

PRACTICE AREA

Registering as a New Patient

If you wish to register at the Practice and are within the practice catchment area ask at reception for a new patient registration forms.

You will be asked to complete this and a patient questionnaire.

If you change address please inform us, if you are outside the practice area you will be asked to change to another surgery. Please keep us informed of your up to date telephone numbers in case we need to contact you.



Our practice area comprises of Heswall, Pensby, Irby, Gayton, Barnston, Thingwall and Thurstaston.

The practice are part of the following:

NHS Cheshire & Merseyside

Tel: 0151 651 0011

Email: cmicb-wi.intouch@nhs.net

One Wirral CIC

Tel: 0151 294 4470

Email: onewirral.cic@nhs.net

HESWALL & PENSBY GROUP PRACTICE

PRACTICE INFORMATION LEAFLET

A guide to our services

Website: www.hpgpwirral.nhs.uk



Heswall & Pensby Group Practice

270 Telegraph Road

Heswall

Wirral CH60 7SG

Telephone No: 0151 342 2811

Email

cmicb-wi.n85007service111@nhs.net

Surgery opening hours:

Monday 08:00—18:30

Tuesday 08:00—18:30

Wednesday 08:00—18:30

Thursday 08:00—18:30

Friday 08:00—18:30

Phone lines open:

08:30-18:00 (Mon-Thurs) &

08:30-17:00 (Friday)

Out-of-Hours Cover

When telephoning for the out-of-hours service please ring our number, and you will be provided with details on how to contact our on call doctor or GP out-of-hours service depending on the time of day or night.

Disabled Facilities

- Automatic door at the main entrance
- Disabled toilet on the ground floor & upper floor
- Lift to upper floor
- Induction loop for the hard of hearing
- Car parking spaces and good access to the surgery.
- A wheelchair for use within the surgery.
- A specially adapted counter.

This practice does not discriminate on the grounds of: a. race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Our Services available at the surgery include:

- Nurse Practitioner
- INR testing
- Antenatal and postnatal
- Infant and baby
- Heart disease prevention
- Sensible eating
- Hypertension
- Chronic pain management
- Diabetes
- Asthma
- ECG
- Spirometry
- Audiology
- Holiday & business travel
- New patient testing
- Family planning – Including coil/implant fitting
- Well person clinics
- Non-NHS examinations – Medicals for insurance etc. (Please ask at reception for times and charges)

Comments, Suggestions and Complaints

We continually endeavour to maintain and improve our service in primary healthcare for our patients. If you wish to comment on any aspects of our service, please speak to one of our receptionists who will be pleased to help. You can raise a verbal or written complaint, or with the assistance of sign language or via a representative.

Email: cmicb-wi.n85007service111@nhs.net for suggestions and complaints. PALS can offer independent advocacy on 0800 054 2137 or **0151 363 3948** (staffed Monday to Friday 9am – 4pm) or email WirralPals@wired.me.uk . As from April 2013 the practice is regulated by the Care Quality Commission. You can contact them on tel. 03000 616161 between 8.30 and 17.30 or write to them at CQC National Customer Services Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA or visit their website at www.cqc.org.uk.

A copy of the practice complaints policy which complies with the NHS complaints procedure is available on request.

Other Services

Non-NHS Examinations Our doctors do undertake medical examinations for special purposes e.g. elderly drivers, pre-employment, fitness to travel or play sport etc.

Special appointments may be made and a fee may be payable – please ask our receptionist for details.

Non-NHS Forms Certain forms require your doctor's signature e.g. fitness to join a gym, validation of medical insurance claims, both for consultations and treatment privately and for holiday cancellations. The signing of such

Patient Participation Group We have an active PPG and they meet on a regular basis. If you would like to join please pick a leaflet up from reception or email:- heswallpensbyppg@gmail.com

RESPONSIBILITIES OF PATIENTS

To keep appointments as arranged or, if unable to, to telephone the surgery to cancel

To respect race, gender and disability of staff and fellow patients

Not to carry out any fraudulent practices

To be polite and courteous at all times

Heswall & Pensby Group Practice operates a **ZERO TOLERANCE** policy for abusive patients and visitors. Any patient who is violent or abusive to staff may be removed from our list.

