

WATERLOO MEDICAL CENTRE

178 Waterloo Road
Telephone: 344219/348619
Prescriptions: 407200
Out of Hours: 0300 123 1144
Fax: 404330
www.waterloomedical.co.uk

OPENING TIMES

MONDAY	8.00am - 8.00pm
TUESDAY	8.00am - 8.00pm
WEDNESDAY	8.00am - 8.00pm
THURSDAY	8.00am - 8.00pm
FRIDAY	8.00am - 6.30pm



NHS

Welcome To The Waterloo Medical Centre

Our purpose-built Medical Centre offers a comprehensive range of health care.
This booklet will give you and your family all the information you require.
Please read it and keep it in a safe place for your use.

PRACTICE HISTORY

The practice was founded after the First World War by Dr Pitt Taylor who was joined by Dr Dorothy Potts in 1939. Dr Potts saw the practice through the war period and the difficult early days of the National Health Service in 1948. On her retirement in 1959 Drs John and Irene Cox were appointed and were joined by their nephew, Dr Joe Cox in 1962.

Government reforms in 1966 favoured larger group practices and the partners joined colleagues at Ansdell Road. This union was unsuccessful and so Dr Joe Cox began a new phase of the practice with his wife Dr Barbara Cox in April 1970. A rapid expansion in numbers of patients followed and in 1977 Dr Krishna Gupta joined the practice. For 10 years the practice developed in the converted farmhouse but again Government changes were imminent and in 1986 it was decided to build our current purpose-built premises. Dr Mark Preskey joined the practice in 1987 and the site at 178 Waterloo Road developed. The Medical Centre was opened in May 1989.

The imposition of the 1990 Contract saw a new approach to patient care. Targets for cervical smears and immunisations had to be met and health promotion activities began to run in conjunction with the traditional surgeries. The practice continued to grow and in 1992 Dr John Calvert joined as the fifth partner. Since 1995 Dr Joe Cox, Dr Barbara Cox and Dr Krishna Gupta have retired from the practice to be succeeded by Dr Allison Rees, Dr Mike Butler and Dr Steve Thompson.

We are supported by a highly motivated team of nurses and administrative staff - directed by our practice manager. We also have a greatly experienced range of health authority attached staff comprising district nurses, health visitors and health care assistants who work closely alongside us to provide the best possible integrated approach to patient care.

WEEKEND AND NIGHT COVER

If you require a doctor in an emergency when the surgery is closed please ring 344219.

You will then be automatically transferred to Urgent Care Centre - Tel: 0300 123 1144. They will predominantly offer advice and surgery-based consultations, with home visiting only for those medically unfit to travel. This service, which we fully support and work for, is operated by local GPs. Please note all telephone calls to the out-of-hours service are recorded.

BLACKPOOL WALK-IN CENTRE

Whitegate Health Centre, 150-158 Whitegate Drive, Blackpool FY3 9ES

Monday to Saturday 8.00am - 9.00pm Sundays 9.00am - 8.00pm

Providing a 'drop-in' nurse-led minor ailment treatment and advice centre.

Renaissance Health and Healing

Keep fit and improve your general health and wellbeing with yoga

Yoga can also:

- Aid weight loss
- Relieve general or chronic aches and pains

Classes are available -

Monday 6.30pm - 8.00pm: Expressive Arts Centre,
Palatine Community Sports College, St Annes Road, Blackpool

Tuesday 7.30pm - 9.00pm:

Our Lady of the Assumption Church Hall, Common Edge Road, Blackpool

Wednesday 7.00pm - 8.30pm:

Assembly Rooms, Dicconson Terrace, Lytham

All ages and abilities welcome

For more information please contact Deborah J Hopkinson on

T: 01253 640247 M: 07960 626836

E: debhop/hopkinson1@googlemail.com

Bring this advert along and get your first class half price!

Reiki sessions also available

Enjoy the health benefits of yoga

Deborah Hopkinson is a Yoga teacher with almost 20 years' experience of teaching Yoga to a wide variety of people, including children, people with MS and those with heart disease.

She has a Level 3 British Wheel of Yoga Diploma and is a Reiki Practitioner and International Institute of Reflexology student.

Yoga promotes optimum health and well-being through a combination of gentle postures, breathing and relaxation. Everyone can practise Yoga and enjoy the health benefits of Yoga.

Deborah also offers Reiki, a very gentle hands-on healing approach that promotes full body healing as well as bringing about a deep sense of peace and relaxation.

See the advert for available classes and come along and join in.

ADVERTISING FEATURE

Have you had an accident?

