

SURGERY INFORMATION

SURGERY HOURS

Monday 8.00am - 6.30pm

Tuesday 8.00am - 6.30pm

Wednesday 8.00am - 6.30pm

Thursday 8.00am - 6.30pm

Friday 8.00am - 7.30pm

Saturday 8.30am – 11.00am (Routine pre-bookable appointments)

The practice offers a full range of General Medical Services including:

- Consultations with the GP of your choice
- General Nurse treatment room services including cryotherapy, dressings, injections, vaccinations
- Chronic Disease Management Clinics for Coronary Heart Disease, Diabetes, Respiratory
- Healthcare Assistant services include blood tests, blood pressure tests, routine ECGs and smoking cessation advice
- Antenatal clinics
- Cervical smears
- Family planning (including emergency contraception)
- Joint injections
- Dietetics
- Counselling
- Minor surgical procedures
- Travel immunisation and advice (Registered Yellow fever centre)

Consultations: By appointment only. Appointments can be made by telephoning the surgery or in person at reception. You can also book on-line via the website or ask for a SKYPE consultation. Please ask at reception about these services. As from 1 April 2004 all patients are registered with THE PRACTICE and not a specific doctor, but patients may express a preference to see a particular doctor when making an appointment. However, should the doctor of choice be unavailable and you need to be seen urgently you will be offered an appointment with another GP or nurse practitioner. Should you be unable to keep the appointment, please contact the surgery and advise of a cancellation giving as much notice as possible so that the appointment may be offered to another patient.

Home Visits: Home visits are reserved for patients who are truly housebound or so incapacitated that they cannot be brought to the surgery. Home visits are based on medical need. Please telephone for a home visit before 10.30am. In most cases children can be safely brought to the surgery where we have the best conditions for examination. If you come to the surgery during normal hours (or the emergency centre during out of hours) you will be seen, treated and if necessary referred more quickly.

Telephone Advice: The most convenient time to consult the doctor by telephone for advice is between 11.30am and 12 noon on weekdays. The receptionists will be pleased to arrange this for you.

Our district nurse team is based at Formby Clinic, Phillips Lane, telephone number 01704 831236

Out of Hours: There is always a doctor on call. If you need a doctor urgently at any time please telephone the surgery, on 01704 878661 or NHS advice line on 111. Advice may be obtained from the NHS website www.nhs.uk. Out of hours cover is provided by Integrated Care Sefton and is operated by local GPs. The out of hours clinic is at **Southport & Ormskirk NHS Trust**, Kew, Southport and is by appointment only. A doctor is available at all times, but we ask that requests for such visits are made only in the case of genuine urgent medical need. If you feel that the condition will not wait for your call to be returned, please telephone 999 for an ambulance. **The Accident & Emergency Unit** is at Southport & Ormskirk NHS Trust for Adults and Ormskirk District General, Wigan Road, Ormskirk for children.

Repeat Prescriptions: Please give 48-hours notice (excluding weekends and Bank Holidays) or repeat prescriptions in writing either using the reorder form provided with your last prescription, by letter, using the forms available at reception or via our website. Please do not telephone with your requests as we are unable to take requests in this manner.

Disabled Access: The surgery has disabled car parking spaces near the front entrance. Wheelchair access is available at the front of the building. Patient services are available on the ground floor. Two disabled W.Cs are available on the ground floor adjacent to the Waiting Room. Should you need assistance please ask at reception when a member of staff will be pleased to help.

Results of Investigations: Please telephone after 10.30am for results of investigations, Monday to Friday. This allows patients who need appointments or home visits to get through to reception more easily.

Practice Staff: We have a team of fully trained personnel who are available to arrange appointments, deal with your enquiries and support your doctor. Any information you give to any member of staff is treated with absolute confidence.

Practice management is in the care of Ms Sue Lowe who may be able to help you with any administrative or non-medical aspect of your health and treatment; or discuss with you any suggestions or complaints. Our reception Managers, Susan Woods and Debra Twentyman are also available to assist you, as are any of our administrative staff.

Other Health Professionals associated with the Practice include district nurses, health visitors and Midwives who attend the surgery for one session per week to look after our pregnant ladies. Counsellors hold a weekly counselling session at the surgery – patients are referred to this service by their doctor. Patients with dietetic problems are referred to the dietician, who visits the surgery twice per month.

