



Peel House Medical Practice

- a Guide to Services



Tel: 01254 964974

Website: www.peelhousemedicalpractice.co.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 MRCP
Dr Suhail Kowariwala	MB ChB
Dr Adnan Akram	MBChB, MRCP
Dr John Emery	MRCGP, DGM

Salaried GP's

Dr Sarah Snape	MB ChB
Dr Emma Green	MB ChB
Dr Preethi Gananathan	MBBS, MRCP
Dr Amala Oraegbunum	MBBS, MRCP
Dr Sandeep Dhungana	MB BS
Dr Madiha Badshah	MBBS

Regular Locum GP's

Dr Ali Jawad	MB ChB
Dr Jane Kirby	MB ChB
Dr Nasser Hussain	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, mental health practitioner, health and wellbeing coach, social prescribers, associate psychological practitioner, pharmacists, and a pharmacy assistant 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	Sarah Durber
Advanced Nurse Practitioner	Paul Heathcote
Clinical Pharmacist	Asif Patel
Clinical pharmacist (PCN)	Ruqayya Laher
Clinical Pharmacist (PCN)	Aseel Siddiq
First Contact Physiotherapist	Gill Lawrence
First Contact Physiotherapist	Samson Oyinbo
Practice Nurses	Jessica Watson
	Stephanie Ditchfield
	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

Assistant Practice Manager

Katy Tregartha

Finance and Building Manager

Robert Bury

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

All services are accessed by contacting our receptionists – either face to face or on the telephone. Appointments are also available to book on-line, subject to a patient being registered for this service. Appointments are released on the day, one week in advance and two weeks in advance. The reception staff will assist you in making appointments, undertake prescription requests and offer as much help as they can. Please do not blame the receptionists if they are unable to carry out your request – they are merely carrying out the doctors' instructions.

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 supports doctors in the diagnosis and 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. Ear wax removal (over 18's) only. 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 prescriber

A social prescriber 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 direct with a social prescriber by contacting the reception team.

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.

Mental Health Practitioner

The Mental Health Practitioner is a mental Health professional who works within GP practices. They offer assessment and provide guidance for adults who are experiencing mental health difficulties. They see patients ages 16 years and older and you can book an appointment directly with them by contacting the reception team.

Associate Psychological Practitioner

An Associate Psychological Practitioner (APP) offers a service which focuses on the prevention and promotion of mental health and general well-being.

Focusing on the preventative aims of the APP -they work with individuals whilst they are awaiting support from NHS Talking Therapies (or similar) to prevent further deterioration of their mental health and wellbeing

The APP is able to offer up to 4 x 1:1 sessions providing coping strategies to target the initial onset/relapse of; anxiety, depression, stress, poor sleep, lack of motivation. The interventions and coping strategies used in APP sessions are evidenced based and are informed by therapies such as CBT, DBT, ACT and CFT. The APP service does not provide full courses of a specific therapy. Sessions often include psychoeducation and skills regarding; Behavioural Activation, Sleep Hygiene, Value and Goal Identification, Self-Compassion, Health Coaching, Pacing for pain and fatigue.

The APP service is an important service to utilise as it is able to support people at their earliest presentation of need, before unhelpful behaviours become a habit that becomes more challenging to address. Being based in GP practice's allows for the service to influence the local communities knowledge of the appropriate behavioural techniques to self-manage lower levels of anxiety, low mood and stress. If you feel this would be a help to you please contact the reception tea who will book you in with a GP or one of the clinical support team who can refer you.

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	
<p>COVID-19 vaccine</p> <p>The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus.</p> <p>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)</p>	

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. This includes letters to schools within the first seven days of a patient's sickness. Patients can self-certify for this period, for more information please visit; www.gov.uk/taking-sick-leave

Frequently Asked Questions

Why have your fees risen?

In September 2020 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	<ul style="list-style-type: none">£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)• Fitness to travel• Cancellation of holiday (no examination)• Blue Badge (disabled parking)• To Whom It May Concern	<ul style="list-style-type: none">£30.00£35.00£100.00£100.00£30.00£30.00£25.00£91.00

<ul style="list-style-type: none"> • Childminder health forms 	
Medical examinations <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) 	£100.00 £100.00 £120.00 £120.00 £140.00 £140.00 £140.00
Fostering Medicals <ul style="list-style-type: none"> • AH Form • AH2 Form 	£73.86 £24.36
Miscellaneous <ul style="list-style-type: none"> • Private prescriptions • Complex letters requiring extracts from medical records etc. 	£20.00 £67.00

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

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 generally 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.

