

The Doctors

Our medical practice, established in 1891 on this site, is currently run by three male full-time partners.

Dr A.J. Jenkins Full-time Partner

M.B.,Ch.B. (Sheffield,1972) D.Obst.R.C.O.G.

Dr DTM Brennan Full-time Partner

L.R.C.P.,M.R.C.S, (London 1966) D. Obst. R.C.O.G.

Dr Z.H. Khan Full-time Partner

M.B.,B.S. (Multan,1985) M.R.C.G.P. D. Obst. R.C.O.G.,
D. C. H., D.F.F.P.

Surgery Hours

The surgery can be contacted by telephone
8.00am - 6.30pm

The surgery is open:-

Monday - Friday 8.20am - 12.30pm

2.00pm - 6.15pm

Consultations by appointment

Monday - Friday 8.30am - 10.40am

3.30pm - 5.40pm

There is disabled access from the front of the surgery. The practice has a practice charter and a complaints procedure. Copies of these are available at reception on request.

EMERGENCIES

Day time telephone no. **01282 456564**

The above surgery telephone is manned for emergency calls from 8am to 6.30pm weekdays - excluding Bank Holidays. At all other times emergencies are now handled through NHS Direct on **08452 26 26 26**. Please use this number, obtainable from the surgery answer machine when the surgery telephone is not manned Phone calls may be recorded for verification.

PLEASE remember that this service is for
medical EMERGENCIES ONLY!

The practice team

The Practice Manager is responsible for the smooth running of the practice and would be happy to help you with any queries or problems you may have about the administrative or non-medical aspects of your health care. In case of dissatisfaction or complaint, contact Mrs Hoyle.

The Practice/Treatment Room Nurses The practice nurse sees patients for health screening; cervical smears, chronic disease management, asthma, diabetes, heart disease, high blood pressure, dietary advice and well-person clinics. The treatment room nurse is fully trained to carry out dressings, suture removals, blood tests, immunisations, ear syringing, travel advice & injections, health checks. Patients seen by appointment.

Health Care Assistants carry out 24 hour blood pressure checks, ECG, blood tests, pregnancy testing, registration medicals and chaperoning.

Reception Staff are there to help you. However they may need to ask you further details when you phone for medical assistance or advice. This is to ensure that we can assist you as speedily as possible. Please co-operate as they are bound by the same code of confidentiality as the doctors.

The District Nurses will visit patients at home who are unable to get to the surgery. These are patients referred by the doctor or the hospital. Messages for the District Nurses can be left by calling the surgery on (01282) 456564 Mon-Fri 8.30am - 4.00pm.

The Health Visitors are based at Daneshouse and are part of the Sure Start Program. They can be contacted on (01282) 668020. They provide advice for all the family.

The Midwife attends the surgery. Clinic times are:
Wed 1.30 to 3.30 pm.

A Community Psychiatric Nurse is attached to the surgery who will see patients referred by the doctor, either at home or in the surgery.

Practice Pharmacist Patients have access to our pharmacist for medication review by appointment only.

Dietitian Patients have access to our dietitian by referral from a doctor by appointment only.

Smoking Cessation Counsellor Patients are referred by the doctor and seen by appointment.

Appointments

Consultations are by appointment only and you may consult any Doctor in the practice.

Contact the surgery by phone during the hours of 8.00am-6.30pm or call in 8.20am-6.15pm Please be punctual for your appointment and make separate appointments for every patient who needs to be seen. Enquire at reception for details of our on-line appointment system on our website The practice operates a strict Failed to Attend policy displayed in reception area.

If you wish to speak to a doctor for advice they can be contacted between

10.30am and 11.00am on (01282)456564

Urgent Appointments

If you need to see a Doctor urgently, please telephone (01282) 456564 and arrangements will be made for you to see a Doctor on the same day. It may not be the **Doctor of your choice**. In order to maintain this service, it is important that an urgent appointment is requested

ONLY WHEN NECESSARY.

Home Visits

A home visit may be arranged if the patient's condition makes it impossible to be transported to the surgery. Please make requests for visits before 10.30am as the doctors start their rounds by that time. Telephone (01282) 456564. It will be necessary to give the receptionist as much information as possible as to the nature of the problem, so that the urgency of your call may be assessed. We are not able to guarantee which doctor will visit.

Test Results

Telephone (01282) 456564

Requests for results should be made between
2.00pm and 4.00pm.

N.B. *The receptionist is only able to pass on messages left by the doctor. She is unable to give any advice regarding test results.*

Special Services Available

Disease Management	by appointment
Treatment Room Nurse	by appointment
Health Care Assistant	by appointment
Practice Pharmacist	by appointment
Practice Dietician	by appointment
Smoking Cessation Counsellor	by appointment
Antenatal Clinic	1.30 pm-3.30 pm
Community Psychiatric Nurse	by appointment

Repeat Prescriptions

Repeat Prescriptions We require 24 hours notice. Please ensure you order your prescription before your medication runs out. Please use your computer printout slip for ordering repeat prescriptions. These can be handed in at reception or by Fax, E-mail or by the practice internet website or you can order by post by sending a s.a.e. We would ask that patients only telephone for prescriptions in an emergency between the hours of Mon - Fri 12.00pm - 3.00pm only. Please ensure that you have enough routine medication to last over holiday periods.

Emergency Prescription requests:-

are taken Mon - Fri between 8.30am and 5.15pm. Always allow time for your requests to be dealt with. If there is any doubt about your prescription, you may be asked to see the Doctor.

Certificates

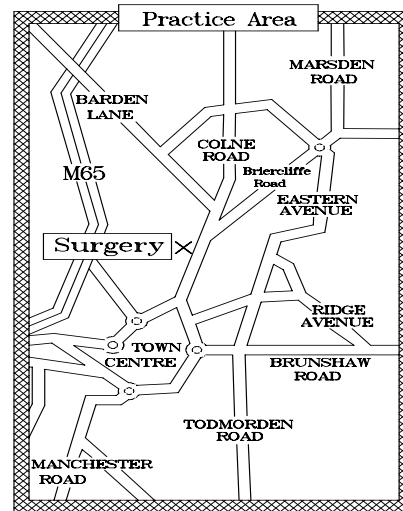
Private health certificates, HGV and PSV medical examinations will be charged the BMA recommended fee displayed in the surgery area.

New Patients

New patients must attend surgery for their new patient appointment. If patients are late, or do not attend and have not informed the surgery, they will not be accepted onto the surgery list.

Practice Area

This is NOT our limit for accepting new patients. It is our area for treating emergency patients who are not on a doctors list. Patients are normally accepted over a wider area. If you have moved then you would normally be accepted in Burnley and Nelson. For outlying areas please enquire.



Information

The Surgery Web Site is:
<http://www.colneroadsurgery.co.uk>

Freedom of Information:-
Please ask for more details at the surgery.

The **Primary Care Trust** can be contacted at
31/33 Kenyon Road, Lomeshaye Estate,
Nelson BB9 5SZ. Telephone: 01282 619909.

Colne Road Surgery

Dr A.J. Jenkins
Dr D.T.M. Brennan
and
Dr Z.H. Khan



**36, Colne Road
BURNLEY
BB10 1LG
(01282) 456564**

www.colneroadsurgery.co.uk