ASCROFT WHITESIDE

Is your will up to date?

ASCROFT WHITESIDE

Moving house?

ASCROFT WHITESIDE

After practising for more than 100 years,
we can help with all your legal needs.

ASCROFT WHITESIDE

Solicitors

303 Whitegate Drive

Blackpool FY3 9JS

Tel: 01253 766866

CCabs

CARE • COMFORT • COURTESY

29 29 29

4/6/8 SEATERS
AVAILABLE

★ FULL 24 HOUR SERVICE ★

FREEPHONE ON
0800 1 38 28 58

To encourage our patients to become your clients or customers, advertise your business now through our practice booklets, appointment cards and website. Simply call **0800 612 1516** for more information.

FYLDE FLOOR FLOORING ONE

- Massive range of domestic & contract quality carpets ■ from leading manufacturers at very competitive prices ■
- Wood & laminate flooring ■ Vinyl floor coverings ■
- Natural floor coverings - Coir, sisal, seagrass ■
- Large selection of rugs & carpet squares ■
- Expert fitting service ■ FREE Estimates ■

INTEREST FREE CREDIT AVAILABLE

Visit our showrooms or call

FREEPHONE 0800 0522963

304 Central Drive, Blackpool
Tel 01253 346677/346970
57 Redbank Road, Bispham
Tel 01253 355333

Forecourt Parking • www.fyldefloor.co.uk

Hypnotherapist

Thomas Kidd RMN. Dip. Hyp. AMIH

57 Lightburne Avenue, St. Annes FY8 1JE

Tel: 01253 727316 / 789465

Email: thomaskidd1@msn.com

Spare Keys



NEVER leave a spare key in a convenient hiding place such as under the doormat or in a flowerpot - a thief will look there first. If you've moved into a new house, consider changing the back and front door locks - other people may have keys that fit.

Don't make it easy for the burglar

Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call
0800 612 1408

or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market. Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

To advertise your business in our booklet call 0800 612 1516

APPOINTMENTS

The surgery operates a "book on the day" system, with some pre-bookable appointments also.

Consultations are by appointment and are normally booked at 10-minute intervals. Every effort will be made for you to see the doctor of your choice when you attend although this is not always possible.

An appointment can be booked by:

- a) telephoning the surgery on 348619/344219
- b) calling in to the surgery

There is much pressure placed on the appointment system. Unfortunately some appointments are wasted due to patients not attending. We recognise that patients have a right to see a health care professional within 48 hours from request. In return we would remind you that it is your responsibility to inform the practice if you are unable to keep that appointment.

Reception staff are available to speak to you from 8.00am - 8.00pm Monday to Thursday and 8.00am - 6.30pm Friday face to face or via the telephone and can advise you with regard to accessing services.

TELEPHONE

We will try and answer the telephone promptly and ensure that there are sufficient staff to do this. Please keep your telephone calls brief and avoid calling during the peak morning time for non-urgent matters. Do not give up if the number is engaged. This is an extremely busy line. Keep calling and your call will slot into the system.

URGENT APPOINTMENTS

If you need to see a doctor urgently please tell the receptionist. Arrangements can be made for you to be seen the same day, but this may not necessarily be with your usual doctor. SICK CHILDREN will always be seen as soon as possible if brought to the surgery (this is usually quicker than a visit). If in doubt about bringing your child out, please telephone the surgery first. Children with temperatures can be brought to the surgery and we will arrange to see them as soon as possible.

HOME VISITS

In line with current visiting policy:

Please ring before 11.30am giving as much information as possible in order that your details can be passed to the GP who will then make an assessment as to the appropriateness of your request.

Please note: the majority of consultations now take place in the surgery and lack of transport is not an acceptable reason for a home visit.

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctors' discretion and are normally for patients on long-term treatment.

Repeat prescriptions can be ordered by:

1. sending your request on the computer counterfoil with a self-addressed envelope
2. calling into the surgery and leaving your request in the box provided
3. telephoning between 9.00am and 2.00pm on 407200

Please allow 48 hours (two *working* days) for prescriptions to be processed and signed before collecting. It helps if you order your prescription two or three days before you run out of medication. We advise that you have your repeat medication reviewed once a year by your doctor. Please do not ask the doctor for a repeat prescription for other members of the family or friends when you are in with the doctor.

PHARMACY DIRECT

Pharmacy Direct is a new service offering advice and treatment of some minor ailments at your local pharmacy and without the need for a prescription. You must be entitled to free prescriptions to receive medication free of charge under this scheme.

