

## Useful telephone numbers

Aintree University Hospital	0151 525 5980
Aintree University Hospital X-ray	0151 529 2322/3216
Alder Hey Hospital	0151 228 4811
Alexanders Chemist	0151 928 1457
Abbey Sefton Hospital (now called Sefton Suite)	0151 257 6700
Boots Chemist (Liverpool Road)	0151 924 4338
Boots Chemist (Seaforth)	0151 928 3733
Boots Chemist (South Road)	0151 928 3070
Broadgreen Hospital	0151 282 6000
Cardiothoracic Centre	0151 228 1616
Clatterbridge Hospital	0151 334 4000
Cohens Chemist	0151 924 3209
Coroner	0151 777 3480
Crescent Chemist	0151 931 3333
District Nurses	0151 247 6341
Health Visitors	0151 247 6196
Higgins Chemist	0151 920 6803
Litherland Town Hall Medical Centre	0151 475 4667
Liverpool Womens Hospital	0151 708 9988
Lloyds Chemist	0151 928 3169
Lloyds Chemist (Moor lane)	0151 924 3915
May Logan Centre	0151 922 8588
Merseyside Police	0151 709 6010
NHS 111 (Non Emergency, Urgent Care)	111
PALS	0800 218 2333
Prince Street Clinic	0151 247 6900
Royal Liverpool Hospital	0151 706 2000
Shorts Chemist	0151 924 3449
Social Services (adult)	0151 934 3019
Social Services (children)	0151 934 3959
South Sefton Clinical Commissioning Group	0151 247 7000
Southport Hospital	017045 47471
Spire Hospital Liverpool	0151 733 7123
Spire Murrayfield	0151 929 5181
The Citizens Advice Bureau	0844 848 7700
The School of Tropical Medicine	0151 708 9393
Thornton Clinic	0151 247 6330
Walton Centre	0151 525 3611
Waterloo Hospital	0151 330 6750

# The Blundellsands Surgery

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# A guide to our services

1 Warren Road, Blundellsands, Liverpool, L23 6TZ

Telephone: 0151 924 6464

Fax: 0151 932 0663

[www.blundellsandssurgery.nhs.uk](http://www.blundellsandssurgery.nhs.uk)

## Welcome

The Blundellsands Surgery serves the Crosby, Waterloo and Blundellsands area.

Our team includes four GPs, one nurse prescriber, one senior nurse, three health care assistants as well as our practice manager and administration and reception staff.

We offer a full general practice service and run specialist clinics for children and pregnant women, Diabetes, Coronary Heart Disease, Epilepsy, Rheumatology and Asthma sufferers .

The Blundellsands Surgery is an appointed General Practitioner Training Practice. General Practice Registrars are fully qualified doctors with a minimum of three years post qualification experience. They join us for a twelve month period to gain experience they need to become family doctors.

From time to time their consultations are recorded on video for training purposes, however patients will be asked to sign a consent form prior to their appointment, and where preferred, patients have the option to withhold consent.

This leaflet is for both existing patients

and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates. If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception or can be downloaded from our website

**[www.blundellsandssurgery.nhs.uk](http://www.blundellsandssurgery.nhs.uk)**

Completed registration forms must be handed back in at reception to facilitate registration. Should registration not be acceptable the practice will provide a reason in writing within 10 working days. A New Patient appointment with a Nurse will be made for newly registered patients over 40 years of age and/or on regular medication 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.

The Blundellsands Surgery operates a non-discriminatory policy with regard to patients and employees.

## Notes

## Named GP for all patients

The name GP is largely a role of oversight, with the requirements being introduced to reassure patients they have one GP within the practice who is responsible for ensuring that this work is carried out on their behalf.

There is no condition within the requirement for patients to see the named GP when they book an appointment with the practice.

Patients are entitled to choose to see any GP or nurse in the practice in line with current arrangements.

## Patient Online Access

As part of a national initiative The Blundellsands Surgery has introduced Patient Online Access, a service that lets you use the internet to view a summary of your medical record, arrange an appointment with a GP or order repeat prescriptions.

You can use Patient Access from your:

- PC
- Tablet or Android device
- Mobile phone
- Any other device you use to access the internet.

Patient Online Access allows patients to:

- Book and cancel appointments.
- Request prescriptions for repeat medication.
- Notify the surgery about changes of address.
- View a summary of your medical record.

How to register for Patient Online Access:

Please bring along to the surgery **one form of photographic ID**. You will then be given your personal registration details in order to access the service.

*\*Please note this service is unavailable for patients under the age of 16\**

## Practice Boundary Map



## Appointments

Ring our main switchboard number on **(0151) 924 6464** to book an appointment.

■ **Urgent cases** are seen the same day

■ If your condition is **non-urgent**, you can expect to see a GP within two working days though you may have to wait longer if you want to see a particular GP. If you don't need an appointment within two working days, you also have the option to book up to two weeks in advance if this is more convenient for you.

Nurses based in our practice treat ■ patients for a wide range of common conditions. You can expect to see a nurse within one working day.

Let us know if more than one ■ person in your family needs to be seen to enable separate appointments to be booked for individual patients.

