



Peel House Medical Practice

- a Guide to Services



Tel: 01254 964974

Website: www.peelhousemedicalpractice.nhs.uk



Peel House Medical Practice

Core Values & Mission Statement
Helping people live healthier lives
(through)

Positioning for future opportunities

Effective organisation

Enabling opportunities for self-care

Learning to help improve our Practice

Helping each other

Only being fair and transparent

Utmmost quality in what we do

Showing respect for all

Ensuring minimal risk

Welcome

Peel House Medical Practice is a GP Partnership and has a General Medical Services (GMS) contract with the local Trust to provide a range of services and facilities for NHS patients.

Our Team

Doctors

GP Partners

| | |
|----------------------|------------------|
| Dr Jane C Eccles | MB ChB, MRCGP |
| Dr Suhail Kowariwala | MB ChB |
| Dr Adnan Akram | MBChB, MRCGP |
| Dr John Emery | BMBS, MRCGP, DGM |
| Dr Nasser Hussain | MB ChB MRCGP |

Salaried GP's

| | |
|-----------------------|-------------|
| Dr Sarah Snape | MB ChB |
| Dr Preethi Gananathan | MBBS, MRCGP |
| Dr Nafiu Haladu | MB BS |

Regular Locum GP's

| | |
|---------------|--------|
| Dr Ali Jawad | MB ChB |
| Dr Jane Kirby | MB ChB |

The doctors are supported by a clinical support team of Advanced Practitioners, Nurses, Health Care

Assistants, Nursing Associates, a Physician's Associate, First Contact Physiotherapists, Health and Wellbeing Coach, Social prescribing Link Worker and Pharmacists along with non-clinical staff who are committed to helping you and providing the best possible service. We are happy to listen to ideas and suggestions that will help to improve our services to you – please write to the Practice Manager or leave a message at Reception if you have any comments.

Who are the clinical support team and what can they do?

| | |
|---|-------------------|
| Advanced Nurse Practitioner & Nurse Manager | Barbara Wright |
| Advanced Nurse Practitioner | Karen Birtwell |
| Advanced Nurse Practitioner | Tracey Chadwick |
| Clinical Pharmacist | Ammara Syed |
| Clinical pharmacist (PCN) | Ruqayya Laher |
| Clinical Pharmacist (PCN) | Aseel Siddiq |
| First Contact Physiotherapist | Gill Lawrence |
| First Contact Physiotherapist | Samson Oyinbo |
| Practice Nurses | Jessica Watson |
| | Naimat Jan |
| | Michelle Haworth |
| Treatment Room | Michelle Haworth |
| Nurse associates | Lorraine McGuigan |
| | Emily Gill |
| Health Care Assistants | Catherine Price |

| | |
|--------------|---------------|
| | Jacqui Pinder |
| Phlebotomist | Joanne White |

Practice Staff

Practice Operations & Strategic Manager Angela Newman

Assistant Practice Manager Katy Tregartha

Finance and Building Manager Robert Bury

Reception Manager Shannon Spurr

Practice Systems & Data Manager Joanne Kelly

We also have a full team of non-clinical support staff working in our reception, administration and secretarial departments. All our staff wear name badges and will identify themselves by name when they answer the telephone.

Clinics and Services

The Practice offers a complete range of medical services including:

- Routine GP surgeries
- First Contact Physiotherapist
- Long Term Conditions clinics
- Women's Health clinics
- Cervical cytology (smears)
- Childhood vaccinations and immunisations
- Asthma and COPD clinics
- ECGs and 24 hour BP monitoring
- Sexual Health and contraceptive services

- Treatment Room Services

Advanced Nurse Practitioners (ANPs)

ANP's are registered nurses and hold a registration with the NMC (Nursing & Midwifery Council). They have undertaken further training in physical examination skills and obtained a non-medical prescribing qualification. This enables them to competently assess, diagnose, and treat patients with previously undiagnosed conditions. They interpret results of multiple different assessments and investigations in order to make a diagnosis and formulate treatment plans.

They confidently and competently make ethical, evidence-based decisions and interventions.

They work independently but also as part of a multi-disciplinary team and exercise values-based leadership. Providing skilled and competent care to meet a patient's health and social care needs involving or referring on to other members of the healthcare team as appropriate. They always have access to a GP should they need escalation advice or a second opinion.

Physicians Associate

A physicians associate or PA is a general healthcare specialist who works under close supervision of the doctors in the management of patients. They hold clinics with patients and perform tasks such as physical examinations, medical histories, lab tests, treatment plans and disease prevention advice.

Practice Nurse

Practice nurses are registered nurses and hold a registration with the NMC (Nursing & Midwifery Council). Practice nurses are responsible for a number of clinical areas, including long-term condition management of diabetes, hypertension, asthma and COPD.

Cytology (smears), vaccinations, immunisations, travel health and pro-active health screening. Provision of health care is delivered at surgery level and also to our housebound patients at home.

Nursing Associate

A nursing associate is a member of the nursing team that helps bridge the gap between health and care assistants and registered nurses. They have gained a Nursing Associate Foundation Degree awarded by a Nursing and Midwifery Council (NMC) involving two years of higher-level study. enabling them to perform more complex and significant tasks than a healthcare assistant but not the same scope as a registered nurse.

Health Care Assistant

A Health care assistant (HCA) delivers and assists clinical staff in the provision of treatment, preventative care, health promotion and patient education. They carry out NHS health checks, baseline observations such as pulse oximetry, blood pressure, temperature, ECG's, take blood tests, initial long-term condition reviews as well as assist in women's health clinics. These services are provided both in surgery and in the community for patients that are housebound.

Phlebotomist

The phlebotomist takes blood samples that have been requested by a clinician.

Treatment Room Nurse

The Treatment Room Nurse delivers safe, clinical assessment & decision making regarding most aspects of wound care management. Involving and encouraging patients – where possible – to engage in safe & effective self-care. The Nurse has a broad knowledge of wound types and management, i.e., burns,

lacerations, post-operative wound care, minor skin injuries. The nurse has access to services who may need to be involved in delivering patient care. For example – Tissue Viability Service, Podiatry, Vascular Team etc. The Nurse can liaise with Doctors, Advanced Nurse Practitioners, Microbiologists & Consultants if necessary.