You can visit your local pharmacy for advice and treatment about the following:-

Colds and Flu, Cold Sores, Constipation, Cystitis, Dental Pain, Diarrhoea, Heartburn, Oral Thrush, Vaginal Thrush.

THE PRACTICE TEAM

PRACTICE MANAGER

Mrs Freda Mather HNC Bus Man & Fin is our practice manager and she will be able to help you with any administrative or non-medical aspects of your health and treatment. We are very interested to know what you think about our services. If you have a suggestion for improvement, complaint or a view which you wish to express please advise the receptionist or ask to speak to Mrs Mather. Equally we would also like to hear from you if you consider any of our services are particularly good. This service is completely confidential, therefore you should feel free to express your views frankly.

The practice is also home to district nurses, health visitors and the Blackpool Primary Care Trust practice nurse team who provide a valuable bank service to local practices.

PRACTICE NURSES

Our enthusiastic nurse team is led by Sister Roz Rowland. Her team offers a full range of nurse-led clinics including cardiovascular, hypertension, asthma, COPD, diabetes, women's health and weight reduction. These are attended via referral from GP only.

SALARIED GPs

We are well supported by salaried GPs Dr Katie Riding, Dr Aine Murphy, Dr Siobhan Gleeson and Dr Owais Khan who also attend sessions in other local practices.

PHARMACISTS

We are also supported by a pharmacist who advises on such areas as smoking cessation, medicine management, inhaler technique and blood pressure monitoring.

OTHER SERVICES

YOUNG PERSONS SERVICE AND SEXUAL HEALTH CONTACT

We have a named receptionist - Claire - whom young people may ask for directly. Claire will attempt to assist with any sensitive issues, provide any information and book appointments for any young person. All our staff are highly experienced

and trained to respect confidentiality. We do understand though that there may be times when young people need to feel especially secure in their dealings with the practice. We hope that by introducing this development we alleviate some of the anxieties that young people may feel.

SH@W – SEXUAL HEALTH AT WATERLOO

Are you concerned that you may have an infection? Would you just like a check up for peace of mind? We now offer screening for sexually transmitted diseases.

SH@W Clinic Times are:

Monday 5.30 – 7.30pm Male and Female

Wednesday 5.00 – 7.30pm Male and Female

Thursday 5.20 – 7.30pm Females Only

To arrange an appointment in any of the above clinic please phone our dedicated number 07788 613721.

We also have two Drop-in Clinics one of which is for teenagers.

Drop-In Clinic Times are:

Teenage Drop-In Clinic – Monday 3.30 – 4.30pm

SH@W Drop-In Clinic – Wednesday 11.30am -1.00pm.

Appointment is not needed for either drop-in clinics. If any further advice is needed please do not hesitate to contact us on our dedicated number 07788 613721.

ANTENATAL CLINICS

After consultation with your GP you will be contacted by the community midwife who runs the clinic every Thursday morning here in the surgery.

CERVICAL SMEAR TESTS

Cancer of the cervix can be prevented and all female patients between the ages of 25 and 64 are advised to have regular smear tests. These are important because they can detect early signs of the disease which is easily treated.

We operate a 'call and recall' system to remind you about the tests which are carried out during normal surgeries. The test will be carried out by the doctor or the practice nurse. For advice about smear tests and an appointment please contact the practice nurse.

FAMILY PLANNING

We can give comprehensive service within normal surgery hours.

MINOR SURGERY

Minor surgical procedures are performed at the surgery. Please ring reception for advice.

WELL BABY/CHILD HEALTH CLINIC

The clinic aims to ensure the wellbeing of children up to the age of five. A planned programme of health and other developmental checks is provided. Appointments for developmental checks will be sent to your child. Please inform us if you are unable to attend.

NEW PATIENTS

We are happy to accept people who apply from within the practice boundary - see details at the back of this booklet. You will be asked to express a preference for the doctor of your choice. All newly registered patients will be asked to complete a health questionnaire. We ask that you inform us throughout your time with us of any changes in circumstance, eg change of address/telephone number or becoming a carer.

ZERO TOLERANCE

In an attempt to protect staff and patients alike we operate a zero tolerance policy within the practice where rudeness and abusive behaviour are unacceptable. We are also looking to create a calm and pleasant environment for us all to enjoy. You will be removed from the list should you be responsible for any form of abuse or violence that occurs to GPs, staff or other patients on our premises.

PATIENT FORUM

From time to time we will be reviewing aspects of our service and inviting you to join us in this exercise. We shall be holding informative and enjoyable sessions in the surgery where patients can come to ask questions and also provide valuable feedback for the service review.