■ Tell us if you want someone to accompany you during an examination or a private room to discuss any sensitive matters.

Remember that the results of tests ■ can only be given to the patient.

You can book to have a ■ **telephone consultation** with a doctor or nurse. Please ring the surgery to book a telephone consultation. The doctor or nurse will ring you back after morning surgery.

We observe a strictly non-smoking policy within the surgery premises and ■ grounds.

CCTV cameras are in operation both inside and outside the surgery ■ premises.

### How you can help us:

■ Be on time for your appointment

■ Tell us if you need to cancel

■ Call for a home visit or urgent appointment before 10:30am

## Patients with particular needs

The surgery has disabled car parking spaces near the front entrance which is reserved for patients displaying a disabled sticker.

Wheelchair access is available via a ramp at the front of the building.

Patient services are available on the ground floor.

A disabled W.C. is 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.

Animals are not permitted on the premises other than those accompanying our patients who are blind, or who have service dogs to assist them .

A T loop is installed in reception for the hard of hearing.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English or are hard of hearing. Please let us know if you need this service when booking an appointment.

## Patient confidentiality

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

We respect your right to privacy and keep all your health information confidential and secure in accordance with the terms of the Data Protection Act and disclosure to a third party will only be made with the written permission of the patient, their carer or guardian in the case of children under 16 years of age. Access to information by the patient is dealt with under the Freedom of Information Act.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

## Your local Clinical Commissioning Group

The Blundellsands Surgery is part of South Sefton Clinical Commissioning Group.

### NHS England

South Sefton Clinical Commissioning Group is contracted by NHS England to provide health care services to patients

### South Sefton Clinical Commissioning Group

3rd floor of Merton House  
Stanley Road  
Bootle  
Merseyside  
L20 3LD  
tel: **0151 247 7000**  
fax: **0151 247 7328**  
email:

[communications@sefton.nhs.uk](mailto:communications@sefton.nhs.uk)  
[www.southseftonccg.org.uk/](http://www.southseftonccg.org.uk/)

## Other information

### Complaints

The Blundellsands Surgery aims to give a friendly professional service to our patients. However, if you have any concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable - your GP, our practice manager or our reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the complaints manager at SSCCG (address on the left). There is also a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer ring **0800 218 2333** (Freephone: Mon-Fri, 9am-5pm, with 24 hour answerphone) or by email to [southseftonccg.complaints@nhs.net](mailto:southseftonccg.complaints@nhs.net)

### Patient comments

Suggestions for improvements, and compliments are always welcomed and there is a suggestion box in the reception area & a link on surgery website for feedback <https://www.nmhissecure.nhs.uk/blundellsandssurgery/feedback.asp>

## Opening times

Monday	Tuesday	Wednesday	Thursday	Friday
7:30-18:30	7:30-18:30	7:30-18:30	7:30-18:30	7:30-18:30

## Practice times

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Doctors Surgery and ANP</b>	7:30-11:00	7:30-11:00	7:30-11:00	7:30-12.30	7:30-11:00
	15:30-18:30	15:30-18:30	15:30-18:30	13:30-18:30	15:30-18:30
<b>Nurse Clinic</b>	08:00-12:00	08:00-12:00	08:00-12:00	07:30-12:00	07:30-12:00
	13:30-17:40	13:30-17:30	13:30-15:00	14:00-17:40	13:30-15:00

## Home Visits

Home visits are reserved for patients who are truly housebound or so incapacitated that they cannot be brought to surgery. Home visits are based on medical need. Please telephone for a home visit before 10:30am. In almost all cases children can be safely brought to the surgery where we have the best conditions for examination.

## Evenings and weekends

Out of hours cover is provided by GO To DOC it is contracted by SSCCG and with the provision of a full GP service. You may telephone the surgery number **0151 924 6464** for information of out of hours services at any time..

## Clinics

### Antenatal Thursday

The clinic is run by midwives. If you become pregnant, you should call 0151 247 4747 for an appointment at which the midwife will ask you a few questions and carry out general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

### Child health and immunisation

#### Tuesday 16.00-17.00

All new babies are invited for regular check-ups from eight weeks old and their first immunisations.

ALL further immunisations will also be done on a Tuesday afternoon during baby clinic.

Health Visitors may be contacted on 0151 247 6196.

### Counselling

#### Thursday 12:00 — 16:00

Provided in surgery by our counsellor. Please discuss this with your doctor who will then arrange for referral to this service.

### District Nurse

Our district nurse team based at the Thornton Clinic. Their telephone number is 0151 247 6341.

### General Nurse appointments include:

Blood pressures, Phlebotomy, Injections, Vaccinations, Chronic Disease Management clinics for: Diabetes, Asthma, Coronary Heart Disease and Rheumatoid Arthritis, Cervical Cytology, Family Planning, Well Man Clinics, Weight Management and New Patient Checks.

## Litherland Town Hall Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week, 8am-8pm. Litherland Town Hall Walk-in centre, Hatton Hill Road, Litherland **0151 475 4667**. You do not need an appointment.

