening and at weekend, however these are held in central Chorley. If you are interested in booking one of these appointments, please speak to a Care Navigator.

We offer a combination of telephone, face-to-face and online consultations.

### **How to make an urgent or GP appointment**

The majority of urgent and routine appointment requests for a GP or Advanced Nurse Practitioner, are made using an online form, which is available on our website and the NHS app.

On receipt, your appointment request will be assessed by the triage team, the same day. The team will determine the appropriate

service, person, and timescale in which you need to be seen and whether you need a telephone or face-to-face appointment. The triage team includes an experienced Care Navigator and a GP.

The outcome of the triage will be communicated to you by text message or telephone, the same day. If appropriate, you will receive a booking link to book your own appointment, this will avoid you needing to ring the surgery. The triaging GP may be able to deal with your problem the same day, rather than you waiting for an appointment.

As well as offering GP appointments, some patients will also be directed to other clinicians in the practice such as our mental health practitioner, clinical pharmacist, social care prescriber, physiotherapist or practice nurse. You may also be directed to your community pharmacy or NHS 111, if appropriate. By ensuring that patients reach the right person in a timely way, you will receive appropriate care and our doctors will have increased capacity for those patients who clinically require a GP assessment.

- **All requests must be submitted between 5am & 12 noon.** This is to ensure the triage team have time to triage all requests by the end of the day. This also applies to patients who need a member of staff to complete the form, if you need a member of staff to help you, please call the surgery before 12 noon.
- **If your request is urgent please try to submit your form before 9.30am, to ensure your case can be assessed as soon as possible.** If you become unwell after 12 noon please ring the surgery.
- **Visit the NHS app or the form on our website.** Complete the form, providing as much information as possible. This will help the triage team to triage your case promptly, without having to contact you for more information.
- **Wait to hear from the triage team** – please do not call reception to enquire about your submission unless you have not heard from us the same day.

- **The triage team may need to ask you some more questions.** If you receive a request for more information, please respond promptly. Responses after 4pm will be dealt with the following day.
- **You will receive a text message or a phone call from the triage team the same day,** advising you of the outcome of your triage and what the next steps will be.

If you are unable to use the online form, you can still contact the surgery in person or by telephone. Our trained care-navigators will complete the form on your behalf.

### **How to book other appointments**

We use a text messaging system to invite patients to book appointments for routine care such as chronic disease annual review, immunisations, repeated blood tests and health checks. The text message provides you with a booking link, so you can book your appointment without needing to contact the practice.

You can contact the practice using the online form to request other types of appointments.

You can call into surgery or contact us by telephone.

### **Cancelling an appointment**

You can cancel appointments in the following ways:

- On your mobile phone, if you have received a text reminder
- On the NHS app
- On your online account

- Contact us using the online contact form
- In person or by telephone

We have very high demand for all appointments. Please cancel appointments as soon as possible to allow us to offer the appointment to another patient.

If you frequently fail to attend or cancel appointments, we will contact you to discuss this further.

### **Home Visits**

If you need a home visit you are advised to ring the practice before 10.30am for a same day visit.

Most home visits are carried out by the PCN primary care paramedic home visiting team. You may be visited by a doctor or a nurse if appropriate.

If you have requested a home visit, please ensure the visiting clinician can gain access to your home.

Please note: Home visits are for patients who are unable to attend the surgery for medical reasons only. We do not undertake home visits for transport reasons.

### **Chaperone**

We have a chaperone policy in place, you can also collect a chaperone leaflet from the surgery or on the website. If you would like a chaperone present at your appointment, please inform the care navigator when booking your appointment. If you would like a chaperone once the consultation has started, please inform the clinician.

### **Urgent Medical Attention When The Surgery Closed**

If you need urgent medical attention when the practice is

closed, or you need medical help fast but it is not a 999 emergency please telephone 111. The 111 service will direct you to the most appropriate out of hours care provider.

### **111 Service**

You can telephone 111 if you need medical help fast but its not a 999 emergency.

### **Hospitals**

In the event of an accident or medical emergency you can visit:

Chorley District General Hospital, Preston Road, Chorley,  
P77 1PP

Royal Albert Edward Infirmary, Wigan Lane, Wigan, WN1  
2NN

Royal Preston Hospital, Sharoe Green Lane North,  
Preston, PR2 9HT

### **Ordering Prescriptions**

The easiest way to order your repeat prescription is via the NHS app. Repeat prescriptions can also be ordered online (registration required), by emailing us at [prescriptions.coppull@nhs.net](mailto:prescriptions.coppull@nhs.net) or post your completed request slip into our post box.

We do not accept prescription requests by telephone. However, if you have queries regarding your medication, you can contact our prescription administrator on 01257 442524.

Please allow 48 hours for us to process your repeat prescription.

### **Test Results**



The practice will always contact you if you have a test result that requires intervention. If you would like to discuss your test results with a member of the administrative team you can contact our test results line on 01257 442524.

Please be advised we use SMS text messages to inform you of your test results if you have a mobile telephone, please ensure we have your up-to-date mobile telephone number.

### **Patient Participation Group**

We encourage patients to join our patient participation group. The group meets four times a year. Further information can be found at:

<https://www.coppullmedicalpractice.co.uk/info.aspx?p=12>

If you would like to join the group please contact us by phone, email or complete a form available in surgery.

### **Interpreters**

We have access to a full interpretation service via phone conferencing. Please inform the care-navigator if you require an interpreter when registering with the practice and when booking an appointment.

We can provide letters and text messages in other languages.

### **Non-NHS Services**

Please be aware that fees are applicable for non-NHS services, details of the fees can be found at [www.coppullmedicalpractice.co.uk](http://www.coppullmedicalpractice.co.uk). These services include (not exhaustive):

- DVLA related reports and medicals
- Fitness to travel

- Private sick notes
- Private prescriptions
- Passport forms
- Holiday cancellation forms
- Insurance reports
- Private letters

### **Practice Mission Statement**

Coppull Medical Practice is a long established medical practice that is committed to being a caring and innovative practice by providing high quality medical services in a friendly and warm environment.

### **We undertake to:**

- Treat you with respect and courtesy
- Provide you with advice and treatment in a timely manner
- Inform you about your health and help you make decisions about your wellbeing
- Work with experts and other disciplines to provide you with the appropriate care to meet your needs
- Support the needs of carers and family members
- Support and care for vulnerable patients and those unable to come into the surgery
- Act as your advocate and work with care providers and the ICB to improve services on your behalf
- Maintain confidentiality and ensure our systems protect your right to data protection
- Ensure all our employees and clinicians are appropriately trained and experienced to ensure we deliver a high standard of service
- A commitment to learning from patient experience and continue to develop our service through analysis of complaints, suggestions, feedback and significant events

