

Patient information leaflet

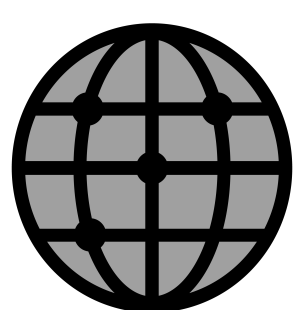
If after reading this leaflet you would like more information,
please head over to our website (address below),
or have a chat with a member of our team, they will be happy to help



Get in touch

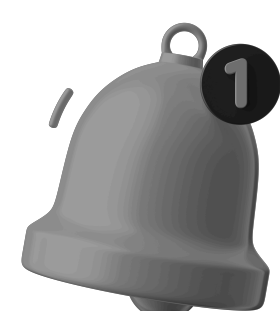


01204 88 5106



towerfamilyhealthcare.co.uk

Our digital assistant
is here to help!



Let's get social!

facebook.com
x.com

Find us at



3rd Floor, Moorgate Primary
Care Centre, 22 Derby Way,
Bury, BL9 0NJ



9 Brandlesholme Road,
Greenmount, BL8 4DR



15 - 17 Spring Lane,
Radcliffe, M26 2TQ



16 Market Street,
Tottington, BL8 4AD

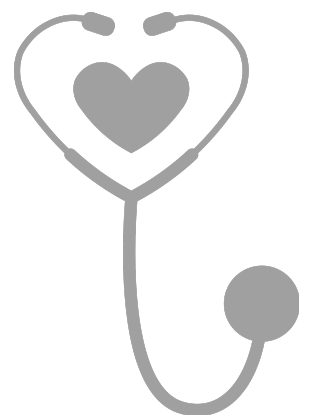


Welcome to Tower Family Healthcare

Our patients are at the heart of what we do.

We are a modern, forward thinking GP practice offering specialised care and convenient services to our patients.

We provide services across four sites located in; Bury town centre (Minden), Greenmount, Radcliffe (Spring Lane) and in Tottington. Our patients can access services at any of our sites offering them more choice, and may be asked to attend a specific site depending on the urgency of their health concern or the clinical expertise needed.



About our team

Our patients have access to our large multi skilled clinical team that includes amongst other health professionals, GPs, Practice Nurses, Advanced Clinical Practitioners and Paramedics. Many of our clinicians have specialised interests such as dermatology and minor surgery. Our clinical team is supported by an experienced team of receptionists and other non-clinical staff.



Registering with us

We welcome patients living in or moving to the local area. Patients that live or move out of the local area can also be registered with us if their health care needs can be safely met. We have made registering with us easy, simply visit our website: towerfamilyhealthcare.co.uk or if you prefer, visit us in person and we can help you to register as a patient with us.



Getting in touch

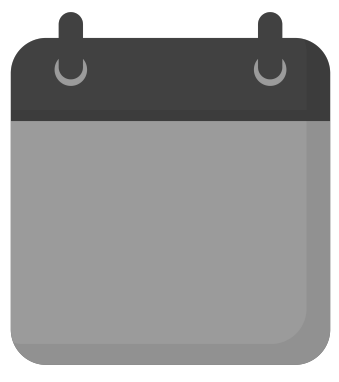
When we are open

You can reach us by phone and in person at our four sites from 8am until 6.30pm Monday to Friday (excluding: bank holidays, and from 1pm until 3.30pm on the second Thursday of each month which is time dedicated to staff training). We are closed at the weekend.

Our reception team are skilled care navigators. Thank you for providing enough information to ensure you are triaged and connected with the most appropriate professional or service in the shortest time.

When we are closed

Bury's Enhanced Access service offers appointments from three locations during the week in the early evening, and at the weekend. If you contact us by phone at the weekend or on a bank holiday between 8am and 6pm, you will be automatically connected to this service. If you call us outside of these hours when we are closed you will be asked contact NHS 111 for support.