First Contact Physiotherapist – FCP

Our First Contact Physios provide support to patients who are suffering from any bone, joint or muscle pain, including pain induced by exercise and as a result of widespread complex pain such as fibromyalgia or generalised chronic pain. This includes the following:

- Low Back Pain
- Sciatica
- Neck Pain
- Arthritis symptoms
- Shoulder, Hip, Knee and Ankle Pain
- Elbow, Wrist and Hand Pain
- Acute Injuries and Falls
- Sprains and Strains Sports Injuries
- Problems with Mobility / Activity
- Work Related Posture Problems
- Persistent / Chronic Pain Episodes Fibromyalgia
- Plus other types of pain / injury or general health and lifestyle advice

Our reception staff can book you an appointment direct with our First Contact Physiotherapists

Pharmacist

Clinical pharmacists are highly qualified experts in medicines and can help people in a range of ways. They work as part of our practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and medication reviews. They also carry out structured medication reviews for patients with ongoing health problems and improve patient safety, outcomes and value through a person-centered approach. If you have a long-term condition or are on multiple medicines you might receive an appointment with a pharmacist, or if you call the surgery with a medication query the reception team may offer you an appointment with a pharmacist.

Social Prescribing Link Worker

A SPLW (social prescribing link worker) is a health professional who connects patients to groups, activities and services in their communities to meet their social, emotional and practical needs. They can help with a range of topics including; Family and home life, Housing, Money, Benefits and debt, Work and Volunteering, Social connections and activities, Loneliness and Isolation, Physical Health and emotional wellbeing, Practical support and help with care and caring. You can book an appointment directly with our SPLW by contacting the reception team either over the phone, in person or by completing a non-urgent medical query on our website.

Health and Wellbeing Coach

The Health and wellbeing coaches provide telephone and face to face consultations to patients who want to take charge of their health and wellbeing. They will work with you to look at your health goals and how you might achieve them. They can advise on how to get moving more and eat better to boost health and wellbeing. Many patients know what they want to achieve but face barriers and the

coaches help them to make a plan to overcome these. They can help adults with, lowering weight, healthier diet, more active lifestyle/exercise, reducing stress & low mood, managing health conditions. You can book an appointment direct with a Health and Wellbeing Coach by contacting the reception team.

Opening Hours

Peel House is open between 8am and 6:30pm Monday to Friday. Surgery sessions are normally available between these hours, although the same doctor or nurse may not be available at the same time every week. The branch surgery is currently being used by staff for remote working, please do not attend the Branch surgery unless explicitly asked to by a member of staff.

Both the main site and the branch surgery will be closed on Bank and public holidays.

Out of Hours

If you need urgent care when we are closed please contact **NHS 111**. You should use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation.

If you are ill or hurt and need help fast, but it is not a 999 emergency, use NHS 111. Call 111 if;

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

- You have completely run out of your repeat medication.

They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

In a medical emergency please call 999.

Booking Appointments

Appointments are released on the day for acute need and pre-bookable in advance. We offer both face to face and telephone appointments.

When you book an appointment, reception staff have been asked by the GPs to capture the following information when they book an appointment;

- A detailed description of the symptoms.
- How long the patient has had the symptoms.
- If any treatments have been used prior to attending (Self-care, Pharmacy First, prior visit and prior medication).
- If a chaperone may be required (if appropriate).

This is to ensure we can book you in with the most suitable Clinician or service. All of our staff have passed a strict vetting process and are trained in patient confidentiality.

How to book an appointment

Over the phone

All appointments can be booked over the phone including acute on the day and routine pre-booked appointments. Same day acute appointment requests must be made over the phone in order for you to be care navigated to the most appropriate service.

At the front desk

You can book routine pre-booked appointments, including GP Pre-bookable and Review appointments, Practice nurse appointments and Blood tests at the reception desk. Same-day acute appointment requests will no longer be taken at the reception desk and must be made by phone in order for you to be care navigated to the most appropriate service. Exceptions will only be made for vulnerable groups, for example, patients with a learning disability, communication difficulties, dementia.

Online

What Can You Do Online?

Via our website which is - [Peelhousemedicalpractice.nhs.uk](https://peelhousemedicalpractice.nhs.uk)
You can request admin and non-urgent medical queries.

Non-Urgent medical query

If your query requires an appointment a member of the team will either send an appointment booking link or contact you to offer an appointment with a suitable clinician.

We aim to respond to all queries within 3 working days.

Available to Submit Monday to Friday 8am-6:30pm only.

Admin queries

- Order an acute or repeat prescription.
- Request a fit note extension.
- Update your contact details.
- Request test results.
- Complete a travel vaccination request form.
- Register at the Practice.

Available to submit anytime including evenings and weekends. Requests will only be looked at Monday to Friday during opening hours and prescription and fit note requests will take 2 working days to be ready.

What can you do via the NHS APP

- Contact the practice with a non-urgent medical query.
- Order your repeat prescription
- View your medical record including test results.

Care Navigation

Care Navigation is a widely used function to help facilitate the reception staff to signpost and allocate appointments to our clinical team. Our reception staff have been instructed by the doctors to ask a series of questions to be able to signpost you to the most appropriate member of our clinical team or to an external service, such as pharmacy, dentist or minor eye service. Our receptionists will try at all times to meet your requirements within the framework of our appointment system.

One appointment – One problem - We politely ask patients to only discuss one problem per appointment - This helps ensure clinics run to schedule and other patients aren't inconvenienced.

Please be on time for your appointment

We encourage patients to arrive early for their appointments, the car park can get busy and patients arriving late for their appointments will be asked to re-book. The Clinicians have a limited amount of time with each patient, and we cannot guarantee that late arrivals will be seen. Anyone arriving more than 5 minutes after their appointment time will be asked to re-book.

Not Attending Appointments – DNA's (Did not Attends) Policy

More than 300,000 GP appointments are wasted every week across England by patients failing to attend.

More than eight appointments a week on average for every full-time GP are marked as 'did not attends' (DNAs), in England. This is more than 14 million appointments are missed annually, at a cost of around £300m to the NHS.