Medical Students: This practice participates in the training of medical students who are at various stages of their training. However patients will be informed when booking their appointment that students will be present, and where preferred, patients have the option to withhold consent.

Registration: All persons making an application to join Our Practice List must do so by requesting an application form from our reception staff. Please check with the receptionist that you live within our practice boundary. Completed forms should be returned to reception to facilitate registration. Should registration not be acceptable the practice will provide a reason in writing within 10-working days. A New Patient Check appointment with a nurse will be made with all newly registered patients to ensure that the practice offers the most appropriate medical service to each patient. Patients may make an appointment with their doctor prior to a new patient check appointment.

Chaperones: The practice operates a policy of offering chaperones for all intimate examinations. Patients can request a chaperone to be present for any consultation.

Disabled Access: The surgery has disabled access and facilities available for its patients. Should patients require an interpreter then this should be organised in advance. All patients are welcome to be accompanied at their consultations by a friend or relative, and we also will arrange for a chaperone to be present during a consultation as required by the clinician and/or the patient. Animals are not permitted on the premises other than those accompanying our patients who are blind, or who have dogs to assist them with hearing impairment.

Patient Comments: Suggestions for improvements and compliments are always welcome. We hope that you will never have cause to complain, either with regard to your medical treatment or for any other reason. However if such an occasion arises we would hope that an informal discussion with the Practice Manager would enable the situation to be resolved. We do have an in house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception.

Practice Responsibilities

- You will be treated as an individual with courtesy and respect at all times.
- You have the right to be treated confidentially
- We will endeavour to answer the telephone promptly
- We will offer medical advice and information for promotion of good health
- Respect for religious and cultural beliefs will be honoured
- You have the right to see your own medical records subject to the limitations of the law. You may be charged for this service.
- You will be given a time to see a doctor in accordance with the system used in this practice. If there is likely to be a substantial delay for any reason you will be given an explanation.

Patient Obligations

- We ask that you that you treat our doctors and all practice staff with courtesy and respect
- The first hour of the morning can be very busy, please leave routine calls and test results for later in the day
- You are responsible for your own health and that of your children. Please take the advice given to you at the practice.
- If there is any change to your personal details then please let us know immediately. Please remember to provide us with your postcode and mobile number if you have one.
- Please let us know if you are unable to keep an appointment so that we can offer it to someone else.

In rare cases that prove to suggest an irreparable breakdown in the doctor-patient relationship, we reserve the right to remove the patient from our practice list.

Visit our website

Our website is updated regularly and is a great way to find latest information which includes all the services we offer. There is also advice on useful telephone numbers, health promotion and links to other NHS services. The practice website can be accessed at www.thevillagesurgeryformby.nhs.uk

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will only be made with the written permission of the patient or their parent or guardian in the case of children under the age of 16. Access to information by the patient is dealt with under the Freedom of Information Act.

We observe a non-smoking policy within the premises and we follow a non-discriminatory policy with regard to patients and staff.



**12 Elbow Lane
Formby
Liverpool
L37 4AW**

Tel: 01704 878661 Fax: 01704 832488

The Doctors:

**Dr Jacqueline Reddington, MB ChB (Liverpool 1989) DCH DFRSH
Dr Christopher Bolton, MB ChB (Birmingham 1996) DRCOG DFRSH
Dr Liam Grant, MB ChB (Liverpool 1998) DRCOG MRCGP
Dr David Mortimer, MB ChB (Liverpool 1999) DRCOG
Dr Thomas Brettell, MB BS (London 1999) MRCGP**

Practice Manager: Ms Sue Lowe

**Receptionist Managers: Susan Woods
Debra Twentyman**

**Practice Nurses: Sister Jane Jones, RGN
Sister Yvonne Sturdy, RGN, BA (Hons)**

**Healthcare assistants: Joanne Bennett
Dawn Sixsmith
Lyndsey Carroll**

Website: www.thevillagesurgeryformby.nhs.uk

**Our CCG is: Southport & Formby Clinical Commissioning Group
5 Curzon Road, Southport, PR8 6PL. TEL: 0151.247.7041**