

**ELLERGREEN MEDICAL CENTRE
24 CARR LANE
LIVERPOOL
L11 2YA**

Telephone: (0151) 256 9800

www.ellergreenmc.nhs.uk

Surgery Opening hours:
Monday 8.00am to 6:30pm
Tuesday 8:00am to 6:30pm
Wednesday 8:00am to 6:30pm
Thursday 8:00am to 6:30pm
Friday 8:00am to 6:30pm

Telephone lines are open 8.00am-6.30pm

Welcome to the Practice

Dr Ian Shiffman MB ChB DObst RCOG

Registered 1979 - Liverpool

Special interests - sports injuries and cardiology.

Dr Nicola Culkin MB ChB DRCOG DFFP MRCGP

Registered 2000 - Leeds

Special interests - women's health/contraception, palliative care.

Dr Anthony Smith BSc MB ChB MRCGP DRCOG DFFP DPD

Registered 1984 - Leeds

Special interests are dermatology, minor surgery, medical computing and informatics, GP training and travel medicine.

Dr Colin Harding MBChB, MRCGP

Qualified in Liverpool 2006

Special interests - dermatology, minor surgery, joint injections

Dr Laura Fadden MBChB, MRCGP

Dr Andrew Halsall MBChB, MRCGP

Dr Free McKenna MRCGP, MBChB hon, M.Phil, BSc hon

Dr Alan Wass MBChB MRCGP(2013)

Dr Oliver Stevenson Mb ChB MRCGP

Dr Ben Lambden MBBS MRCGP

The Practice

The new building was opened in March 2002 and was designed to meet the exacting levels of access, safety, service and comfort expected from NHS organisations and to provide the best of facilities for the healthcare of our patients. Every part of the building is accessible by wheelchair and all other facilities were designed specifically to assist those who are in wheelchairs, with wide doors and corridors and low-level light switches and door handles. It is situated on the Ellergreen Community site and patients are registered here from within Liverpool postal districts 4, 11, 12 and 13.

Parking

There is parking around the building and elsewhere on the site with approximately 140 parking spaces available. Local buses stop in Carr Lane and Utting Avenue East.

Opening Times

The surgery is open from 8.00am until 6.30pm Monday To Friday. At all times during the day the telephones are answered by administration staff who will deal with any query or request as needed.

Out of Hours

After normal working times, at weekends and public holidays the services to our patients are provided by the out-of-hours provider NHS111 which is answerable to NHS England for the extent and quality of its service. Patients when ringing the surgery after hours will be advised to redial 111 which is a free number from both a landline and mobile telephone.

PRACTICE STAFF

Practice Manager

Our Practice Manager is Mrs Julie Brown

Management Team

As well as our Practice Manager, our Management Team consists of:

Mrs Nicola Gardiner:- Office Manager

Miss Em Coombes:- Information Manager

Nurse Practitioner

Mrs Suzanne Phillips is our Nurse Practitioner who deals with all minor illnesses and can prescribe medications. She can deal with medical queries on the day, over the phone or face to face.

Practice Nurse

Sr Nicola Twigg RGN is our senior practice nurse who deals with diabetes, women's health issues, children's health and all other chronic disease management. She can prescribe certain medications in her own right.

District Nurses

There is a team of district nurses and the overall responsibility for these is held by the care manager Sr Beth Dixon. The district nurses are responsible for the care of our housebound patients.

Health Visitors

The health visitor team are based at Norris Green Clinic. They provide a visiting service to new babies and mothers in their homes. They monitor the development of children and provide an advice service for both new and experienced mothers.

Midwives

The midwife team hold a clinic here every Wednesday and Friday morning and provide antenatal care, advice and many leaflets and other information for prospective mothers.

Registering at the Practice

Patients can register either online or by submitting a printed form.

Change of Contact Details

If you move house or change your telephone number please inform us as soon as possible. This will ensure we can contact you whenever we need to.

Confidentiality and Protecting Your Data

We aim to provide you with the highest quality of health care. To do this we must keep records about you, about your health and about the care we have provided to you or plan to provide to you. The people who care for you use your records to provide a solid basis for all health decisions made by you and by healthcare professionals.

We handle medical records according to the laws on data protection and confidentiality, strictly adhering to the Data Protection Act and General Data Protection Regulations (GDPR). We share medical records with health professionals who are involved in providing you with care and treatment strictly need to know basis and event by event. More information on how we use your data is available on our website and displayed in our patient corridor. This includes all our privacy notices and how to opt-out of any data sharing agreements we hold.

All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required when somebody is at grave risk of serious harm). All staff are aware of, and adhere to, their responsibilities for safeguarding confidentiality and preserving information security.

Access to Medical Records

You can request access to your medical record by either making a Subject Access Request or requesting enhanced online access. Please ask our reception staff for details. Patients with an online account will automatically receive access to their future, or prospective, full general practice health record including free text, letters and documents as set out by NHSE. Patients will see new information once it is entered or filed into their electronic record.

Home Visits

Should you need to see a doctor and you are not able to attend the surgery, please telephone the practice before 11.00am and leave a telephone number for the place where you are staying so that you can be contacted by a doctor to assess the need for the visit. If you do not have a telephone, someone else can make the request for you and in this case please make sure that the requester has enough information for the doctor to make an informed decision.

