



BLUNDELLSANDS SURGERY

PRACTICE LEAFLET

Welcome to Blundellsands Surgery

Blundellsands Surgery aims to meet the healthcare needs of patient, family and carer in a supportive environment - delivering effective care which includes the promotion of health through education, support and personal empowerment.

The Practice will provide a supportive working environment where all staff are enabled to flourish and develop, allowing the Practice to respond positively to the health needs of the population we serve.

Contact Us

Blundellsands Surgery
1 Warren Road
Blundellsands
Liverpool
L23 6TZ

Telephone: 0151 924 6464
Email: gp.n84020@nhs.net

www.blundellsandssurgery.nhs.uk



@blundellsandssurgery

Opening Hours

Monday	8am – 6.30pm
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 6.30pm
Friday	8am – 6.30pm
Saturday	CLOSED
Sunday	CLOSED

The practice closes one Wednesday PM per month for staff training.

Staff

Blundellsands Surgery staff consists of:

Clinical Team:

- **Responsible GP as a sole trader:**
Dr C Gillespie
- **Salaried GP's:**
Dr R Scott, Dr A Faith, Dr S Weston,
Dr A Razif, Dr M Reid, Dr A Jones and
Dr P Morley
- **GP Registrar's:**
Dr M Bell, Dr A Ibrahim, Dr N Ibrahim
and Dr A Mahmoud
- **Advanced Nurse Practitioner (ANP)**
Alison O'Malley
- **Practices Nurses**
Sue Hancock, Kate Murphy and
Paula Tilston
- **Health Care Assistant (HCA)**
Dee McCarthy
- **Clinical Pharmacist**
Sara Boyce

Administrative Team:

- **Practice Manager:**
Barbara Oliver
- **Deputy Practice Manager:**
Ashleigh Burrell
- **Office Manager:**
Nicci Tinsley
- **Admin / Secretary Team:**
Debra, Kerry, Helen and Kaitlin
- **Reception Team:**
Caroline, Claudia, Elaine, Jane, Jess, Jill, Kaitlin, Katie, Pat, Stephanie and Wendy

Wider Healthcare Team:

(Not employed by the practice)

- **Health Visitors**
- **Community Midwife**
- **Palliative Care Clinical Nurse**
- **Psychology Practitioners**
- **Community Matron**
- **Care Co-ordinators**
- **District Nurses**
- **Physiotherapist**
- **Cancer Care Navigators**
- **Social Prescribers**
- **Clinical Pharmacy Hub**

Practice Information

The surgery operates from a converted detached house. There is a car park with designated parking for people living with disability. We also have bicycle parking.

The whole of the ground floor is Disability Discrimination Act compliant. There are two waiting areas one of which is a designated 'quieter waiting area'. There are 12 consulting rooms on the ground floor.

Occasionally some patient services are delivered from the first floor; should any patient, relative or carer be unable ascend or descend the stairs safely, then the clinician will identify a clinical room on the ground floor in which to consult.

Accreditations

Blundellsands Surgery is proud to be an accredited Armed Forces friendly GP Practice.

We have also been awarded 'Gold' for excellence in LGBTQ+ healthcare.

Training

The surgery has been a training practice for many years. There are currently 3 GP trainers; they train fully qualified doctors who are gaining experience in general practice.

Patients are informed if a trainee GP is sitting in with their doctor. If a patient wishes to see the doctor alone, this will be arranged. As part of training occasionally consultations are recorded. This will occur only with the patient's consent; intimate physical examinations will not be recorded. The camera will always be switched off upon request, and the recording will be deleted if the patient asks.

Data Protection

The Practice is committed to security of patient records. The Practice will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant.

Appointments

Booking an appointment:

To make an appointment to be seen at the surgery patients can attend in person, book online or telephone the practice during normal opening hours on the following telephone number: 0151 924 6464.

Appointments are available morning and afternoon, Monday to Friday with doctors, clinical pharmacist, nurses and the health care assistant. Patients may also request to speak to a doctor or nurse on the telephone or may submit an online consultation via eConsult found on our practice website.

Blundellsands Surgery also offers 'invisible disability' appointment slots to our patients; these slots are usually at the beginning or end of a clinical session, when our waiting area is less busy. We also have a designated quieter waiting area.

Translation services:

Blundellsands Surgery has access to translation services if needed during your appointment. We also have a hearing loop and access to British Sign Language services.

Chaperones:

A chaperone is an impartial observer present during an intimate examination of a patient.

If you would like a chaperone at your appointment, please let staff know when you book your appointment.

For appointments involving intimate examinations the clinician will offer you the choice of having a chaperone present.

Cancelling an appointment:

If you cannot attend your appointment, it is very important that you notify us with as much notice as possible, so that we can offer your appointment to someone else.

To cancel an appointment at the surgery patients can attend in person, cancel online or telephone the practice during normal opening hours on the following telephone number: 0151 924 6464.

If we hold a mobile telephone number on record for you, you will receive appointment reminders via SMS text for your upcoming booked appointment. Patients can also cancel their appointment by replying to their SMS text reminder.