Each appointment missed prevents us seeing another patient. It is reported that last year 30 million patients a year are unable to get a GP appointment when seeking treatment because of the slump in GP funding and rising demand.

Please help us to help you by always cancelling an appointment you are unable to attend or no longer need, we are then able to offer this appointment to another person in need.

It is our practice policy to monitor all cases of patients not attending appointments (Did not Attend—DNA).

Our simplified policy is as follows:

Patients who repeatedly fail to attend appointments (twice in a twelve month period) and do not contact the surgery in advance will be sent a letter advising them that a further occurrence could risk removal from the practice list.

If the patient fails to attend a further appointment after receiving their first letter a second warning letter will be generated, within 30 days, and sent to the patient.

Any further missed appointments after this will result in the patient being removed and the 14-day notice of removal letter will be sent to the patient to advise of the removal.

Cancelling an appointment

There are multiple ways in which you can cancel unwanted appointments.

- Cancel by responding to your SMS Appointment Reminders.
- By calling the Practice on 01254 964974 and using the check and cancel option on the phone. This option is available as soon as you ring and you do not need to listen through the other telephone options to cancel your appointment. This is also available 24 hours a day.
- In Person at the reception.
- Online via your NHS app.

Please contact us if you feel you have any health matters/concerns that may result in you missing future appointments.

Chaperone

Would you like a Chaperone? You are entitled to have a chaperone present for examinations or procedures.

It is Practice policy for a chaperone to be present for any intimate examination and procedures where the clinician is of a different gender to you, or for you to be offered a chaperone for any intimate examination and procedures even where the clinician is of the same sex.

You are entitled to decline a chaperone, but in certain circumstances the Doctor or Nurse may feel a chaperone is essential.

Please ask when booking in to reception or on entering the consultation room if you wish a Chaperone to be present.

Extended Access Appointments

You can make an appointment in the Extended access by contacting our reception team over the phone or in person. The Enhanced access scheme means that patients can make an appointment via their registered Practice to see a variety of health professionals such

as GP's, ANP's HCA's and clinical pharmacists which are delivered face to face and remotely Mondays to Fridays 5pm to 8.45pm and 9am to 5pm on a Saturday. The extended access appointments are delivered for Peel House patients from ARG Healthcare, 257 Blackburn Road, Accrington, BB5 0AL

Once an appointment has been booked this can only be cancelled during practice opening hours. The Extended access services are not able to be contacted directly.

Minor Surgery

This Practice offers a minor surgery service for joint injections only.

Smears

Women between 25-49 years old every 3 years, Women between 50-64 years old every 5 years

Women's Health

Contraception, Female problems

Home Visits

Please only ask for a home visit by the doctor if you are genuinely too ill to attend the surgery – the home environment is not usually the best place to carry out a medical examination. You will be telephoned in advance by a clinician so that your needs can be assessed and if appropriate then a member of the clinical team will be asked to visit, this could be a GP, an Advanced Practitioner or a member of our nursing team. If you do need to request a home visit, please telephone before 11am. You will be asked for full details of the patient's name, address, age and telephone number, and the reason for the request.

Telephone system

Option 1 – Appointments

Option 2 – Prescriptions

Option 3 – Results / Fit Notes

Option 4 – Referrals, private work and death certificates

Option 5 – General enquiries

Option 6 – for health care professionals only

All calls are recorded for training and monitoring purposes.

Online Access

Online access offers the ability to order repeat prescriptions, book available appointments, view your medical record and change your contact details from your phone, tablet or computer.

The easiest way to register for online access is via the NHS website or NHS APP. This allows you to self-verify and you do not need to obtain any log-in credentials from the Practice.

[NHS online services - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Alternatively, you can complete online access forms and obtain credentials from the us. There are around 20 different providers available. Some of them offer additional services and some specialise in a particular aspect e.g. prescription ordering. You can register with the service of your choice using the credentials provided.

Accessing GP records online – If you register via the NHS website or APP you will automatically see your medical records from October 2022. You can apply to access your full record online and forms are available in Practice for this. There are considerations to be made before applying – please see patient information leaflet available on

our website

[Peel House Medical Practice - Online Services](#)

Proxy access - some online providers offer the ability to manage an account on behalf of a dependent, to register for Proxy access you will need to call in with identification and complete proxy access forms.

Travel Vaccinations

Travel vaccines are provided at Peel House Medical Practice to our own patients and we provide the following NHS Travel vaccines which are free of charge on the NHS:

- Hepatitis A
- Typhoid
- Diphtheria & Polio (combined)
- Cholera

You will need to complete a Travel Risk Assessment form which is available on our website or can be collected from reception.

At least 8 weeks' notice is needed to ensure you have completed the course of recommended vaccine's and to ensure we have the vaccinations in stock. If you are travelling at short notice, we will not be able to offer you an appointment and you will need to contact a local private travel vaccine provider. We can give you a copy of your current vaccination history/record to take with you.

Once you have completed our travel vaccination form, one of our nursing team will check the vaccinations you need and will arrange an appointment with you for the NHS vaccinations and if required advise you on other non-NHS Vaccinations required.

Once an appointment is made if you do not attend (without cancelling) you will not be offered another appointment.

Peel House do not offer non-NHS vaccinations or Malaria treatment. If these are required you would need to contact one of the local private travel clinics.

These are the providers we are aware that offer travel vaccinations, but the list is not exhaustive and please contact your local pharmacy to find out if they offer a travel clinic service.

- Blackburn Travel Clinic – 01254 690496
- Manchester Travel Vaccination Clinic/Nomad Travel – 01341 555061
- Accrington Pharmacy - 01254 391699
- Accrington Late Night Pharmacy - 01254 351111
- Asda Pharmacy - 01254 306410
- Huncoat Pharmacy - 01254 238823
- Oswaldtwistle Pharmacy - 01254 399898

For travel health advice visit the National Travel Health Network and Centre (NATHNaC) website: travelhealthpro.org.uk

Ordering Prescriptions

There are several ways you can order a prescription.

