



May 2015 Newsletter

Where your health matters.



You can contact the surgery at:

Telephone : 01254 226691
Fax: 01254 226689
Email: darwen.healthcare@nhs.net
Website: <http://darwenhealthcare.co.uk>



Where should I go?

Pharmacy – Your pharmacy will give you advice on most minor illnesses and you can buy over-the-counter remedies to relieve your symptoms.

GP Surgery – GPs are the main point of contact for you and your family's health care.

Minor Injuries Unit – Deal with problems such as cuts, bruises, minor eye problems, burns, scalds and sprains (Darwen Health Centre, Barbara Castle Way, Accrington Victoria Hospital).

Urgent Care Centres – Are for serious conditions such as suspected broken bones or breathing difficulties which need immediate care but are not life threatening. They are NOT for dental problems, cold symptoms, upset stomachs or to get prescriptions

Accident and Emergency/999 – Calling 999 or going to A & E is only for people who are seriously ill or whose life is in danger.



Are the details we have for you correct?

Please advise us as soon as possible if you move address or change your contact Details i.e. Landline ,Mobile Numbers and email address.
We may need to contact you urgently and having your up to date details helps avoid delays



Travel/ Holiday Vaccinations

If you are planning a trip abroad and require travel vaccinations please make an appointment to see the Practice Nurse. This needs to be done AT LEAST 4weeks prior to travel. Some vaccinations are free on the NHS.

More information on vaccinations can be found on www.fitfortravel.nhs.uk

Dementia Awareness Week – Blackburn with Darwen

Commencing Monday 18 May 2015

Please see our website for further details or our reception noticeboard.



Telephone Appointments – What are they for?

You can use telephone appointments for administrative reasons, such as requesting repeat sick notes, referrals.

They can be used to review certain conditions and the doctor may ask you to book a telephone appointment for discussing results.

Please only book a telephone appointment if you are certain that the doctor does not need to examine you face to face and if you are certain that your issue can be resolved there and then.

The doctor may issue medication as a result of a telephone appointment if it is considered appropriate.

IF YOU DON'T NEED IT - CANCEL IT!!

Due to the number of people who fail to attend appointments at the surgery we have a strict Did Not Attend Policy now in operation.

If you are unable to keep an appointment at the surgery please remember to cancel it. If we have your up to date mobile number you will receive a text reminder and have the option to text back CANCEL if not required.

If you fail to attend 2 appointments in a 6 month period we will write to you to bring this to your attention. A further missed appointment will again generate a letter. Following that if we need to write to you again you may be removed from the practice list and have to find an alternative GP.

Have your say?

Your feedback is important to us in order that we can continually learn and improve services. Please complete the Friends and Family Test when you are next in the surgery or alternatively visit our website and complete.

As part of our Improvement Plan we will be repeating the Patient Reference Group Survey completed last year to gauge improvements made.

We have a comments/suggestions box located at our reception and would be grateful again for your feedback.