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 can be booked online through one of the approved apps, such as Patient Access or the NHS App or over the phone. Each morning we release appointments online to book, before our telephone lines open. Simply login to your app and book an appointment with a **Clinician** of your choice. The appointments released are **face to face** appointments and you must come to the surgery in good time for your appointment. The car park can get very busy, and we suggest giving yourself enough time to get here and book in. We are unable to see late arrivals. If you would prefer a telephone appointment, our reception staff can book this for you or change a booked appointment to a telephone appointment. If you do request a telephone appointment the clinician will treat you remotely if they can, if not you may be asked to re-book.

Appointments are released on the day and on a rolling 1- and 2-week cycle.

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

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.

Patients may also register for on-line access, which enables appointments to be booked on-line, prescriptions to be ordered and care records to be viewed. Please see on-line access section for further details.

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) and we have been exploring various options to reduce the number of DNAs with our Patient Group.

Our simplified policy is as follows:

Patients who repeatedly fail to attend appointments (twice in a sixth month period) and do not contact the surgery in advance will be sent a letter reminding them to cancel appointments they no longer require in advance.

A further DNA instance in the following 6 months would result in a final letter and explain the possibility of us removing patients who continue to DNA from our practice list.

Any further DNA's would result in the practice reviewing the circumstances behind patient non-attendance and a possible letter

could be sent informing the patient that they have been removed from our list.

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

By online access and cancel your appointment 24 hours per day.

Cancel by responding to your SMS Appointment Reminders.

Call us on 01254 964974.

In Person at the reception.

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 sites these are delivered for Peel House patients from are;

- Richmond Medical Practice, Acorn Health Centre
- Great Harwood Medical Group, Great Harwood Medical Centre

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, one of our housebound team nurses or our paramedic. 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 – Fit Notes

Option 4 – Results

Option 5 – Referrals, private work and death certificates

Option 6 – for health care professionals only

Option 7 – Covid vaccine information

Option 0 – all other enquiries

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

We currently provide vaccinations for contracted travel vaccinations only, which does cover most common destinations. This can be booked with our nursing team via reception. Any additional private vaccines that are advised would require to be booked with a private provider. Please see list of local travel clinics that can offer this service; Wyvern Pharmacy, Accrington, 01254 875008, Blackburn Travel Clinic, Buncerlane Pharmacy, 01254 690496, Blackburn Travel Clinic, Whalley Range Pharmacy, 01254 54988, NOMAD Travel Vaccination Clinic, Manchester 01341555061

Please speak to one of our reception/admin team who will be happy to provide you with a print out of your past vaccination medical record to take with you to the travel clinic. Please note this list is for ease of reference only and we do not recommend any travel clinic over another.

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.

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 – AFTER 1.30pm – If you are under the age of 18, over the age of 65 or are otherwise clinically exempt.

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

Our teams are working very hard during these challenging times to continue providing support to our patients in a safe manner. Thank you for your support and understanding. Your prescription will be ready within **48 hours** provided it has been approved by your GP.

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.

If you get all your items at the same time each month you may also be suitable for Repeat Dispensing. Ask your pharmacist for details.

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.

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 £9.65 per item.

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

- a 3-month PPC costs £31.25
- a 12-month PPC is £111.60

- a 12-month PPC for hormone replacement therapy (HRT) only is £19.30

For further information please visit;

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

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.

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. We're also a member of the National Association of Patient Participation (NAPP) and are keen to meet and share experiences and information with other local PPGs.

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 or email info.peelhouse@nhs.net

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 8.30am. This was leading to long queues and adding to patient frustrations. Some examples of what the Practice have now put in place are:-

Increased the number of appointment hours available by opening on Wednesday afternoons instead of shutting at 1pm. Phone lines open from 8am and not 8:30am.

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.

Change of address

Please make sure you inform us if you change your address or telephone number by completing a change of address form from the surgery or emailing the information to info.peelhouse@nhs.net.

If you change address it is important that you also tell us about any household members that have moved with you.

A change of name requires proof of identity and a completed form from the surgery.

Please remember to register your new-born baby as soon as possible or they may miss vital vaccinations and check-ups.

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 email us at info.peelhouse@nhs.net, 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!

Dementia Friendly Practice

We are a dementia friendly Practice and our staff regularly attend dementia awareness sessions.

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 Royal Blackburn Hospital Haslingden Road Blackburn BB2 3HH Telephone: 01254 263555	Burnley Urgent Care Centre Burnley General Hospital 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

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 link youngest registered carer is aged just 6, and a person's 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://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 \(elht.nhs.uk\)](https://elht.nhs.uk)

Health Visitors

The health visitor's 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 \(lancsyoungepeoplefamilyservice.co.uk\)](https://lancsyoungepeoplefamilyservice.co.uk)

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 eastlancs.info@cgl.org.uk.

For more information please visit their website;

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

Veterans

Local Veteran Support Groups

Veterans in communities Hyndburn veterans drop-in – Uni8 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

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.

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**