- Order online (e.g. [Patient Access](#), [NHS App](#) etc.)
- Order with your pharmacy (if allowed, some restrictions apply.)
- Order by telephone – 01254 964974 option 2 this is the dedicated prescription request number. You can leave your request for repeat prescriptions on an answering machine between the hours of 10.00am and 5.00pm. You will need to leave your name, address and date of birth along with the names of the medication you require.
- Complete an online request here: [Request a repeat prescription](#)

All prescriptions will be sent electronically to a chemist. If you have not already registered for this service, you will be contacted before your prescription can be issued.

Medication reviews

We are keen to ensure that patients with ongoing medical problems are regularly monitored. If the date for your review has passed you may be asked to make an appointment with a doctor or nurse, or you may be contacted by telephone before a medication is issued.

Please only order the medications you need.

Please contact the practice if you have any queries, require any further information, or would like to sign up to online ordering.

We aim to have your prescription ready after 4pm on the 2nd working day after request. For example, if you request a prescription on a Monday, we aim to have it completed and ready for collection after 4pm on Wednesday.

Prescriptions for paracetamol, calpol, baby milk, scabies, head lice or worms will not be given as an emergency – these can all be purchased over the counter at the local Pharmacy.

Please only order the medications you need

NHS Prescription Charges

Most adults in England have to pay prescription charges.

Some items are always free, including contraceptives and medicines prescribed for hospital inpatients.

The current prescription charge is £9.90 per item.

A prescription prepayment certificate (PPC) could save you money on NHS prescription costs:

- a 3-month PPC costs £32.05
- a 12-month PPC is £114.50
- a 12-month PPC for hormone replacement therapy (HRT) only is £19.80

For further information please visit;

[NHS prescription charges - NHS \(www.nhs.uk\)](http://www.nhs.uk)

You can get a prepayment certificate application form from your pharmacist or apply online <https://apps.nhsbsa.nhs.uk/ppcwebsales/patient.do>

Prescribing and Self-Care – Medication listed below is **not available** on prescription and can be purchased at any pharmacy or most supermarkets.

| | |
|----------------------------------|--|
| Antifungal treatments | Emollients for mild dry skin condition |
| Antihistamines | Head lice treatment |
| Antiperspirants | Health supplements |
| Bites and stings treatments | Indigestion / heartburn remedies |
| Blepharitis wipes/lotion | Nasal decongestants |
| Conjunctivitis treatments | Nicotine Replacement |
| Dandruff – cradle cap treatments | Simple pain relief |
| Diarrhoea treatment | Sore Throat Treatments |

| | |
|------------------------------|------------------|
| Ear wax removers | Sunscreens |
| Teething treatments | Vitamins |
| Warts and verruca treatments | Thrush treatment |

Change of address

There are 3 ways you can update your contact / address details;

- Via the - Updating your details section of the Peel House website; <https://www.peelhousemedicalpractice.nhs.uk>
- Online through your NHS account; [Add or correct the contact details on your NHS record - NHS](#) - Only email and mobile number can be updated his way.
- By completing a paper form available at reception

If you move outside the Practice boundary you will need to find a doctor in your new area.

If you need to change your name, we will require official documentation as proof e.g. marriage certificate or deed poll certificate.

Statement of Fitness to work - Sick Notes

The 'fit note' was introduced on 6 April 2010. Sometimes called Sick Notes, they are legally binding documents produced by your GP or hospital clinician, to support people who are either unable to work due to illness, or people who may need alterations to their working conditions in order to continue in work.

Illnesses of less than seven days

If you're off work sick for seven days or less, your employer shouldn't ask for medical evidence that you've been ill. Instead they can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification.

You can find out more about when you need a fit note on the [NHS website](#).

Do I need to self certify?

For absences lasting less than seven days you may be asked to complete a self-certification form, your employer may have their own, or they may ask you to refer to the GovUK [website](#) for a SC2 form.

Can I go back to work before the end date on my fit note?

Yes.

You do not always have to be 100% "fit" to be able to do some work – in fact, work can help your recovery from health problems or support your overall wellbeing if you have a long-term health condition.

You should go back to work as soon as you feel able to and, with your employer's agreement. This may be before your [fit note](#) runs out.

For example, you may want to go back to work sooner if:

- you've recovered from your illness or injury more quickly than expected
- your employer can offer you support to help you return to work

You can find out more about returning to work on the [NHS website](#).

Do I need a note saying I'm fit to work?

No.

You do not need to see your doctor again to be signed fit to go back to work.

The fit note does not have an option to say that you're fit for work. If your doctor wants to assess your fitness for work again, they will say this on your fit note.

Some employers have their own policy that requires employees to obtain medical evidence that they are fit for work. If this is the case, your employer should help you arrange this privately with a GP or occupational health specialist. A doctor cannot issue a fit note for this purpose.

You can find out more about returning to work on the [NHS website](#).

Does my child need a sicknote for school?

No.

When children are absent from school owing to illness, schools may request a letter from a parent or guardian, and this is no different during an exam period. However, children who have missed exams due to illness are frequently told by schools that a note from a doctor is required; but this cannot be provided by a GP. GPs cannot provide retrospective sickness certification. When a child suffers from a long-term condition, any certification will be provided by the responsible specialist at the hospital.

The Office of the Qualifications and Examinations Regulator confirmed that Awarding Organisations make no requirement for pupils to obtain a medical certificate in support of their application for special consideration. Students are asked for information in support of their application, but this may take the form of a statement by the school. The Joint Council for Qualifications has confirmed that as far as they are concerned, if a student was absent from an examination as a result of illness and has the support of the school or centre to be absent, special consideration will be granted

on that basis. Awarding organisations do not insist that medical proof is provided.

How do I request a fit note?

Contact us once you have been unable to work for seven days. Including weekends. We'll book you the next routine telephone appointment, don't worry if that's a day or two away, fit notes can be backdated, however we are unable to post-date them (for the future.) If there is no routine telephone appointment available within 7 days of your request we'll issue a covering sick note until there is an appointment available, so as to avoid any unnecessary problems.

Already had a fit note, but need another?

Did the clinician say you needed to be reviewed? If so we'll book you the next routine telephone appointment, don't worry if that's a day or two away, fit notes can be backdated, however we are unable to post date them (for the future.) If there is no routine telephone appointment available within 7 days of your request we'll issue a covering sick note until there is an appointment available.

