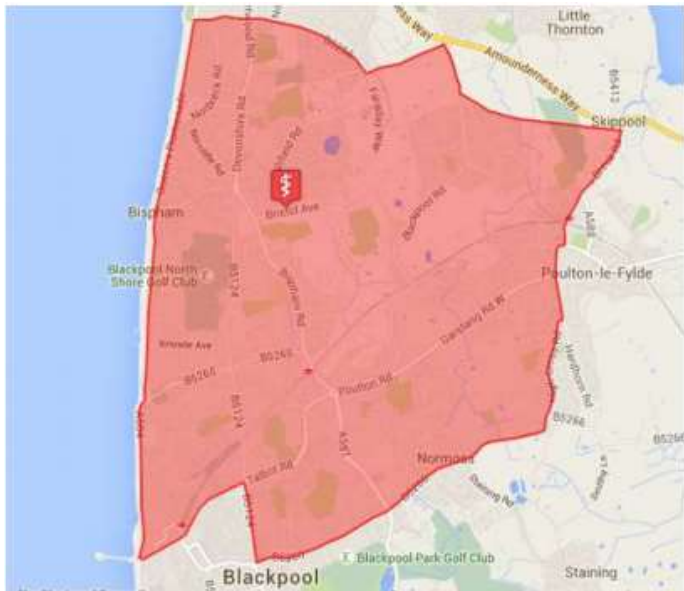
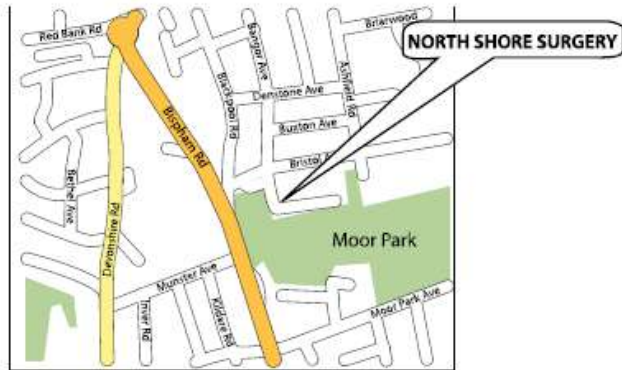


## WHERE ARE WE?

Our address and contact details can be found on the front page of this leaflet and below is a map indicating an approximate location for North Shore Surgery



## NORTH SHORE SURGERY MOOR PARK HEALTH AND LEISURE CENTRE

BRISTOL AVENUE, BLACKPOOL, FY2 0JG

TEL: (01253) 957666



### OPENING TIMES

MONDAY: 8:00AM – 6:30PM  
TUESDAY: 8:00AM – 6:30PM  
WEDNESDAY: 8:00AM – 6:30PM  
THURSDAY: 8:00AM – 6:30PM  
FRIDAY: 8:00AM – 6:30PM

Please visit our website: [www.northshoresurgery.org.uk](http://www.northshoresurgery.org.uk)

REVISED September 2020

## Welcome to North Shore Surgery

The practice has four GP partners, two associate GPs, one Advanced Practitioner and two Advanced Nurse Practitioners operating from a purpose built building, offering full disabled access. The surgery and all consulting rooms are situated on the first floor, which can be accessed via two lifts or by the central staircase.

### The Doctors

#### **Dr Marie Williams** MB ChB MRCP

Born in Nottingham and qualified in Manchester University in 1987, she completed her GP vocational training in Blackpool and has been a registered GP since 1992. Before joining North Shore Surgery on 1<sup>st</sup> December 2008, she was a Partner for 12 years at South King Street Medical Centre in Blackpool. Marie has also worked at Trinity Hospice for many years. In addition to this she has been an expedition doctor for a charitable trust and has travelled extensively. She also currently works as the Mental Health Lead for NHS Blackpool.

#### **Dr Abid Hanif** MB ChB MRCP DFFP

Born in Blackburn and qualified from Liverpool University in 2000. He has worked in various hospitals around England and also rural Borneo, Malaysia for almost 2 years doing voluntary work and has travelled extensively in the Far East before settling back in Lancashire in 2005. Before joining North Shore Surgery Dr Hanif was a partner at Newton Drive Surgery. Dr Hanif has special interests in Child Health Surveillance, Minor Surgery and also is a GP Trainer.

