



## Patient Guide

Telephone: 01257 514030  
E-mail: [reception.p81044@nhs.net](mailto:reception.p81044@nhs.net)  
Website: [www.libraryhousesurgery.com](http://www.libraryhousesurgery.com)  
Find us on Facebook

Library House Surgery  
Avondale Road  
Chorley  
Lancashire  
PR7 2AD



A warm welcome to Library House Surgery.

We are delighted that you have joined or are considering joining us; our number one priority is now you. Our team will ensure they deliver high quality health care for you, in an environment of continual improvement, involving and respecting you at all stages. We consider ourselves to be an innovative forward thinking practice and would like you to help us shape the future of your healthcare services.

John Norcross  
Practice Manager

## Our GP Partners

Dr Suzanne Heald	MB ChB (Aberdeen 1988)	DRCOG DFFP LoC IUT
Dr Rachel Yates	MB ChB (Liverpool 1993)	DRCOG MRCGP DPD
Dr Joanne Chadwick	BSc MB ChB (Manchester 2001)	MRCGP
Dr Joanne Colvin	BSc MB ChB (Manchester 2001)	DRCOG MRCGP
Dr John Cairns	MB ChB (Manchester 1997)	MSc DFRH
Dr Kevin Tipper	BSc MB ChB (Leeds 2003)	MRCGP
Dr Alexandra Warren	MBChB (Liverpool 2008)	MRCGP DFRH DRCOG
Dr David Richardson	MBChB (Birmingham 2013)	(Salaried GP)

Supporting our doctors in treating patients attending on the day as acutely unwell is our team of advanced nurse practitioners.

Barbara Wright	BSc Nurse Practitioner, Independent Nurse Prescriber
Elizabeth Bowyer	BSc Nurse Practitioner, Independent Nurse Prescriber

We also have a nursing team who provide specialised care for our patients with conditions such as asthma, diabetes, hypertension and congenital heart disease.

Sr Jean Durrigan	RGN OHNC, Dip Asthma, Dip Diabetes
Sr Heather Walmsley	RGN, Dip asthma, Dip Travel Medicine (RCPSG), Dip COPD
Sr Tracey Swift	Dip in H.E Adult nursing, BSc Hon's Nursing Practice 2008 Certificate in diabetes Warwick 2012
Claire Liebenberg	RGN, Asthma / COPD (level 6)
Megan Yates	Assistant Practitioner, Dip Asthma / Spirometry
Cara Mather	Healthcare Assistant

The future development and sustainability of the NHS is of paramount importance to us. We are investing in this by operating as a training and teaching practice for junior doctors. Our Foundation Year 2 (FY2) doctors are gaining experience within General Practice before they embark upon specialist training. They are supervised by the GP Partners at all times. Our GP Specialist Training Year 3 (ST3) doctors are in their final year of GP training.



## How to Register as a patient with us.

To register please visit our website and complete the online form. Alternatively you can contact or visit our reception team and request a registration pack. We do request that new patients attend an initial health check with one of our Healthcare Assistants.

Please note you will be registered as a patient of the Practice. Therefore you may see any of our doctors or advanced nurse practitioners. You can express a preference for a specific doctor or advanced nurse practitioner at the point you book an appointment. We will do our very best to meet this request but it may not always be possible.

## How to see our healthcare professionals

We have several consultation options available. You can arrange these with our reception team either in person or by telephoning 01257 262081. Some appointments can be booked via the "My GP" app or online at [www.libraryhousesurgery.com](http://www.libraryhousesurgery.com)

**Routine / Follow Up Consultation** – with the doctor of your choice (if available) for either new or on going concerns you have that are not urgent or acute for today.

**Telephone Consultation** – for concerns you feel need addressing within a couple of days. Any issues are discussed and advised on. Where appropriate this may result in a face to face consultation.

**Urgent / Acute Consultations** – If you feel your concerns need addressing on the day please state this at the point you contact us. In these circumstances you will most likely be asked to see one of our advanced nurse practitioners.

**Home visit** – If you are not well enough to attend the surgery or are house bound and require us to visit you at your home please telephone our reception team before 10:30. Please explain to the reception team the nature of your problem and state that you request a home visit.

## Help when we're closed

Please call 999 anytime for a life threatening emergency. You can call 111 when you need medical help fast but it's not a 999 emergency. Chorley and South Ribble Clinical Commissioning Group is currently responsible for commissioning out of hours services in the area. You can visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for advice and symptom checkers.

## Repeat Medication

We have a dedicated medicines team who are there to ensure the ordering and fulfilling of your prescriptions are as seamless as possible. You can order your medication online by following the links on our website, via e-mail on my [my.meds@nhs.net](mailto:my.meds@nhs.net) or by phoning our main number 01257 514030 then pressing option two then option 1. If you have a medication query please contact the team on the main number and press option 2 then option 2 again. We usually process prescriptions within 24 hours.

## **Your responsibilities to us**

Ensure you either keep your appointment or cancel it with as much notice as you can possibly give us.

We understand that very often people aren't at their best when attending the surgery. Please continue to treat all the practice team and other patients with courtesy and respect (we will obviously do the same for you). Any patient who is violent or abusive to anyone in or around our practice will be immediately removed from our patient list. We are sure you wouldn't expect anything else.

If you change your address or your telephone number, please notify the surgery as soon as possible.

## **Patient Confidentiality**

Patient confidentiality is of paramount importance and all information held is done so in compliance with the General Data Protection Regulations, Access to Medical Records Act and Freedom of Information Act. You are entitled to access your medical records please contact the practice manager in writing if you wish to do so.