If the clinician didn't say you needed reviewing we'll send them a message and ask them to renew your fit note during their paperwork time. There are some cases where they don't need to speak to you directly to issue a sick note.

Why are reception asking me questions about my fit note?

In order to help you to the best of their ability and reduce delays, the reception team have been asked by the clinical staff to make sure they check;

- Have you been off work for at least 7 days, including weekends?
- What condition the fit note is for?

- The requested start date for the fit note?
- The requested end date for the fit note?
- Any other relevant information, such as reasonable adjustments or a phased return to work?

How long before my fit note is ready for collection?

We aim to have fit notes ready after 4pm on the 2nd working day after request. For example if you request a fit note on a Monday, we aim to have it completed and ready for collection after 4pm on Wednesday. You can check if your fit note is ready for collection via Patient Access. In your documents section you will be able to see if a fit note has been issued. Please be mindful if you have a regular GP they may be on annual leave, or may not work during the 2 working day period and it may take longer. We should inform you on request if this will be the case.

Test Results

If your test results are abnormal, you will be contacted by a member of our reception/admin team. If you have signed up for online access of your medical record, you will be able to check for your results online. Please note we can only access results ordered by the Practice and you must contact the hospital for any other results. For reasons of confidentiality, information can only be given directly to the patient and not to a representative unless we have written authority from the patient to discuss with a representative any medical details.

Confidentiality

We respect your right to privacy and all our staff are bound by national rules of confidentiality. Your medical records are held in strict confidence and are only available to those involved in your care. Information is only passed on with your consent within the confines of the NHS, by law or if in the public interest.

Your medical details are kept on computer. The Practice is registered under the Data Protection Act – Registration number Z5615012.

NHS Vaccine Schedule

| Vaccines for babies under 1 year old | |
|---|---|
| Age | Vaccinations |
| 8 weeks | 6-in-1 vaccine Rotavirus vaccine MenB |
| 12 weeks | 6-in-1 vaccine (2nd dose) Pneumococcal (PCV) vaccine Rotavirus vaccine (2nd dose) |
| 16 weeks | 6-in-1 vaccine (3rd dose) MenB (2nd dose) |
| Vaccines for children aged 1 to 15 | |
| Age | Vaccinations |
| 1 year | Hib/MenC (1st dose) MMR (1st dose) Pneumococcal (PCV) vaccine (2nd dose) MenB (3rd dose) |
| 2 to 10 years | Flu vaccine (every year) |
| 3 years and 4 months | MMR (2nd dose) 4-in-1 pre-school booster |
| 12 to 13 years | HPV vaccine |
| 14 years | 3-in-1 teenage booster MenACWY |
| Adult vaccines | |
| Age | Vaccinations |
| 65 years | Pneumococcal (PPV) vaccine |
| 65 years (and every year after) | Flu vaccine |

| | |
|---|--|
| People turning 65 on or after 1.9.2023, people aged 70-79 years, people aged 50 and over with a severely weakened immune system | Shingles vaccine – you will be invited in if you fit the eligibility criteria. |
| When pregnant women are offered vaccines | |
| When it is offered | Vaccinations |
| During flu season | Flu vaccine |
| From 16 weeks pregnant | Whooping cough (pertussis) vaccine (Antenatal clinics will offer this, or you can request at the Practice) |
| Which people at-risk are offered vaccines and when | |
| At-risk group | Vaccinations |
| Problems with the spleen, for example caused by sickle cell disease | Hib/MenC MenACWY MenB Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Cochlear implants | Pneumococcal vaccine (both PCV13 and PPV) |
| Chronic respiratory and heart conditions, such as severe asthma or heart failure | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Which vaccines are offered to people with underlying health conditions | |
| At-risk group | Vaccinations |
| Problems with the spleen, for example caused by sickle cell disease | Hib/MenC MenACWY MenB Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |

| | |
|---|---|
| Cochlear implants | Pneumococcal vaccine (both PCV13 and PPV) |
| Chronic respiratory and heart conditions, such as severe asthma or heart failure | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Chronic neurological conditions, such as Parkinson's disease or a learning disability | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Diabetes | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Chronic kidney disease | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine Hepatitis B vaccine |
| Chronic liver conditions | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine Hepatitis A vaccine Hepatitis B vaccine |
| Haemophilia | Hepatitis A vaccine Hepatitis B vaccine |
| Weakened immune system caused by treatments or disease | Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Complement disorders or people receiving complement inhibitor therapies | Hib/MenC MenACWY MenB Pneumococcal vaccine (PCV13 and PPV) Flu vaccine |
| Other vaccines | |
| COVID-19 vaccine | |

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus.

The criteria for the covid vaccine has changed since it was first available and up to date information on the covid vaccine can be found at;

[Getting a COVID-19 vaccine - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Important information for those aged 18 – 25 years old.

If you're starting college or university you should make sure you've already had:

- ✓ The MenACWY vaccine – which protects against serious infections like meningitis. You can still ask your GP for this vaccine until your 25th birthday.
- ✓ 2 doses of the MMR vaccine – as there are outbreaks of mumps and measles at universities. If you have not previously had 2 doses of MMR you can still ask your GP for the vaccine.

Speak to your GP surgery if

- you think you or your child have missed any vaccinations
- you or your child have a vaccination appointment – but you've missed it or cannot attend

They can book or rearrange the next available appointment.

It's best to have vaccines on time, but you can still catch up on most vaccines if you miss them.

Non NHS Fees

Why do you charge for some work?

The National Health Service provides most health care to most people free of charge, but there are exceptions such as prescription charges. The NHS does not employ GPs; it has a contract with them to provide NHS general medical services for their patients. Sometimes, however, GPs are asked to provide additional services, which fall outside their contract with the NHS, and in these circumstances, they are entitled to make a reasonable charge for providing them. The National Health Service provides most health care to most people free of charge, but there are exceptions: prescription charges have existed since 1951, and there are a number of other services for which fees are charged., for example medical reports for insurance companies, referral forms for private care and other letters and forms which require the doctor to review the patient's medical records.