#### **Dr Richard Teh** MB BCh BAO LRCP & SI Dip Tropical Medicine

Born in Selangor, Malaysia and qualified at the Royal College of Surgeons in Ireland 1996. He trained in various hospitals in the UK before completing GP training in 2002. Before joining North Shore Surgery on the 1st April 2016, he was the Senior partner at South King Street Medical Centre, a Medical officer at Trinity Hospice and a Clinical tutor for Liverpool University. Special interests include dermatology and musculoskeletal medicine.

#### **Dr Michael Taylor**

Born in Preston, Michael spent much of his younger days pursuing his interests in football and cricket. He graduated from St Marys Catholic College and went on to finish his medical degree at the University of Manchester 2012. Dr Taylor completed his GP training in Blackpool before joining North Shore Surgery. He has developing interests in musculoskeletal medicine, dermatology and teaching.

### ASSOCIATE GP

#### **Dr Kawaldeep Ajimal**

Kawaldeep studied at the University of Manchester and qualified in 2012. She has been with us since August 2012 and she has a special interest in dermatology, minor surgery and sexual and reproductive health. Dr Ajimal is friendly and enthusiastic with a calm, understanding and open-minded approach.

## INFORMATION GOVERNANCE

North Shore Surgery is committed to respecting and protecting all patients identifiable data held by the practice. We take the issue of information governance very seriously and value the trust you place in us at the practice. We have practices and policies in place to safeguard your personal information that is collated for your treatment at the surgery.

## TRAINING PRACTICE

North Shore Surgery is a training practice and trains GP Registrars, Foundation Doctors, Medical Students and Nurses. These aspiring doctors and nurses receive appropriate training and gain valuable experience with us. Each trainee is linked to an allocated GP/Nurse trainer and they work closely together. Occasionally you may be asked for your consent in taking a video of your consultation in order to assist them with training.

## EQUAL OPPORTUNITIES

### **Equal Opportunities / Anti-Discrimination**

The Practice will ensure all patients are treated with dignity and respect. We promote equality and opportunity between men and women.

We provide the same treatment and services to all patients and do not discriminate against any patient because of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

## TRAVEL ADVICE

The practice nurses are available by appointment to give advice on routine immunisation and travel vaccinations. Before making your appointment please complete a travel questionnaire from reception or accessible from our website. Please allow at least six weeks before you are due to travel.

## QUALITY INDICATORS AT NORTH SHORE SURGERY

North Shore Surgery is recognised as a local practice that achieves a high score in the government's "Quality and Outcomes Framework" which are government set targets to indicate the correct management of common diseases such as high blood pressure, diabetes and asthma. The surgery also has recognised high quality prescribing habits, examples of this include avoiding the over prescribing of antibiotics and pain killers. There is a strong commitment within the practice to prescribing medication carefully and sensibly to protect our patients from unnecessary side effects of medication.

## PATIENT PARTICIPATION GROUP

The practice has a group of patients who contribute some of their own time to the development of the practice and its services. The role is unpaid and on a voluntary non-contractual basis. If you would like further information please ask at reception.

## HOME VISITS

Home Visits are only for patients who are bed bound or housebound. If you are too ill to attend the surgery please telephone before 10:30am. The receptionist will ask brief details of the problem and give your details to the doctor / advanced practitioner. In some cases the doctor / advanced practitioner may be able to deal with your request by telephone consultation or you may be asked to attend the surgery, ultimately they will decide whether a home visit is the most appropriate way to deal with your problem.

## OUT OF HOURS

If you require urgent medical assistance which cannot wait until the surgery re-opens, please hang up and call **1-1-1**. Calls to the NHS 111 services are free from both landlines and mobiles.

If you have a life threatening medical emergency please dial **999**. Please note all calls to Fylde Coast Medical Services are recorded.

NHS Walk-In-Centre, 150 Whitegate Drive, Blackpool, dial **(01253) 953953**. A team of experienced nurses are available every day of the year from 8:00am – 8:00pm.

## REGISTERING AS A PATIENT

New patients are welcome at the practice. To register with the practice, our receptionists will give you the forms to complete or you can complete our online application via our website [www.northshoresurgery.org.uk](http://www.northshoresurgery.org.uk). Our boundary can be found on our practice website.

## REPEAT PRESCRIPTIONS

When ordering a repeat prescription, 48 hours (two working days) notice is required. Requests can be made by:

- Leaving your repeat slip at reception or posting it in the prescription box or letterbox,
- By post, please include an SAE if you require your prescription posting back to you.
- By **Patient Access** or **myGP** which is available via our website at [www.northshoresurgery.org.uk](http://www.northshoresurgery.org.uk)

## YOUR LOCAL PHARMACY

Your local Pharmacist is qualified to give you advice on common complaints and can also answer questions about medicines and other issues. They are bound by the same confidentiality as a doctor. They can give advice without an appointment and are often closer to your home or workplace than your surgery.

