



Practice Information

Appointments

To arrange an appointment at Victory House, Whalley, please phone my Secretary on 07486 365502 or email her on pa@adamsgppractice.co.uk.

New Patient Registration

At your registration, it is necessary to know your medical and family history in order that I may give an accurate diagnosis of any concerns. Please complete the enclosed Patient Registration Information form and bring with you to the appointment. The initial registration, including consultation, is up to 1 hour.

Data Protection

The Practice takes the process of keeping your personal data safe and secure very seriously. The General Data Protection Regulation principles are integral to how we do this. We ask you to complete the Patient Registration Form as above and also to read the Data Protection Privacy Notice for Patients. Please see the Privacy notice on our website.

We have a secure encrypted clinical software system.

Fees

All services are chargeable. An invoice will be sent to you shortly after your appointment and payment is expected by return. You are able to pay by cheque or on line banking.

Blood Test Results

It will normally take 24 hours for the results of standard blood tests to come through to me. Our Pathology Services Provider is The Doctors Laboratory in London. I always recommend that a patient makes an appointment for a review, following a test, so that I can explain the results personally and any advisable treatment can be discussed. However, if you do not wish to do this, please let me know at the time so that your results can be sent on to you.

Telephone Consultation

I am always happy to discuss any follow up or minor health problem over the telephone or email but, as you will see, a charge is incurred.

Medical Records

If you wish to continue to see me as your private G.P following your registration, please complete the form requesting a copy of your medical details be forwarded to me. It is very useful if I have your background details on my file. However, seeing a private G.P. in no way infringes your right to NHS care and you are able to continue to see your NHS GP as required.

Private Prescriptions

Please note that the full cost of medications is charged by the chemist. Please contact me in good time for a repeat prescription to be sent to you, giving at **least 7 days notice** before the medication is required, so that you do not run short of your medications.

Our clinical software also enables the practice to offer a prescription item delivery service in partnership with Pharmacierge.

For all repeat medication requirements, a medication review will be conducted every six months.

Full Male and Female Health Screens

Please allow one hour for a Health Screen . A questionnaire is forwarded to you prior to your appointment for completion and we ask that you bring it with you to your appointment. A full typed report is then produced and sent to you within 7-10 days, including the results of tests done. A blood test is included in the fee (blood count and biochemistry, lipid profile) but any additional tests requested such as Prostate Profile or Cervical Smear are charged as extra. A copy of the report will be forwarded to your NHS GP.

Menopause and HRT

Dr Adams offers help, information and guidance for patients who are experiencing pre and menopause issues.

Mammography

Mammography can be arranged through BMI or other private hospitals, as appropriate.

Bone Density Scanning

DEXA Bone Density Scanning is arranged at Victory House, every 6 months, and patients who wish to take advantage of this are put on a register to inform them of the date so that an appointment can be made if required.

Immunisations/Vaccinations

Immunisations are available including flu, hayfever, shingles, chicken pox, meningitis, HPV etc. However in recent times we have not been able to source some vaccines due to manufacturing problems.

HGV/Taxi/Driving Medicals

These medicals are done at Victory House. Please note that payment is required on attendance.

Appointment Cancellation/Non Attendance

Please note that 24 hours' notice is required for cancellation of an appointment or a charge is levied. Non-attendance incurs a charge of 50% of the fee. An appointment may be re-arranged at no extra cost but please allow sufficient notice.

Chaperone

A relative or friend may accompany you to a consultation as a chaperone if desired. Also you have the option of having a chaperone provided by the clinic, present during any examination appointment. Please advise Dr Adams or her secretary of this.

Complaints

A Complaints Procedure Policy is available upon request (QMS008)

Patient Forum and Patient Feedback

Dr Adams is keen to ensure that she receives feedback from her patients, therefore we would be pleased if you could assist with this and join our Patient Forum. We work with a small number of patients and aim to get general feedback and suggestions to help improve the practice.

Feedback questionnaires will be sent out from time to time and we are pleased if you could let us know your thoughts about the Practice.