## **Suggestions and Complaints**

We are happy to receive constructive feedback on how to improve our services. Please pass them to our reception for the attention of the practice manager or send them in via our website. We hope you never have cause for complaint. If you do feel it is appropriate to complain please raise the matter as soon as possible with the practice manager, the reception supervisor or the appropriate doctor. You will not be discriminated against for complaining. Please ask for a copy of our full complaints procedure.

## **Test Results**

We experience extremely high volumes of phone calls at the start and the end of the day. In light of this please contact us after 14:00 for any test results.

One of our Care navigators can inform you if your results are normal or if you need to see the doctor. This usually means the result needs explanation and nothing more serious.

## Attached Healthcare Team

The attached team is here as additional support to our patients. They not employed by the practice.

**The Treatment Room** is open daily from 09:00 to 12:00 , Monday to Friday. It is run by the Lancashire Care Foundation Trust. Patients are referred here by their GP, or after Hospital treatment for wound dressing, suture removal and other similar treatment.

**Midwives & Health Visitors** are available at certain times. Please ask our reception team for details.

**District Nurses** visit people in their home environment, providing care for patients and supporting family members. They can be contacted on 01772 644753.

**Community Matron** treats the chronically unwell in their home environment available by GP referral only.

**Audiology Clinic** is available by self referral for patients over 55 with concerns about their hearing.

**Physiotherapy Sessions** are delivered at the practice. Patients can now self-refer via the Central Lancashire Moving Well website or by contacting their admin team on 01772 520900.

## Additional Services

**Minor Surgery** - services are provided by Dr John Cairns. These include minor excisions and joint injections.

**Contraceptive Implants** - are available , provided by Dr Rachel Yates.

**Diabetic Clinics** - all patients of the practice who are non-insulin dependent diabetic are invited to attend our nurse led Diabetic Clinic.

**Healthwise Clinics** - all patients of the practice with conditions such as hypertension, CHD and CKD are invited to attend our nurse led Healthwise Clinic.

**Respiratory Clinics** - all patients of the practice with respiratory conditions such as asthma and COPD are invited to attend our nurse led Respiratory Clinic.

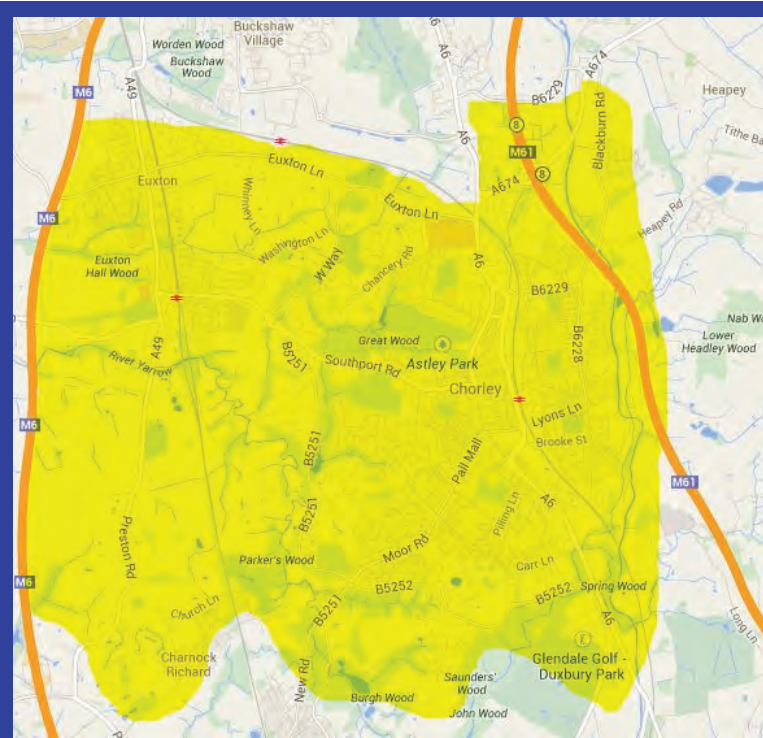
**Child Health & Baby Clinic** - Routine development checks for babies and children up to the age of 5 are carried out on a Thursday afternoon, with one of the GP Partners and a Practice Nurse in attendance.

**Childhood Immunisations** - Children's immunisation vaccinations will be given in conjunction with the Child Health Clinic. Your child will be invited for these at the appropriate time.

**Travel Vaccinations** - If you are travelling abroad, we recommend that you seek advice in our Travel Clinic regarding the appropriate vaccinations for your destination. Please plan well ahead and contact us eight weeks before you are due to depart.



## Practice Catchment Area



## Opening Times

### Surgery

Mon	08:00 - 18:30
Tues	08:00 - 18:30
Wed	08:00 - 18:30
Thurs	08:00 - 18:30
Fri	08:00 - 18:30
Sat	09:30 - 16:00
Sun	09:30 - 16:00

### Telephones

Mon	08:00 - 18:30
Tues	08:00 - 18:30
Wed	08:00 - 18:30
Thurs	08:00 - 18:30
Fri	08:00 - 18:30
Sat	09:30 - 16:00
Sun	09:30 - 16:00

some helpful info

## Useful contact numbers

Out of Hours Primary Care	111
Chorley District Hospital	01257 261222
Royal Preston Hospital	01772 716565
Wrightington Hospital	01942 244000
Bolton General Hospital	01204 390390
Wigan Royal Infirmary	01942 244000
Blackburn Royal Infirmary	01254 263555
Euxton Hall Hospital	01257 276261
St Catherine's Hospice	01772 629171
Drug & Alcohol Services	01772 366120
Patient Transport Service	01772 904907
Citizens Advice Bureau	03442 451294
Chorley Borough Council	01257 515151
Samaritans	01257 266881
Registry Office	03001 236705
Social Services	03001 236720