Appointments

Requests for GP or ANP appointments are made using PATCHS, our online consultation system. The practice uses a triage system. Triage is a method of deciding the best course of treatment and the best provider of treatment for the presenting condition. PATCHS is open 8am to 6.30pm weekdays for admin and routine clinical queries. **Urgent** requests are limited based on capacity for that particular day. Children under the age of 5 years will be dealt with on the same day if it is urgent.

Our Nurses and Health Care Assistants operate an appointment system, both phone-call and face-to-face, which can be booked in advance.

Repeat Prescriptions

Repeat prescriptions are not taken over the telephone except for those patients who are deemed housebound. We will provide repeat medication that is requested in person or by a representative by filling in a request form at the front desk or online. Please give at least 2 working days' notice when making the request to enable the staff to process the request, and for the doctor to check that the medication is correct and is still advised.

Prescriptions can now be sent electronically to the chemist of your choice, you just need to set this up with your chemist. If you do not wish to have this service your prescriptions will be printed which you will be able to collect from the surgery. If a local pharmacy will collect and deliver your medication then please sign the necessary forms to enable them to do this for you. Some treatments require regular reviews and when these are due you may have to have a consultation with us before we are able to safely issue it.

Test Results

If you are requested to have a blood or other test, the results will come to the practice within a variable period of time depending on the type of test. If you are told to contact us for results then please do so after 12 noon, using the normal telephone number. You may be contacted by text or letter to request that you make an appointment with a nurse or doctor following the test. Any results that require immediate treatment will be relayed to you as soon as possible. To assist in treatment you may receive a communication from us asking you to go for a blood or other test. This is generally for review purposes to try to maintain your health, whereby we will advise you of where you can go for the test, together with the forms to take with you.

Specimens

If you are asked to bring in a specimen of urine or anything else, please bring it in early in the morning as the courier to the laboratory picks up the specimens at 11.00am.

Medical Examinations

Special purpose examinations such as fitness to travel, pre-employment, insurance and road traffic accidents are all conducted outside surgery times and are not part of General Medical Services provided by the NHS. These medical examinations are deemed as private consultations and a charge is levied by the practice. This can be paid either by the patient, the employer or insurance company but in all cases the fee must be paid prior to the examination. Charges for road traffic accidents will usually be paid by the patient and reimbursed by the patient's or drivers insurance company.

Staff Protection

In line with the whole of the NHS, the practice has a 'Zero Tolerance' policy towards violent, abusive or intimidating behaviour. All members of staff have the right to expect to work in a safe environment and we will take all steps necessary to preserve and protect that right. If you fail to respect this policy we will take action to enforce this right which may include calling the police which will certainly result in your removal from the practice list.

Complaints

We understand that there will be times when you are less than happy with our services; if this occurs please make your complaint known to a member of staff. If the complaint can be dealt with there and then it will be, but if the nature of the complaint is more serious, please ask to speak to the manager. All complaints will be dealt with sympathetically and as speedily as possible and, where this is not possible, a progress report will be given or sent to you.

Online Access

You can now book an appointment and order your prescriptions on-line.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Doctors' responsibilities

- You will be treated as an individual, given courtesy and respect at all times.
- Your medical information and record will be treated with confidentiality.
- You have a right to medical information held about you subject to the limitations and impositions of the law.
- You can request a home visit and if the doctor considers it necessary, the doctor will visit. The final decision rests with the doctor.
- We will tell you the results of any tests you have taken, or you may be asked to book an appointment for this or for a review of your treatment.
- Repeat prescriptions will normally be ready within 48 hours.

Patients' responsibilities

- Please attend on time for your appointment. If you are delayed for any reason please inform the practice. Give the surgery plenty of notice if you wish to cancel an appointment.
- Do not ask the doctor to see more than one person at an appointment unless by prior arrangement.
- Be prepared to give details of the ailment when requesting an urgent appointment or home visit but do not request a home visit if you are well enough to attend the surgery.
- Please make requests for repeat prescriptions more than two working days before they are required.
- Please be courteous to all staff. Patients who fail to be courteous will be requested to find another doctor. Staff are trained to help and have patient interests at heart.
- Please be patient if the surgery is busy or if a clinic is has overrun.
- Please notify the practice of any changes in relevant personal details such as change of name, address, telephone number.
- Be considerate of other patients and ensure children are supervised at all times.
- Do not bring animals (except guide dogs) or bicycles into the building.

Useful Contact Details

Hospitals

Aintree Hospitals	0151 525 5980
Alder Hey	0151 228 4811
Cardiothoracic Centre	0151 228 1616
Clatterbridge	0151 334 4000
Dental Hospital	0151 724 2000
Rathbone	0151 723 3000
Royal & Broadgreen	0151 724 2000
Whiston	0151 729 7200
Women's	0151 722 4000

Chemists

Asda	0151 270 1933
Boots, Broadway	0151 226 1437
Lloyds, Lowerhouse	0151 546 2294
Lloyds, Muirhead	0151 226 1374
Rowlands Carr Lane	0151 226 1547
Rowlands, Townsend	0151 226 2566

Other Useful Numbers

Breast Screening	0151 708 8157
Citizens Advice Bureau	Available at the surgery
NHS 111	dial 111
Careline	0151 459 2606