DURING YOUR APPOINTMENT:

The doctor or nurse will ask you some more questions and may want to examine you. This might include: listening to your chest with a stethoscope, checking your blood pressure or looking inside your mouth or eyes with a small torch. The doctor will explain what they are doing and why they are doing it.

After this, the doctor might give you advice or prescribe medicine.

The doctor might want you to go to a hospital or see a different doctor. This is so they can keep you healthy.

If you have any questions, you can ask them. If you find it hard to understand, you can ask for them to explain in a different way.

What to do if you are worried:

If you are feeling very unwell and you are very worried please call **999.**

Welcome to your GP Surgery

At Springfenisco Healthlink, we have a lot of people who work together to help keep you healthy. These include receptionists, pharmacists, nurses and doctors. This easy read leaflet tells you what to expect when you contact us.

Springfield:
102 Bolton Road,
Darwen,
BB3 1BZ

Feniscowles:
696 Preston Old Road,
Blackburn
BB3 1BZ

Telephone number:
01254 360228

HOW TO MAKE AN APPOINTMENT:

If you are feeling ill and would like to talk to a doctor or nurse please call this number: **01254 360228**

You will then speak to one of our receptionists. They may ask you some questions. This is so they can help make sure you get to speak to the right doctor or nurse at the right time.

After you have talked to the receptionist, you may be asked to come into surgery for an appointment. They will tell you what day and time to come in.

If you need a telephone call, they will ask one of the doctors to call you back. The doctor will call you on a phone number you have given. Please make sure you keep your phone close to you and on loud.

You can also contact us online, book appointments, order medications and ask for sick notes on the NHS app. We can also help you at the reception desk.

YOUR VISIT TO THE DOCTOR'S:

When you arrive at the surgery, first you will speak to someone at our reception desk. They will ask you your name and date of birth and let the doctor know you have arrived.

Let the receptionist know if you have any extra needs and what we can do to help you.

This might be a leaflet that is easier to read or in bigger writing, a BSL translator or a hearing loop in your appointment. We will try our best to help you.

You can bring a carer or family member with you to help you. You will then sit down and wait. The doctor or nurse will call you into their room.