Invitations will be sent to those patients to whom the service most applies eg diabetic patients to diabetic review.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

VACCINATIONS AND IMMUNISATIONS

It is important that your children are fully immunised against all the childhood diseases. If you have any questions about these immunisations your doctor or health visitor can give you advice. Children's vaccinations are carried out on Wednesday morning between 10.00 - 11.00am and pre-school vaccinations on Thursday afternoon 3.30 - 4.30pm.

ADULTS

Are you up to date with your tetanus and polio immunisation?

Routine vaccination and travel immunisations can be arranged via reception.

TRAVEL VACCINATIONS

We offer a full vaccination programme for foreign travel. Please arrange to see our practice nurse six weeks prior to travelling. WE ARE A DESIGNATED YELLOW FEVER CENTRE.

FLU JABS

We strongly recommend that all patients over 65 years of age or who are suffering from certain diseases such as asthma, chronic renal disease, diabetes, coronary heart disease, COPD or immunosuppression due to disease or treatment should have an annual flu injection.

If you fall into any of these categories then pneumonia vaccine may also be recommended. You will be advised of this when you attend for your flu vaccination. Vaccines are available usually from around the last week in September. Please ring reception around this time or call in at the surgery when clinic times will be displayed.

HEALTH PROMOTION

Would your body pass its MOT? Is there a family history of heart disease or strokes? If you are aged between 16 - 75 years of age and would like a health check-up and advice on healthy eating and exercise, please make an appointment with our nurse. We run clinics for those patients with asthma or diabetes and our aim is to educate, monitor and prevent complications of these diseases. Please see our practice nurse or make an appointment at reception.

FEEES

Certain services provided are not covered by the NHS and you may be asked to pay a fee eg pre-employment medicals, insurance claims, private certificates, fitness to drive medicals and passport photos. Please ask at reception for further details.

X-RAYS AND TEST RESULTS

In order to maintain confidentiality, laboratory results and x-ray results will only be given to the patient themselves or to parents of minors if appropriate. Please ring telephone number 348619, preferably in the afternoon.

Please note - pregnancy results cannot be given out over the phone. Please call in.

CONFIDENTIALITY AND ACCESS TO MEDICAL RECORDS

The practice is registered under the Data Protection Act 1998. We may be asked for information from insurance companies, solicitors, employers or prospective employers.

At the time of the request you must have provided your recent signed consent to this application for medical information. In all our details with outside agencies we are conscious of providing the minimum of information needed to identify the patient.

CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER

Please notify us of any change of your personal details so that we can amend our records. This is very important to ensure that notification of clinic appointments reach you.

PARKING AND ACCESS FOR THE DISABLED

The surgery is easily accessible at the junction of Waterloo Road and Central Drive. Parking is at the front of the premises.

The Waterloo Medical Centre is equipped with facilities for the disabled. Disabled access is via the front entrance.

All consulting rooms are at ground level, as are the disabled toilet facilities and baby changing area.

PROBLEMS

"I had to wait half an hour or more"

We never know what kind of problem is coming through the surgery door and some of our patients require a lot of time in order to deal with their problems effectively. It is not possible for us just to press a buzzer to say "Your 10 minutes are up, out you go". The time, should you require it, will be given to you. Please be patient with other people's needs.

"He made me come to the surgery"

With modern transport, it is possible for most people to come to the surgery - even children with temperatures who we can arrange to see very soon after their arrival. A far greater number of patients can be given quick attention in this way. Not having a car is not a medical problem.

"I can never get through. They won't answer the phone"

However many telephone lines we may have, however many receptionists, it seems there will never be enough for the busiest times of the week, particularly Monday and most mornings between 8.00 and 11.30am. We must stress that if the number is engaged, please do not give up. Just dial the number a few more times if needs be and you will slot in. If the matter is not urgent, you may be best to leave it until a little later in the day when the phone is not quite so busy.

"I had to pay"

Most services offered carry no charge as they come under the NHS. However, some do involve a fee, as set down by the British Medical Association and these include private medicals, HGV, pre-employment, fitness for sporting activities such as diving or go-kart racing, private certificates, private medical care forms, holiday cancellation, vaccination certificates and passports. Various other documentation, not covered under general medical services, is chargeable.

IF THINGS GO WRONG

If you have any complaint or concern about the service that you have received from the doctors or staff working for this practice, you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure to deal with your complaints.

This procedure does not deal with matters of legal liability or compensation.

In some cases the in-house procedure is not an appropriate form of investigation, in which case complaints will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to the Blackpool Primary Care Trust if you so wish. Nor does it affect your right to seek compensation in law.

