



Tudor Medical Matters

3a Bank Street, Rawtenstall, BB4 6QS

Patient Information Pack



We are a small, family-run, private GP clinic located in Rawtenstall, Lancashire.

We aim to facilitate patient choice, continuity of carer and provide a friendly, high-quality and efficient '**alongside**' GP service, with an emphasis on patient satisfaction.

Telephone: 01706 551394 **Email:** info@tudormedicalmatters.com

www.tudormedicalmatters.com

How can I contact Tudor Medical Matters?

By **telephone** (within clinic opening hours): **01706 551394**

If we do not answer at first, please leave us a message and we will get back to you as soon as possible (may be the next working day if out of hours) or you can try again in a short while.



By **email**, using the address: **info@tudormedicalmatters.com**.

We aim to get back to your query within 2 working days.



Through the contact forms on our **website**:
www.tudormedicalmatters.com

You can also leave repeat prescription requests, comments and feedback, or complete our patient survey.



Pop into the clinic during opening hours to speak to one of our friendly reception staff. We will do our best to help you with your query.

Our address is:

3a Bank Street, Rawtenstall, Rossendale, Lancashire, BB4 6QS.



Clinic Opening Times:

Monday: 9.30am – 5.00 pm

(Reception cover only - no GP)

Tuesday: 9.30am – 5.00 pm

Wednesday: 9.00am – 7.00pm

Thursday: 10.00am – 4.00pm

Friday: 9.00am – 5.00pm

Saturday: 9.30am – 1.00pm

Sunday: Closed

Please note that our clinics do not run on Bank Holidays.

How can I book an appointment?

You can book an appointment by:

1. Calling the clinic directly to speak to our reception staff on **01706 551394**
2. Emailing us on **info@tudormedicalmatters.com** with your preferred times and dates
3. Booking online through our appointment system which you can access through our website (**www.tudormedicalmatters.com**). Please ask our reception staff if you need any help with this.



We also have Facebook and Instagram!

Please search for **Tudor Medical Matters Official**.



What should I do if Tudor Medical Matters is closed?

Please note that Tudor Medical is NOT an emergency medical service.

- For all **life-threatening** emergencies, please call **999**.
- For **non-emergency** medical treatment or medical advice, please call **111**.
- You could also visit your local **walk-in centre** for non-emergency medical treatment or advice. The closest walk-in centre to the clinic is the **Rosendale Primary Health Care Centre** (Bacup Road, Rosendale, BB4 7PL – 01706 235344)
Open 7 days a week, 8am – 8pm.
- Book an appointment with your **own NHS GP**.
- Speak to a **pharmacist**, who may be able to advise or help you with minor health complaints.



Our team:



Dr Gary Tudor
Private General Practitioner

University of Manchester
MB ChB, 19

GMC Number: 2306588



Mrs Jane Tudor

Director
Receptionist
Administrator



Mrs Lianne Tudor

Receptionist
Administrator



Miss Daisy Tudor

Receptionist
Administrator

Our values

1) Respect

Treating you (our patients), their families, co-workers and each other with respect.

2) Time to Listen

Making sure you are not rushed, feel you have been listened to and have time to discuss your health concerns.

3) Honesty

Remaining honest and open about our services, prices and processes.

4) Compassion

Caring about our patients, and making sure to always treat you with empathy, dignity and respect.

5) Individuality

Treating you as an individual and caring about your unique health needs.

6) Continuity

Helping you to build a relationship with your GP, and ensuring the clinic is a relaxing and welcoming environment.



How can we help you?



Please see our website for more in-depth information about our services.

Our GP appointments:

Face to face appointments with Dr Tudor.

15-minute GP consultation: £60.00

30-minute GP consultation: £110.00

*NEW PATIENT OFFER (30 mins): £90.00
(first appointment only)*

45-minute GP consultation: £150.00

60-minute GP consultation: £220.00

Please note that prescriptions, blood tests and/or other treatments/services are charged in addition.



Consultations can also be conducted **via the telephone or video call*** (Skype, Facetime). Same appointment charges apply.