Appointments

Our team works hard to respond to all requests as quickly as possible. For clinically urgent health concerns we aim to offer an appointment on the same day or the next practice day. Patients with a less urgent need or a routine request may have to wait a little longer.

Depending on your health concern, you will be connected with the most appropriate health professional or service to meet your needs.

Are you using the NHS App?

A range of non-urgent appointments can be booked via the NHS App (or via the NHS website using the same log in credentials). You can find out more about what the NHS App has to offer via this website: www.nhs.uk/nhs-app

Cancelling an appointment that is no longer needed

We understand that circumstances can change and if you find you no longer need an appointment we have made cancelling easy. You can cancel an appointment via your text reminder, the NHS App, or just give us a call and choose our automated 'check and cancel' service.

Home visits

Home visits are available for patients where this is clinically necessary. We also provide visits to our patients that reside in local care homes.



Prescription services

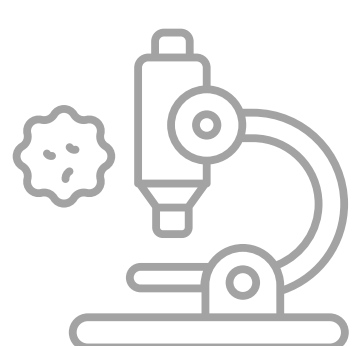
The NHS App is our preferred way for patients to request a repeat prescription (or via the NHS website using the same log in credentials). Alternatively, medication can be requested by repeat slip or on paper and dropped into the prescription box at reception, or you can give us a call and choose the option to be connected with our prescriptions team. Please allow at least two full working days for repeat prescriptions to be processed, your community pharmacy will also need time to prepare your medication.

Find out more about what the NHS App has to offer: www.nhs.uk/nhs-app



Fit notes

You can request a fit note (also known as a sick note) online via the askmyGP service. Just visit our website, choose the askmyGP option on the home page, log in and choose 'new request'.



Teaching and research

We are a teaching and research practice, training the next generation of doctors and taking part in cutting edge research projects, which means our patients may have opportunities to be part of exciting advancements in patient care.



Your feedback is important to us

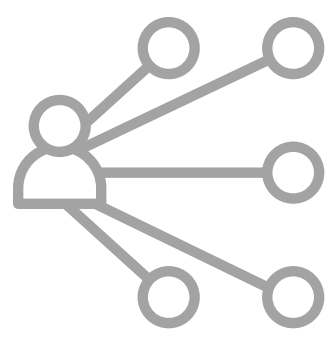
We like to hear when patients are pleased with the service they have received and want to say thank you to a member of our team. We also understand we may not always get things right, but by telling us about a problem, we will have the opportunity to resolve things and improve our services.

We also welcome feedback to tell us what we are doing right and what we can improve through the Friends and Family Test, and patients can provide feedback or suggestions via a form on our website.



Getting involved

We welcome patients to join our Patient Participation Group, which brings together patients and members of our team to share information updates and collaborate on developments.



Accessibility

We will always try to make reasonable adjustments to accommodate the needs of our patients.

Our four sites have car parking including designated disabled spaces. Lifts are available within our Bury (Minden) and Radcliffe (Spring Lane) sites. Our Greenmount and Tottington sites are both single storey buildings. Within our buildings there is good access to our consultation rooms.



Confidentiality and privacy

Keeping your information safe

We respect the right to privacy and keep all health information confidential and secure. You can access information about patient confidentiality and read our privacy statement on our website.

When visiting us

If you would like to speak with our receptionist privately or prefer to write down your request, please let us know.

Our patients can request a chaperone for any procedure, test or examination.



Rights for patients, public and staff

Our team will always do their best to respond to requests as quickly as possible and are here to help and support our patients. We appreciate your kindness and patience.

The NHS constitution sets out rights for patients, public and staff, outlining the NHS commitments to patients and staff, and the responsibilities that the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. You can access the NHS Constitution on the www.gov.uk website.