Our policies and our fees are aligned with guidance produced by the BMA.

<http://bma.org.uk/practical-support-at-work/pay-fees-allowances/fees>

Examples of non-NHS services for which GPs can charge their NHS patients are:

- Accident/sickness insurance certificates.
- Private medical insurance reports.
- Statements of fact relating to general health e.g. for children's dance classes.
- Letters requested by, or on behalf of, the patient.
- Holiday cancellation claim forms.
- Referral for private care forms.

Examples of non-NHS services for which GPs can charge other institutions are:

- Medical reports for an insurance company.
- Some reports for the DSS/Benefits Agency.

- Examinations of occupational health.
- Some requests from solicitors for patient records if seen to be repetitive or excessive

Appointments

Depending on the work requested, you may be required to attend an appointment or discuss the paperwork via a telephone consultation with the doctor. Due to the range and nature of the requests we receive, we may only be able to advise of this once we are in receipt of the form. Please allow sufficient time when making requests.

Exemptions, waiving and reducing fees

We often have requests to waive or reduce fees. We are sympathetic to our patients, particularly if their circumstances make them vulnerable. However, we have to be fair and open, and mindful that, if we do not charge fees, we are effectively putting more pressure on our day to day NHS practice. Unfortunately, in order to be fair to all patients, there are no exceptions to the charges.

Services we do not provide

There are some services that we have taken the decision not to provide. These are:

- Passport signatures.
- Fit notes (sick notes) for the first seven calendar days of a patient's sickness absence. Patients can self-certify for this period, for more information please visit; www.gov.uk/taking-sick-leave
- Fit notes or letters for all school age children regarding sickness.

Frequently Asked Questions

Why have your fees risen?

In September 2023 we reviewed the fees we charge for private work and increased a small number of them to reflect the higher costs we now face. This is the first time we had increased the cost of private medical work since 2016.

Surely the doctor is being paid anyway?

It is important to understand that GPs are not employed by the NHS, they are self-employed and they have to cover their costs - staff, buildings, heating, lighting, etc – in the same way as any small business. The NHS covers these costs for NHS work, but for non-NHS work the fee has to cover the doctor's costs.

What is covered by the NHS and what is not?

The Government's contract with GPs covers medical services to NHS patients. In recent years, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to be sure that information provided is true and accurate.

Is it true that the BMA sets fees for non-NHS work?

The BMA suggests fees for non-NHS work which is not covered under a GP's NHS contract. However, these fees are guidelines only, not recommendations, and a doctor is not obliged to charge the rates suggested.

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his or her patients. Most GPs have a

very heavy workload - the majority work up to 70 hours a week - and paperwork takes up an increasing amount of their time.

I only need the doctor's signature - what is the problem?

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor will likely have to check the patient's entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor with the General Medical Council or even the Police.

Statement of Costs 2023

The services detailed in the table below are NOT funded by the NHS and therefore have an associated cost.

If you have any questions relating to this statement, please speak to a member of staff.

| Non-NHS service | Fee |
|---|--|
| Driver Licensing <ul style="list-style-type: none">• VOC certificate• GP series 2• GP examination• Blood test | £12.50 £40.00 £85.00 £39.00 |
| Certificates, Forms & Reports <ul style="list-style-type: none">• Private sick certificate• Health insurance• Insurance report (no examination)• Sports-related certificates and forms (no examination) | £30.00 £35.00 £100.00 £100.00 £30.00 £30.00 |

| | |
|---|--|
| <ul style="list-style-type: none"> • Fitness to travel • Cancellation of holiday (no examination) • Blue Badge (disabled parking) • To Whom It May Concern • Childminder health forms | <p>£30.00</p> <p>£25.00</p> <p>£91.00</p> |
| <p>Medical examinations</p> <ul style="list-style-type: none"> • Drivers or pilots • Fitness to drive • Sports participation/fitness • Power of Attorney • Pre-employment or employment medicals • Occupational Health • Insurance examination (including report) | <p>£100.00</p> <p>£100.00</p> <p>£120.00</p> <p>£120.00</p> <p>£140.00</p> <p>£140.00</p> <p>£140.00</p> |
| <p>Fostering Medicals</p> <ul style="list-style-type: none"> • AH Form • AH2 Form | <p>£73.86</p> <p>£24.36</p> |
| <p>Miscellaneous</p> <ul style="list-style-type: none"> • Private prescriptions • Complex letters requiring extracts from medical records etc. | <p>£20.00</p> <p>£67.00</p> |

Consent

If you are requesting work on behalf of someone else, we will require consent from the patient before we can proceed. Due to Patient Confidentiality we must always request our own consent; we are unable to accept consent through a third party organisation, this is particularly relevant to the requesting of medical notes by insurance companies. The timelines above refer to the number of days once we have received consent from the patient to act and where appropriate the fee has been received.

Payment terms

Please see the table above for costs and when payment is due. If you are unsure it is your responsibility to check with the surgery before

any work is undertaken. Unfortunately we cannot accept debit or credit cards. The exception to this is where insurance reports are sent directly to the insurer, who will then pay according to their usual terms.

Postage

For any private work which requires posting (above a standard letter, second class), we reserve the right to charge a fixed sum of £5 to cover postage and packaging.

We reserve the right to change these terms and conditions, without prior notification.

Reviewed February 2023

Teaching and Training

Peel House is a training Practice for doctors intending to enter General Practice. A number of our doctors are GP trainers, and your permission may be requested at certain times for your consultation to be recorded. This is for training purposes only. Doctors undertaking training are fully qualified in medicine, with a great deal of hospital experience. However, they are encouraged to seek advice from the senior doctors as necessary whilst they are with us. Placements may vary from three to twelve months, and patients find that their fresh, enthusiastic approach adds to the health care we provide, offering modern, effective and caring treatment.

We are also fortunate to have medical students attached to our Practice for short periods, usually under the direct guidance of Dr Snape and Dr Kowariwala. With patient consent, they may consult with the doctors and learn more about General Practice.

The Practice works with local further and higher education institutes to offer work-based placements to student nurses and to students learning about office environments.