**If applicable/appropriate*

Sexual Health Screening:

Screening (blood tests, swabs etc): Prices vary, contact us for specific prices and information.

Instant Tests (most results back within 20 minutes): £50.00 per instant test.

Instant testing can be conducted for HIV, Gonorrhoea, Chlamydia, Syphilis, Hepatitis B and Hepatitis C.

Health Screens:

Healthy Man Screen	Healthy Woman Screen
Over 45 years: £210.00	
Under 45 years: £240.00	
Screening can be personalised through additional services:	
<ul style="list-style-type: none"> • ECGs (+ £75.00) • Cervical Smear testing (+£89.00) • Further blood tests (price varies depending on test). 	

Vaccinations:

We can offer a range of vaccinations depending on your personal, employment or travel needs. Contact us for information and prices, as we may need to order your desired vaccine in for you.

Kenalog (Hayfever): £65.00

Vitamin B12 injections: first appointment requires consultation - £85, £25 thereafter

Medicals:

VISA Medical: prices vary, contact us

Pre-Employment Medical: from £100

HGV/Taxi/Racing: £90

Healthy Heart Medical: £310

Other services:

Pathology (blood tests, swabs, urinalysis): prices vary

Prescriptions/Letters/Certificates/Forms: £20 each

Ear Syringing: £50

Cryotherapy: £25 per wart

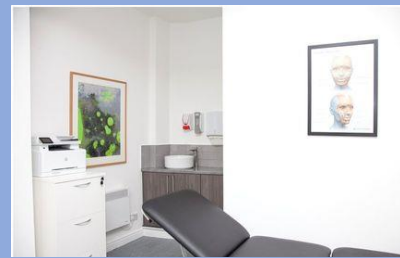
Home Visits:

If you would rather see the doctor in person and find it difficult to leave your home (or would prefer to be seen in the comfort of your own home), we can provide home visits.



Price depends on location and desired length of visit

Contact us for a specific quote.



Repeat Prescriptions:

£20.00 each

If the GP agrees, you may obtain a repeat prescription in the following ways:

- Personal request at reception
- Complete a 'Repeat Prescription Form'- either hand this in to reception or post into prescription box.
- Submit request online through our website (link on home page).

Please allow up to **two working days** for collection from the clinic. We can also **post** your repeat prescription to you for an additional charge of £1 (£21.00 total) and can take card payments over the telephone.

Please note that you will need to pay for your medication at the pharmacy on collection in addition to our prescription charge. Sometimes, however, this may be less than the standard NHS prescription charge.

Aesthetic s:

Free initial consultations to discuss personal preferences and requirements.

Anti-Wrinkle Treatment: from £140 (1, 2 or 3 areas)

Lip Enhancement: from £195

Dermal Fillers: from £195 (0.5ml, 1ml or 2ml)



Important Information for Patients

Interpreters:

We are able to offer access to health services for patients whose first language is not English. This service aims to offer an accurate and confidential communication between health professionals and patients. If you require an Interpreter at your appointment, please inform reception and they will ensure an interpreter is booked and a quote will be provided.

Reviews, Feedback and Suggestions:

We welcome all feedback and suggestions from our patients. To let us know how we could improve your experience, tell us:

1. Via our website
2. Via Facebook/Google
3. Via email/letter/telephone
4. Via the 'Patient Feedback Forms' in reception

Complaints:

If you would like to make a complaint, please email us directly with your complaint and we will forward you our complaints procedure and form to complete.

We will acknowledge the complaint in writing and aim to resolve the issue within a maximum of 28 working days.

Confidentiality:

We operate a completely confidential service to all our patients regardless of age, ethnicity, religious belief or sexual orientation. Your medical records will only be viewed by our GP whilst carrying out their duties.

We will not discuss any information about you (test results, appointments, etc) with anyone else, unless you ask us to do so. Only in exceptional circumstances, (eg. where you or another person may be at risk), will information be shared. In these exceptional circumstances you will be kept fully informed at all times.

Even if you are under 16yrs, all our staff will respect your privacy and will not divulge information to another adult. All patients, including under 16s, can be seen by the GP either on their own, with a friend or a chaperone can be requested.