### NHS 111 (non-emergency urgent care)

NHS 111 offers free expert advice 24-hours a day on **111** or at their website: [111.nhs.uk](http://111.nhs.uk)

The website also offers an enquiry service.

If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling 18001 111.

There is also a confidential interpreter service, which is available in many languages. Simply mention the language you wish to use when the NHS 111 operator answers your call.

## Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and Aspirin (children under 16 and people with asthma should not take aspirin)

- Mild laxatives

- Anti-diarrhoeal medicines

- Rehydration mixture

- Indigestion remedy (for example antacids)

- Travel sickness tablets

- Sunscreen-SPF15 or higher

- Sunburn treatment (for example calamine)

- Tweezers and sharp scissors

- A thermometer

- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

### Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.

- Always read the instructions and use suggested dose.

- Watch expiry dates - don't keep or use medicines past their use by date.

- Take all unwanted and out-of-date medicines back to the pharmacy.

## Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time - you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

## Prescriptions

### Repeat prescriptions

Please request repeat prescriptions in writing or by the tear off request portion of your prescription. Repeat prescription request forms are available at our reception desk or via our online form on our website [www.blundellsandssurgery.nhs.uk](http://www.blundellsandssurgery.nhs.uk)

The surgery operates Patient Access, an online appointment & prescription service. This service can also be used to order repeat medication.

**Please do not telephone with your prescription requests as this blocks the telephone lines.**

### Collection

Your prescription will be available for you to collect in two working days.

### please note

The mailbox containing repeat prescriptions ordered online is checked daily before 8am, any prescriptions requested after 8am will be picked up on the following day. For example, a prescription emailed at 8.30am on a Monday will not be picked until the Tuesday morning and will not be ready for collection until Thursday after 2pm.

If you would like your chosen pharmacy to collect your prescription for you please indicate this on your request and arrange with the pharmacy to collect your prescription.

### Delivery

Your pharmacist can also deliver your prescription. Please discuss this with your pharmacist.

## Specialist and hospital care

If a GP or another member of our team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. In some instances your GP can then book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will be able to book your appointment then.

## Our Team

### The partners

#### **Dr Nigel A Tong** (male)

MB ChB (1986 Liverpool), MRCGP, DRCOG, FP Cert., GP Trainer  
Dr Tong has been with the practice since 1990. In addition to General Medical Practice, his special interests include: Clinical Governance, GP Appraisal, and Revalidation. He currently works for one day per week for NHS England Merseyside as deputy medical director.

#### **Dr Craig Gillespie** (male)

MB ChB (1992 Liverpool), MRCGP, PGDip Cardiology, GP Trainer.  
Dr Gillespie has been a partner with the practice since 2005. He offers general practice care.

### Our salaried GP's

#### **Dr Robin Scott** (male)

MB ChB (2000 Liverpool), MRCGP, GP Trainer.  
Dr Scott joined the practice in 2006. Dr Scott offers a full range of general practice care, Children's health, joint injections.

#### **Dr Anoushka Faith** (female)

MB ChB MRCGP  
Dr Faith spent some of her GP training at the practice and then joined us as a GP in April 2015.

#### **Dr Suzi Collings** (female)

Dr Collings joined the practice in 2016.

#### **Dr Sarah Derbyshire** (female)

Dr Derbyshire joined the practice in 2016.

#### **Dr Olayinka Moss** (female)

Dr Moss joined the practice in August 2018.

#### **Dr Samantha Weston** (female)

### Practice Pharmacist

The pharmacist **Sara Boyce** works as part of a team of SSCCG pharmacists spending some of her working week here at the practice. Her duties include clinical audit and she is available to assist patients with changes of medication.

## Our nursing team

**Nurse Manage** Sue Hancock RGN, BA and BSc. Sue joined the practice in 2012 having been a PN since 1999. Sue works full-time and manages patients with long term conditions and undertakes consultations for family planning and travel health. She is able to prescribe medications for patients for many conditions.

**Practice Nurse** Emmajay Cashman  
Emmajay joined the practice in September 2018 and works part-time and manages patients with long term conditions and undertakes consultations for travel health and child immunisations

**ANP** Wendy Mutch joined the practice in May 2019. She carries out clinical examinations, prescribing, initiating investigations and making secondary care referrals.

### Health Care Assistants

**Barbara Cottrell.** Barbara has been employed as a Health Care Assistant since 2007. Barbara's role includes phlebotomy, blood pressure checks & administering B12 injections & annual flu vaccines.

#### **Deirdre McCarthy**

Deidre has been employed as a Health Care Assistant since 2016.

### Practice manager Mrs Barbara Oliver

#### **Mrs Jeannette Clarke**

(office manager) will be able to help you with any administrative problems or non-medical aspects of your health and treatment; or discuss any suggestions or complaints.

### Administration and reception

Ashleigh, Becky, Debra, Elaine, Jane, Jill, Linda, Louise, Diane, Ann, Liz, Abigail and Wendy deal with all the complex administrative duties in primary care including patient enquiries in person and on the phone, process repeat prescriptions and deal with medical correspondence. Any information given to team members is treated with absolute confidentiality.

### Medical secretary

Mrs Patricia Thompson deals with all surgery secretarial duties.