Services

Doctor's consultation service:

This service involves doctors working in premises, or a room, designated for medical consultation. Often the doctor will complete medical consultations, including physical examination and simple physiological measurement (such as blood pressure tests). They will discuss diagnosis and treatment options and may prescribe medicines for the patient to take at home or create a referral to secondary care.

They may also undertake minor invasive investigations or procedures, such as joint and periarticular injection.

Home Visits:

Patients are generally seen at the surgery, but between the hours of 8.00am and 6.30pm patients may be seen at home, if the doctor considers a home visit necessary because of the patient's medical condition. Patients are advised to call the surgery as soon as possible if they believe a home visit to be necessary. Requests for home visits are triaged by a GP; some visits where appropriate will be carried out by the Acute Visiting Service.

Prescriptions:

Patients may request a repeat prescription by leaving a written request form or computerised list in the box provided at the reception desk or via our website. We only accept repeat prescription requests over the telephone for patients who are housebound. We aim to have the prescription available for collection at the surgery or at the patient's nominated pharmacy within two working days.

Management of chronic disease:

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate. We run clinics for patients with Diabetes, Strokes, CHD, CKD, Hypertension, Mental Health conditions, Rheumatoid Arthritis and Respiratory diseases which are held regularly throughout the year with our nursing team.

General nursing care:

Our nurses provide contraceptive services, HRT reviews, well person checks, new patient checks, blood pressure monitoring and travel advice; they also perform vaccinations, and smear tests.

Maternity services:

Midwife clinics are held regularly at the surgery. The doctors also contribute to antenatal and postnatal care.

Family Planning and Contraceptive services:

This is provided by doctors and nurses.

Vaccinations and immunisations:

All routine childhood immunisations are performed at the surgery. All eligible patients are offered vaccinations such as: Shingles, Pneumococcal and RSV. The seasonal influenza vaccine is also offered to eligible patients each year.

Foreign Travel Health Advice:

Our nurses have been trained to provide an up-to-date service that includes vaccinations if necessary.

Phlebotomy Clinics:

These clinics are held every day and are carried out by our HCA.

Private Medicals:

For various reasons are carried out i.e. HGV licences/Fostering/ employee medicals. If there is a fee involved, the reception team will advise you the cost of this.

Comments, Suggestions and Complaints

Whilst we constantly strive to provide a friendly and efficient service, we understand that occasionally things do not go as smoothly as we would like.

We welcome comments and suggestions on the services and care that we provide. If we fail to provide the highest care possible, patients are asked to make this known to the Practice Manager.

The Practice takes all complaints very seriously and feels that the patient is entitled to raise concerns and ask for a full explanation when they feel dissatisfied with the service they have received.

If you have positive feedback for the surgery about the services and care that we provide, then of course we would be delighted to hear it. All feedback is shared with our practice team.

Patient Participation Group (PPG)

We have an active patient participation group (PPG) at the practice.

PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

Blundellsands Surgery is committed to continually improve our services by learning from and listening to our patients.

If you would like to become a member of our Patient participation group (PPG) then please speak to our reception team, who can direct you to our PPG joining form. Once this form is completed and returned, you will be added to our PPG list and receive communications from the practice about future meetings.

Other information

Zero Tolerance:

Blundellsands Surgery operates a zero-tolerance policy to any abuse or bad behaviour towards its staff, doctors or other patients.

Aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in you being removed from the practice list.

No Smoking Policy:

Blundellsands Surgery is committed to promoting the health, safety, and wellbeing of our employees, patients and visitors.

Smoking, including the use of electronic cigarettes (e-cigarettes), is prohibited in all parts of the building, around doorways and entrances to the building.

Collaborative and extended services

Primary Care Network (PCN):

The practice is a member of South Sefton Primary Care Network.

Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan. Structured around groups of collaborating GP Practices they are often described as the 'unit of delivery' for out of hospital services. South Sefton PCN will provide the structure and funding for new services to be developed locally, in response to the needs of the patients they serve.

Integrated Care Board (ICB):

www.cheshireandmerseyside.nhs.uk

GP out of hours:

For health information or advice during out of hours, patients can call **111**, use **111.nhs.uk** or in the case of a life-threatening emergency phone: **999**.

Walk-in Centre:

Our local walk-in centre is Litherland Town Hall, Hatton Hill Road, Liverpool, Merseyside, L21 9JN.

Registering at our practice

To register at our practice, you must be living within our practice boundary – See below Map
(A more detailed version of this map can be found on our practice website).



New patients who have moved within our practice boundary can register with Blundellsands Surgery online - via our practice website. Patients can also complete a paper registration form. Paper registration forms can be collected from our practice reception desk or can also be found on our practice website.

Once your registration form is processed and you have been successfully registered at the practice, you will receive a letter or a SMS text to advise of this. You will also be sent a new patient health check questionnaire via SMS text, or you may be asked to book an appointment for a new patient check, with our nursing team.

Changing your details

It is imperative that the contact information that we hold for you is correct and up to date.

If you need to change your name, address or contact information (telephone numbers or email address) you can do this online via the NHS app or by coming into the practice to complete a change of details form.

If you have moved to a new address that is outside of our practice boundary (above) you will be asked to register at a new practice within your new area.