



Highfield Surgery
South Shore Primary Care Centre
Lytham Road
Blackpool
FY4 1TJ

A Guide to Our Services

Doctors

We currently have 11 Doctors available for general appointments. They are:

Dr Martin (Female) (Partner)	Dr Bennett (Male) (Partner)
Dr Barr (Female) (Partner)	Dr Petrie (Female) (Partner)
Dr Hodgson (Female) (Partner)	Dr Espada (Female) (Partner)
Dr Shah (Female) (Partner)	Dr P Siddi (Male) (Partner)
Dr Williams (Male)	Dr Wiggins (Male)
Dr E Siddi (Female)	

Nursing Team

Our nurses are highly-trained, and include nurse practitioners as well as specialist in disease management for conditions such as heart disease, diabetes and COPD. Make nurse appointments at Reception or by telephone.

Repeat Prescriptions

Order repeats by completing the reorder slip on the plain side of your prescription and putting it in the repeat box at middle floor reception, or order online (see below). Or order through our email blackpool.highfieldprescriptions@nhs.net **Prescriptions take two working days to process.** In an emergency, call the prescription line – (01253) 204674— between 10am and 12pm, Monday, Wednesday & Friday.

Online Services


You can order repeat prescriptions via the patient access website. To register for our online service please ask at the main Reception on the top floor.


Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment for those treating you to give you the best advice and care. This information is only available to those involved in your care. Disclosure of identifiable patient information to any outside agencies (solicitors, employers, insurance companies etc) will only be made once we receive written permission from you, the patient.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in the same respectful way. We operate within the NHS Zero Tolerance Policy and take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our Practice list.

Building Information

 Please turn off your mobile phones when you go into see the doctor or nurse.

 The surgery building has wheelchair access to all public areas of the building, as well as disabled toilets. There are reserved disabled car parking spaces near the entrance to the building.

Compliments and complaints

We appreciate your compliments for what we do well. Occasionally, things go wrong, and if you do have a complaint, we operate an NHS-approved, practice-based complaints procedure. Ask for a leaflet from reception.

NHS Services

This practice is within the Blackpool ICB which is responsible of ensuring you get all the services you need. WWW.lancashireandsouthcumbria.icb.nhs.net

Useful telephone numbers

Surgery main number: (01253) 204672
Prescription: (01253) 204674
Out-of-hours or emergency: NHS 111

Opening Hours

Our regular opening hours are Monday Tuesday Wednesday Thursday Friday 8am until 6.30pm.

Evening and Weekend Care

We offer registered patients a full GP service when the practice is closed via **NHS 111**.

Where to see your GP or Nurse

Highfield Surgery is on two floors (top floor and middle floor of the building). When you check in for your appointment, please look carefully at the screen: it tells you where your appointment will be. Regular GP appointments, clinics and treatments will be on the top floor. Repeat prescriptions, Urgent or same day appointments, will be on the middle floor. Our HCA nurses are on both floors so please check what floor your HCA appointment is on before taking a seat.

Our Services

Routine Appointments

We offer a total triage system for routine GP appointments, we will ask you to fill in a form on our website located on the appointments page, or if you have no access to the internet, a receptionist will take your name and what your problem is, this information will be added to our routine appointment list. You will then be contacted within 24 hours by a member of our practice team with advice or an appointment. We also have pre-bookable extended access appointments that are available weekdays after 6:30pm and Saturdays 9am to 5pm appointments for Nurse's HCA's and a Doctor will be available to be prebooked.

Acute Service

We run an acute service for patients who need urgent medical attention. We will ask you to fill in a form on our website located on the appointments page, or if you have no access to the internet, our reception staff will take your name and telephone number, and ask for brief details of your symptoms. One of the Acute Service team will call you back to discuss your symptoms and they will arrange for you to see the most appropriate clinician.

Home Visits

Please only request a home visit if you are too ill to come to surgery. Patients with most illnesses can be safely moved to receive medical care. If you feel particularly poorly, tell the receptionist and they will ensure you are not asked to wait for long in the waiting room. If you need a doctor to visit, please call before 11.30am. Explain to the receptionist what your problem is. A member of the Acute Service team will call you back to arrange the best way to help you, which may be a house call or more appropriate means of urgent care.

Alternative GP-led services

Outside of surgery opening hours, for patients who are able to travel, the GP-led walk-in centre offers health care, advice and treatment without an appointment. The walk-in centre is open 8am to 9pm Monday to Friday and 8am to 8pm weekends and bank holidays.

Special Services and Clinics

Minor Surgery: We have a GP who is able in the practice can carry out some procedures. Start by requesting a regular routine GP appointment.

Antenatal Clinics: These are run by the community midwife on Mondays.

Vaccinations: See the practice nurse for Adult vaccinations such as tetanus, flu, pneumococcal and shingles vaccinations. Childhood immunisations clinics are on Tuesday afternoons and Wednesday mornings.

Travel Advice and Vaccinations: See the practice nurse for travel advice and vaccinations. Last minute appointments are not always available so please allow sufficient time when making travel plans. Some travel vaccinations are not available on the NHS and a charge will be made for these, ask the practice nurse for details.

Family Planning: Request any GP for family planning advice. Repeat pill checks and repeat depo provera injections can be booked with the practice nurse. We also offer a coil fit service and a contraceptive implant service.

Chronic Disease Management Clinics: Patients with asthma, respiratory disease, hypertension, diabetes, stroke and heart disease are seen in our chronic disease management clinics. In these conditions management plans can reduce the risk of complications. If you have one of these conditions you will be reviewed at least annually. Your annual review date will be during your birthday month and Surgery staff will contact you to arrange check-ups. **Please let us know if you think your check is overdue.**

Appointment Cancellations

Each month hundreds of appointments are missed, this is equivalent to the time of one full time GP. Please help us by being on time for your appointment and cancelling appointments you don't need

Practice Manager

Practice Manager, Miss Heather Wilson is responsible for the smooth running of the practice, and can help with queries and comments on how we run the surgery.

Reception

Reception staff make appointments, answer the phone and deal with enquiries. They are fully trained and if they ask questions that seem unnecessary it is so they can ascertain the degree of urgency of your request and ensure that you are directed to the most appropriate service or person to help you. They are acting on the doctor's instructions and are bound by the same rules of confidentiality as the doctors and nurses. Their job is very demanding, so please be patient.

District Nurses

The District Nurses provide domiciliary nursing services to the practice community. They are based at South Shore Primary Care Centre they can be contacted on (01253) 951604

Health Visitors

Health visitors are specialist nurses trained to offer advice and health education to **all ages**. They are involved with child health surveillance from birth to pre-school and hold regular drop in clinics. They are based at South Shore Primary Care Centre they can be contacted on (01253) 951595 .

Practice Area

Patients may register with us if they live within our practice area. Patients living outside of the area may ask to register, and the practice may approve requests on a no-home-visits basis if this is clinically appropriate and practical in your case. Ask Reception about our catchment boundaries and out-of-area registrations or go to our website for our boundary.