Complaints should be made to our practice manager who will ensure that all complaints are investigated thoroughly and as speedily as possible. We aim to report back to you within two weeks although, in some cases, more time may be required.

Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

If you require help with the procedure please do not hesitate to contact Mrs Mather.

The complaint will then be investigated by someone in the practice. It is likely that, as a first step, the investigator will contact you directly to ensure that they fully understand your complaint. Appropriate members of staff will be interviewed. At the conclusion of the investigation your complaint will be discussed with you.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN

Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 fragile bones and associated cartilage and tendons supports the whole weight of the upper body and, therefore, it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin (if over 16) or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment or gentle exercise.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take any antibiotics you may have in the house - these will have no effect!

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

DIARRHOEA

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. In both cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding it a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

NOSEBLEEDS

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

SPRAINS

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Firmly apply a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Simple painkillers such as paracetamol should be taken for pain relief.

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. Do not expose children to the sun for long periods: use protective sun creams, even in the shade. Take plenty of cool drinks to avoid dehydration.

LOOKING AFTER CHILDREN WITH A TEMPERATURE

A child develops a temperature in response to an infection. Usually the child will get over the infection without antibiotics. Most childhood infections are caused by viruses and these do not respond to antibiotics. A few children, usually under five years old, will have a convulsion with a high temperature. The child suddenly shakes all over and then becomes very still. The following information is designed to help you bring your child's temperature down, to avoid a convulsion and make him feel better.

1. If your child feels hot and appears unwell take their temperature if you have a thermometer. The normal temperature is 37.5C. If the temperature is raised (or if you don't have a thermometer, but think your child has a temperature) try to lower it as follows:
2. Give your child some paracetamol. Give the higher recommended dose.
3. Dress your child in cool clothes, for example, a tee-shirt and shorts. Heat is lost through a child's head so leave it uncovered.
4. Give your child plenty of cool drinks as fluid is lost with a fever. If they are unwilling to drink, encourage small amounts from a favourite cup.
5. Sponging your child down, especially the head, with a cool flannel, will make them feel better and help to bring the temperature down.
6. Repeat the dose of paracetamol every four hours if necessary.
7. If your child does not improve after giving paracetamol, call the doctor.
8. You will not make your child worse if you take them in a pram or car to see the doctor. Sometimes the fresh air makes feverish children feel better.
9. A child with a fever is likely to be restless at night. Offer cool drinks and sponge their head if they wake in the night.
10. If your child does have a convulsion, it should subside in less than five minutes. Lie the child on their side and stay with them while it lasts. If there is another adult in the house, ask them to call the paramedics. If not, call the surgery for advice when the convulsion has stopped.

RECOGNISING MENINGITIS

Meningitis is a serious but rare condition. If you are concerned about a rash, hold an empty glass against the skin and press. If the rash does not go away on pressing then contact the surgery immediately.

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website

simply phone

Jenny Mellenchip

now on 0800 612 1516



NOTES

THE PARTNERS

DR JOHN CALVERT

MB ChB Manchester 1986
DRCOG MRCGP FP Cert

DR ALLISON REES

MSc MB ChB Manchester 1990
MRCGP DRCOG

DR MIKE BUTLER

MB ChB Manchester 1991
MRCGP

DR STEVE THOMPSON

MB ChB Manchester 1991
MRCGP DRCOG

Assisted By:

Dr Katie Riding, Dr Aine Murphy,
Dr Siobhan Gleeson & Dr Owais Khan

PRACTICE MANAGER

Mrs F Mather



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



Our Practice Area

USEFUL TELEPHONE NUMBERS

NHS Direct.....	0845 4647
Health Visitors	408577
District Nurses.....	405194
Social Services.....	477600
Counselling Service	655248
Mental Health Helpline	0500 639000
Urgent Dental Treatment	308105
Blackpool Victoria Hospital	300000
Fylde Coast Hospital (private).....	394188
Out-of-Hours Services	0300 123 1144
Environmental Health.....	791644
Blackpool Police Station	293933
Pregnancy Advisory Service	293096
Disability Living Allowance and War Pensions Freephone.....	0800 882200
Smoking Cessation	0845 601 2186
Connect (Teenage Help and Advice).....	751047
Alcohol Service	752100

USEFUL INFORMATION

NHS Direct Online: www.nhsdirect.nhs.uk
 NHS Gateway: www.nhs.uk
 Details of local primary medical services may be obtained from:
 Blackpool PCT, Seaside Way, Blackpool FY1 6JX Tel: 651200