## THE PRACTICE TEAM

### ASSOCIATE GP

**Dr Natalie Salah** MB ChB MRCP DFRSH

Born in Blackpool and qualified from Leeds University in 2011. Dr Salah then returned to Blackpool to complete GP training before joining North Shore Surgery. She is currently developing her interests in womens health, dermatology and teaching.

### ADVANCED PRACTITIONER

**Anna Bosson** - RGN, Bsc Hons Nursing Studies, Bsc Hons Specialist Community Practitioner, Non-Medical Prescriber

Previously worked on the medical unit at BVH, then as a practice nurse specialising in diabetes and women's health, and then worked as a community matron. Completed non-medical prescribing in 2012 and qualified in 2019 as NP, currently completing Masters degree at University of Cumbria. See children over age of 12 and all adults (except pregnant ladies) with wide range of illnesses.

### ADVANCED NURSE PRACTITIONERS

**Emma McNaughton** - (RGN & RSCN). Previous experience working in A & E, Walk In Centre and most recently worked at the Same Day Health Centre, Fleetwood. Emma qualified as an ANP in 2011 after studying at the University of Cumbria and then went on to study as a Non-Medical Prescriber in 2014. Emma can see children aged over 6 months and all adults (except pregnant ladies) with a wide range of minor illnesses

**Jan Rogers** - (RGN, BSc Hons ANP, NMP) - Jan's previous working experience includes orthopaedics, pre-operative assessment and infection control. Jan has most recently worked at the Same Day Health Centre in Fleetwood. Jan qualified as an ANP and non-medical prescriber 2010 at the University of Cumbria. Jan can see children over 6 months old and all adults (except pregnant ladies) who are suffering from a wide range of illnesses.

### NURSING TEAM

**Sister Laura Brooks** - Practice Lead Nurse with a Dip HE in Adult Nursing, also a BSC Hons degree and a Post Graduate Diploma as a Community Specialist Practitioner. Laura has diplomas in Cytology, Diabetes, COPD, Asthma and Women's Health. Highly experienced in palliative care within the practice. Has also completed modules in Public Health and promotions Health Behaviour change. Laura is the Lead Nurse and responsible for Managing the Nursing Team as well as a nurse mentor.

**Sister Debbie Fish** – Senior Nurse (RN1) provides travel care, cytology, Hypertension, CHD, Diabetes management and other treatment room duties. She takes a lead on child immunisations.

## NURSING TEAM

**Sister Adele Kirby** – Senior Nurse, with a Dip HE in Adult Nursing and has a cardiac Nursing background with a Diploma in CHD (and soon to be Diabetes). Carries out Diabetes, Hypertension, CHD reviews, travel care and the delivery of the child immunisation programme

**Sister Kiya Hanrahan** – Practice Nurse with a BSc Adult Nursing qualification with a District Nursing background. Diplomas in Asthma, COPD and Cytology. Kiya holds a mentorship qualification.

**Practice Nurse Pete McHugh** – Pete has a background in working at A&E and more recently has gained experience working in the intensive care unit. He has a BSc in Psychology. He is able to carry out general treatment duties and is looking forward to supporting patients with long term conditions.

## NURSING TEAM

**HCA Donna Fern** – Health Care Assistant supports the nursing team here at surgery, and also visits housebound patients. Duties include phlebotomy, blood pressure monitoring (including 24hr), and ECGs, Cardiovascular risk assessments, influenza vaccinations, pneumonia vaccinations and vitamin B12 injections.

**HCA Vicky McDermott** – Health Care Assistant supports the nursing team here at the surgery, and also visits housebound patients. Duties include phlebotomy, blood pressure monitoring (including 24hr), Cardiovascular risk assessments and ECGs.

**HCA Michelle Lafferty** - Health Care Assistant supports the nursing team here at the surgery, and also visits housebound patients. Duties include phlebotomy, blood pressure monitoring (including 24hr), Cardiovascular risk assessments and ECGs.

## PHARMACISTS (Mpharm) (Independent Prescriber)

### **Katherine Longden, Michelle Carter & Imran Patel**

Our clinical pharmacist prescribers work within North Shore Surgery. Their qualifications, training and experience mean they are our experts in medication matters. They are able to deal with medication-related issues, and manage a variety of health conditions. The local CCG determines which medication can be prescribed by the Surgery.