We appreciate that training may cause some disruption to our appointments system, but we believe that it is a valuable contribution to the future medical care of patients, and we appreciate your understanding and co-operation.

Practice Philosophy

We aim to provide the best possible service.

We believe in a National Health Service in which we – your family doctors, nurses and staff - play a key role in caring for the well-being of the individual and the community.

We value our patients' dignity – consultations will take place in comfortable, friendly and confidential surroundings.

All patients will be greeted in a courteous and helpful manner. Patients will receive the most appropriate care given by suitably-qualified people.

We value quality in the consulting room – our patients will be offered longer-than-average consultations.

We value our staff – we have selected only the best people to give the best service to our patients

The Practice will continue to maintain facilities for all our patients, and will continue to encourage our primary health care team to participate in medical, nursing and administrative education and training in order to continuously improve our services.

Help us to help you!

We ask that you treat the doctors and staff with courtesy and respect at all times.

PPG – Patient Participation Group

What is a Patient Participation Group (PPG)?

Peel House Medical Practice PPG is made up of a group of volunteer patients and members of the management team at Peel House. We meet on a regular basis and minutes of meetings are available on the practice website. As patients, our primary role is to work in partnership with the Practice staff to help bring an understanding of services from a patient perspective. We also get involved in helping to give patients a say in the way services are delivered to best meet their needs through discussions and carrying out surveys with other patients, as well as sharing our own experiences.

At the meetings information about performance and challenges are openly shared with patient members, giving us a great opportunity to confidently discuss (and where appropriate constructively challenge!) how services are delivered, with the key people who are responsible for those services. It also gives us the opportunity to better understand the wider context that the Practice has to work within, not least with changes to Government policy and funding.

Our PPG was established back in March 2012, and from 1st April 2015 it's now compulsory for every practice to have a PPG.

Who are we?

We want our patient membership to reflect the diversity of the Practice's patients as much as possible so that different views can be represented, although as we rely on people volunteering to join we're not quite there yet! At the moment we're particularly looking for new members from ethnic minorities and young people as those groups' views are under-represented. If you're interested in joining please leave a message for Katy, Assistant Practice Manager with one of the reception team.

What do we do?

As well as attending meetings, we've added below some examples of the type of thing we get involved with.

Patient education - most recently we wrote the patient survey around the roles that we felt we were most unfamiliar with such as the Social Prescribers and health and wellbeing coaches, representatives of these roles came to speak to us and following this we came into practice and spoke to patients in the waiting room over a 2 week period in September 2023, we spoke about these roles and what they can help with.

Changes to Prescription ordering system- we instigated change to bring prescription ordering back in Practice. After receiving a lot of feedback from other patients we requested a meeting to look at the prescribing Hub and options available. The outcome was that prescription ordering came back into Practice in January 2021.

Supporting the development of improvements - We were involved in discussions and carrying out patient surveys which have contributed to some key improvements in service. For example, one of the main issues patients had was getting an appointment. From personal experiences and carrying out patient surveys we knew that the general perception was that you needed to be on the phone or at the reception desk at 8am. This was leading to long queues and adding to patient frustrations. Some examples of what the Practice have now put in place are:-

Phone lines open from 8am and not 8:30am. Appointments that can be booked in advance, prescriptions can be ordered over the phone. We've seen first-hand that the Practice staff have worked really hard to overcome some of the procedural and system challenges involved in making these improvements, and continue to make customer service and care a high priority.

PPG group members attend special sessions such as Flu Clinics where we try and have a chat with as many patients as possible to find out what they think of the services and what they think needs to change or improve. We also use opportunities like this to carry out

face to face targeted surveys to support the Practice to shape and develop services, as well as raising awareness of the PPG.

Hyndburn Central Primary Care Network (PCN)

A PCN involves neighbouring GP practices working together along with community, mental health, social care, pharmacy, hospital and voluntary services in their local area as a group of practices known as a primary care network (PCN). Peel House is part of Hyndburn Central PCN which is made up of 5 GP Practices who we work closely with on delivering services, these are; Peel House, Oswald Medical Centre, ARG Healthcare, Accrington Victoria GP Practice and Richmond Medical. As a PCN we share staff under the Additional Roles Reimbursement Scheme (ARRS) and work collaboratively on national and local health schemes, for example, working together to increase the uptake of childhood immunisation in the area.

ZERO Tolerance

We strongly support the NHS policy on Zero tolerance and will remove patients from our list if they have abused or threatened a member of our team. This includes over the telephone. Verbal abuse over the phone is taken very seriously and zero tolerance warning letters can be issued. It is Practice policy that once a patient has received 2 warning letters within any 12 month rolling period then they are removed from the Practice list. In some circumstances patients can be removed immediately from the Practice list without the need for a warning letter.

Complaints

As a surgery we always strive to ensure the best level of patient care, however we acknowledge we may not always get it right first time. Therefore we operate a complaint procedure as part of an NHS complaints system, which meets national criteria. We view complaints as an opportunity to reflect on patient care, where appropriate apologise and learn from incidents to improve patient

care. If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know.

How To Complain

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager using the Peel House Medical Practice complaints form, please do not e-mail the surgery as this may be overlooked. The Practice Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

A Complaints leaflet and form can be downloaded from our website.

Complaining On Behalf Of Someone Else

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided when you download our complaints form.

What We Will Do

We will acknowledge your complaint within 10 working days and aim to have fully investigated within 30 working days of the date it was

received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again. You will receive a final letter setting out the result of any practice investigations

Taking It Further

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman
Citygate
47 – 51 Mosley Street
Manchester
M2 3HQ
E-mail: phso.enquiries@ombudsman.org.uk

Compliments

If you wish to leave positive feedback or offer suggestions about our service, please contact our Practice Managers assistant, Katy Tregartha, or complete a form available at the reception desk, and leave it in the box. Positive comments and suggestions can be made anonymously. We value your feedback!