Sharing your records with your NHS GP:

Please inform us if you would like us to produce a copy of your medical records at Tudor Medical Matters for your own records, or to pass on to your GP. These can be produced within two working days.

We can also send a copy of your records directly to your NHS GP, with your consent. This can also be completed within two working days.

Consent:

You have the right to gain information, ask questions and have them answered satisfactorily before consenting to receive a treatment or service. They may also ask you to sign a consent form if you are happy to proceed. Our GP may also offer you additional treatment etc. depending on your individual needs but you are free to accept or decline these as you wish or take some time to consider.

Chaperones:

Our reception staff are DBS checked and trained to chaperone during consultations or intimate examinations. Please inform the GP or ask at reception if you know you would like a chaperone. You can decline a chaperone when offered, but our GP may still feel that one is necessary. If still declined, the examination may not be able to go ahead. Friends/family members may be present for support, but a trained chaperone will still be required to ensure support and safeguarding for the patient and GP.

Frequently asked questions:

Do I need to re-register at Tudor Medical Matters?

You do **not** need to leave your current NHS GP in order to see our GP, and you do not need to re-register at our practice. You can still see your regular GP alongside visiting us. If our GP requires any documents (blood test results or medical records) from your GP, we can provide request letters to help you gain access to these and vice versa.

Do I need to update my GP?

If you need/have been requested to update your NHS GP records with the treatment you have received at Tudor Medical Matters, then we will need your consent to share data. You can provide this by emailing us a request to send your records to your NHS GP, or by speaking to us via telephone.

How long will I have to wait for an appointment?

Usually we can provide same-day or next-day appointments, so you need not wait long to discuss your worries with our GP.

What if I need to cancel my appointment?

We understand that sometimes things get in the way, and you may need to cancel your appointment with us. We do ask that you try and give us at least 24 hours' notice if possible, so we are able to allocate your appointment to another individual. There is no charge currently to cancel an appointment.

How can I pay for services?

You can pay for any of our services by cash or by card. Card payments can be made over the telephone in advance of your appointment (or for items like repeat prescriptions/letters), or in the clinic following your appointment. We can also provide invoices and receipts for treatment received, should you need them.

What can I expect in a GP consultation? Are there any additional charges?

All consultations are individualised - no two are the same. During your first consultation, our GP will review your symptoms, personal and family medical history in detail, as well as specifically discuss any worries you may have in order to recommend treatment. Subsequent consultations will also include discussion about your symptoms and recommendations on any further treatment or investigations that may help. Our GP appointments start from £60.00 but if you require further investigations such as blood tests, echo cardiogram (ECG) analysis, cervical smear testing etc. then the cost of these will be added on top.

Do you offer appointments for children, as well as adults?

Yes! Our GP can see everyone; from new-borns right up to 100+ years!



More frequently asked questions

Can I be referred for further investigations or treatment?

Following a consultation with our GP, they may recommend you require further investigations or specific treatment. Should this be the case, a referral will be arranged for you by the GP. Unfortunately, we are unable to refer back into the NHS for further scans or investigations, but we can send a letter of recommendation to your GP on your behalf.

How long will I need to wait for blood test results?

This answer is dependent on which test you have had. Most blood test results will take a few days or up to a week. This will be discussed with you during your consultation.

Can you provide private prescriptions or sick notes (for work and school)?

We can provide private prescriptions and sick notes, costing £20 each. If you are a new patient wanting a private prescription, we do ask that you make a GP appointment (starting at £60 for 15 minutes) so that our GP can review your medication and any other issues before providing the prescription. Likewise, for our GP to issue a sick note for work or school, you will also require a GP appointment for him to fully assess how long off you require and to advise on any treatment.

Please note that you will need to pay for your medication at the pharmacy on collection in addition to our prescription charge. Sometimes, however, this may be less than the standard NHS prescription charge.

Facilities at Tudor Medical Matters:

- . Reception and Waiting Area
- . 1 GP Consultation Room
- . 1 Patient WC
- . Hearing Loop (Portable)
- . Threshold Ramp
- . Tea and Coffee Making Facilities
- . Fresh Drinking Water