## MANAGEMENT

**Janine Deakin – Practice Manager**, is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises, equipment and information technology. She also supports the GPs and other medical professionals with delivering patient services and also helps to develop to enhance patient care.

**Jayne Erwin – Assistant Practice Manager**, provides support to the Practice Manager in order to make your journey and experience with us more positive. She will also deal with any concerns you may have in regards to any non-clinical aspect of the service you have been given.

**Craig Ashworth – Information, Communication & Technology Manager**, provides support to the practice team in order to make systems run smoothly and effective communication throughout the practice.

**Rachel Thirlwall-Frith - Administration Supervisor**, supports the overseeing of the Administration team.

**Charlotte Collins - Reception Supervisor**, supports and oversees the reception team so they are keeping up to a high standard.

## RECEPTION

All our staff are trained and endeavour to help you obtain the services you require. Please remember that if you are asked personal questions, it is because we need to ascertain the urgency of your request. We sometimes may also need to ask additional details regarding your condition to direct you to the most appropriate clinician. If you have any questions or concerns please direct these to our Reception Supervisor Charlotte. If you require a chaperone during your appointment, please advise at Reception.

## DISTRICT NURSES

The practice has a community nursing team attached to the practice. The Community Nurses play a crucial role within the primary health care team; they provide nursing care for patients in their own homes or in residential care homes. The District Nurses also hold daily clinics here at Moor Park, telephone **01253 956992** to book your appointment.

The Community Matrons and Case Manager provide intense care for patients with multiple chronic diseases or complex needs. Other such health professionals include the Community Midwife, Alcohol Worker and the Community Mental health Team.

## HEALTH VISITOR

The health visitors are involved with child health surveillance from birth to pre-school. If you need to contact the health visitors; telephone **01253 951735**.

## APPOINTMENTS

A computerised appointment system is in use by the practice. You are able to book appointments with the doctor/health care professional in advance. If you need to be seen urgently, it may not be possible to see your preferred doctor. The practice offers a triage service where patients requiring **urgent** attention can speak to a doctor over the telephone on the same day. The receptionist will ask for details of the problem – please note she/he is acting on the doctor's instructions and these appointments are strictly for emergencies only.

You can book or cancel appointments via Patient Services or the myGP app by either visiting our website or downloading the application available for Android and IOS.

If for some reason you are unable to keep an appointment of any kind, please let us know by telephoning **01253 957666** as soon as you are aware you will not be able to attend. This will allow us to reallocate the time to another patient and avoids wasting valuable nurse and doctor time.

Evening and weekend appointments are now available with GPs, practice nurses and other healthcare professionals for routine pre-booked services at Freckleton Health Centre, Fleetwood Health and Wellbeing Centre and Garstang Medical Practice. Ask our receptionists for further information.

## TELEPHONE

We will try to answer the telephone promptly and ensure that there is sufficient staff to do this. Please keep your calls brief and avoid calling during the peak morning time for non-urgent matters. When you telephone you may find that you have joined a queue, and will be told the number your call is currently held in. Your call will be answered as quickly as possible. Please remember this is an extremely busy line between 8am - 10am, please try and help us to help you by calling after 10am for general enquires or take advantage of our online access to book appointments.

Please do not telephone the surgery for bloods / smears / x-ray results. You will be contacted if the results are abnormal.

## Non-Attendance

Non-attendance at a prior booked appointment is a waste of the doctor or nurse's time and may in fact prevent other patients from making an appointment. As a consequence, patients who do not turn up for their appointments, having failed to cancel them, may jeopardise their inclusion on the practice list.

## Useful Telephone Numbers

Victoria Hospital (all depts)	(01253) 300000
COHENS Chemist (within centre)	(01253) 354988
Alcohol Information Service	(01253) 752100
Advocacy Service	(01253) 622812
Citizens Advice	(01253) 308400
Samaritans	(01253) 622218
Blackpool Police (Central)	(01253) 293933
Pregnancy Advisory Service	(01253) 955717
Sexual Health	(01253) 957171
Social Services	(01253) 477592
Smoking Cessation	(01253) 951570
NHS 111	111
Emergency Dentist	(03001) 234101
Other useful information on local services, information and helplines can be found on <a href="http://www.blackpool4me.com">www.blackpool4me.com</a>	