Local Urgent Care, Minor Injuries and A& E

| | |
|--|---|
| Minor injuries AVH Accrington Victoria Hospital Haywood Road Accrington BB5 6AS Phone: 01254 359003 | Minor injuries Rossendale Primary Health care Centre Bacup Road Rossendale BB4 7PL Phone: 01706 253650 |
| Blackburn Urgent Care Centre | Burnley Urgent Care Centre Burnley General Hospital |

| | |
|---|---|
| Royal Blackburn Hospital Haslingden Road Blackburn BB2 3HH Telephone: 01254 263555 | Casterton Avenue Burnley BB10 2PQ Telephone: 01254 263555 |
| A&E - Blackburn Emergency Department Royal Blackburn Hospital Haslingden Road Blackburn BB2 3HH Telephone: 01254 263555 | Dental emergency service If you have a regular NHS dentist and need urgent treatment, contact your dentist for advice. If you do not have a regular dentist you should contact the Lancashire Dental Helpline on 0300 1234 010. |

Local services

Veterans

Local Veteran Support Groups

Veterans in communities Hyndburn veterans drop-in – Unit 18

Accrington Arndale, Union Street, Accrington

Information and advice Friday 10-3pm.

Contact details;

Telephone 01706 833180

Website [Hyndburn Areas - Veterans In Communities](#)

They also have a Facebook page which is updated regularly called – Veterans In Communities Hyndburn

Main site; Veterans In Communities, 12 Bury Road, Haslingden, Rossendale, BB4 5PL Phone: 01706 833180

Accrington Stanley Veterans Support Hub

Email: rhian.sabatino@stanleytrust.co.uk

Phone: 01254 475013

Veteran friendly Practice - Priority Treatment for Veterans

A veteran is defined as anyone who has served for at least one day in HM Armed Forces (Regular or Reserve) or Merchant Navy Seafarers and Fishermen who have served in a vessel at a time when it was operated to facilitate military operations by HM Armed Forces. In accordance with the Armed Forces Covenant,¹ 'Veterans receive their healthcare from the NHS, and should receive priority treatment where it relates to a condition which results from their service in the Armed Forces, subject to clinical need. Those injured in Service, whether physically or mentally, should be cared for in a way which reflects the Nation's moral obligation to them whilst respecting the individual's wishes. For those with concerns about their mental health, where symptoms may not present for some time after leaving Service, they should be able to access services with health professionals who have an understanding of Armed Forces culture'.

If you are a Veteran please let us know so we can mark your medical record accordingly.

Carers

A carer is someone who provides unpaid, often intensive support to family or friends who could not manage without that support. They could be caring for a relative, partner, friend or neighbour who is ill, frail, disabled, or has mental health or substance misuse problems. Anyone can be a carer – Carer's links youngest registered carer is aged just 6, and a persons caring role can sometimes last for decades.

Some carers can care for more than one person, some carers have a disability or illness themselves and some have a paid job alongside their caring role. If you are a carer you are just as important as the person you care for. Help and support is available for you! It is important to register as a carer with your GP Practice. Forms are available from reception, once you are registered as a carer, this enables us to add you to the recall list for flu vaccines and any future Covid vaccinations that may be needed, we can refer you for a care needs assessment. You can also register with carers link who can help with a wide variety of issues such as; carers assessments, employment and benefits, respite, sitting in service, young carers, complimentary therapies, emergency planning and much more.

You can register as a carer online at

<https://www.carerslinklancashire.co.uk/> or our local Carers link contact details are; Carers Link Lancashire, 54-56 Blackburn Road, Accrington, BB5 1LE, E: info@carerslinklancashire.co.uk, T: [0345 688 7113](tel:03456887113)

Smoking Cessation

The smoking cessation team is run by Smokefree Lancashire. You can self-refer and contact details are below. They hold clinics in the Accrington pals Building as well as offer remote sessions.

[Commit to Quit Smoking with Personalised Support | Smoke-Free Lancashire \(smokefreelancashire.org.uk\)](https://www.smokefreelancashire.org.uk)

Telephone: 0808 1962638

Community midwives

The Community midwives are run by East Lancs Hospital Trust and are based at the Blackburn Birth Centre, Park Lee Road, Blackburn, Telephone 01254 733434.

East Lancs Hospital Trust use the Badgernet Electronic system for patients to register their pregnancy, manage their appointments

and record their pregnancy records. For further information please visit their website;

[Maternity and Newborn services :: East Lancashire Hospitals NHS Trust \(elht.nhs.uk\)](http://elht.nhs.uk)

Health Visitors

The health visiting service is for families who have children aged 0-5 years. The health visitors will contact you to make an appointment to meet you at home at around the 28th week of your pregnancy. You can contact your named health visitor or the duty health visitor by phone on 0300 247 0040

The website link below has lots of information about the health Visitor services including a PDF copy of the Birth to Five book which provides information on caring for children up to five years old and contact details for useful organisations.

[Health Visiting - Lancashire Healthy Young People and Families Service \(lancsyoungepeoplefamilyservice.co.uk\)](http://lancsyoungepeoplefamilyservice.co.uk)

Grief and Bereavement Support

Cruse www.cruse.org.uk

Telephone number: 0808 808 1677

Fitness

Hyndburn Leisure Up and Active Physical Activity and Healthy Weight and Nutrition Programmes

Hyndburn Leisure's Up and Active programs support people who want to become more active and live a healthier lifestyle. With a wide range of programs available, our team of Health Activators will advise individuals which program best suits their needs. Active Lifestyle, for anyone who is inactive with one or more medical condition(s), **Up & Active**, for anyone inactive and would like to be

more active, **Healthy Weight and Nutrition**, offering supported weight management program, all this and much more is available. Some activities are free or at a subsidised cost.

To find out more and register your interest

Website [Up & Active – Hyndburn Leisure](#)

Hyndburn Team Email activelives@hyndburnleisure.co.uk **Call 01254 385 945 (Ext 209)**

Central Pennine Hub Email info@upandactive.co.uk **Call 01254 588197**

Drug & Alcohol team

Inspire is our local drug and alcohol service – This is self-referral service and they are open Monday to Friday 9-5 and offer a late night finishing at 8pm on a Thursday. They are based at 33 Eagle Street, Accrington and can be contacted on

[01254 495 382](tel:01254495382) or email eastlancls.info@cgl.org.uk.

For more information please visit their website;

[Accrington - Inspire East Lancashire | Change Grow Live](#)