Chaperones

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

Prescriptions

You can order your prescription online – by using on-line access or by registering on the NHS App and completing a prescription request.

Any medication queries can be done via PATCHS.

We suggest you order your medication seven days before it runs out. Please only order those medications you require.

It is important to nominate a pharmacy for your prescription to be sent electronically.

We will send the prescription electronically to your nominated pharmacist. You can collect your medication from them three working days later.

Please note, we are unable to take prescriptions requests over the phone.

If you do not have access to the internet you can order your prescription by written request and placing in prescription box outside the practice entrance.

Welcome to the Practice

THE DOCTORS: All the doctors cover the full range of general practice in this non-limited partnership.

Dr David H Jones MBChB Liverpool 1987 DRCOG MRCGP Special interest in audio vestibular medicine and asthma

Dr Stephen D Forster MBChB Liverpool 1992 DRCOG Special interest asthma care and research

Dr Martin J Woollons MBBS London 1992 DRCOG Special interests include minor surgery and diabetes.

Dr Sophia C Nelson MBChB(Hons) Liverpool 2002 MRCGP MRCP DFSRH Special interests include cardiology, renal medicine, family planning, sexual health and teaching.

Dr Eleanor C Wood MBChB Liverpool 2001 MRCGP DFSRH DPD Special interests include dermatology, minor surgery and women's health.

Dr Claire L Polley MBChB Liverpool 2006 MRCGP DFSRH Special interest in women's health.

Dr Lesley A Walker BSc (Hons) MBChB (2006 Warwick University) MRCGP DRCOG Special interests include women's health.

Dr Rachael M Winters BSc (Hons) MBChB MRCGP Special interests include women's health and Minor surgery

Dr Sophie C Christopher BSc MBBS (Hull York 2013)MRCGP Special interests include psychiatry, women's health and children's health

Dr Michael Tillson MBChB(hons) Liverpool,MRCGP Special interest in Paediatrics

Dr Louise Furnival MBChB, MRCGP 2011, FSRH, DRCOG, LoC subdermal contraceptive implant insertion and removal. Interests women's health, Sexual Health, Lifestyle Medicine, GP education

Dr Priya Lomas MBChB (Hons) University of Liverpool 2010, MRCGP, DFSRH, Special interests include women's health

Dr William Guest MBChB Sheffield 2012 Special interests in Paediatrics and dermatology

PRACTICE NURSES & CLINICAL SUPPORT STAFF:

Sr Jayne Hennessy	Nurse Manager, Advanced Nurse Practitioner—prescribing, Masters (MSc) Advanced Practice & Prescribing. Dip He Nursing Studies
Sr Emma Holden	Nurse Practitioner—prescribing, DipHE Nursing Studies and Prescribing
Sr Paula Robinson	Practice Nurse, RGN with a DipHE Nursing studies
Sr Gemma Saunders	Practice nurse, Bachelor of Nursing
Sr Susan Stokes	Practice Nurse, Bachelor of Nursing
Carolyn Harper	Healthcare Assistant, assists the GPs and nurses with clinical duties.
Raquel Abakan	Phlebotomist
Colin Jones	Phlebotomist
Alice Pyatt	Phlebotomist
Michelle Millet	GP Assistant, assists the GPs & nurses with clinical duties

PCN ADDITIONAL ROLES

Physician Associates, Clinical Pharmacists, Social Prescribing, Paramedics

Confidentiality & Medical Records

The practice complies with the Data Protection Act and access to medical records legislation. Identifiable information about you will only be shared with others in the following circumstances:-

*To provide further medical treatment for you e.g. to district nurses and hospital services.

*To help you get other services, e.g. from the social work department. This requires your consent.

*Anonymised patient information will be used at local and national levels to help the Health Board and Government plan services. If you wish to opt out of your anonymised data leaving the practice please inform a receptionist who will note this on your medical record.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff

How to request an appointment via PATCHS, Telephone or front desk:

Your clinician will see you by appointment only, this can be face to face or by telephone. Appointments can be requested the following ways:

On-the-day appointment requests can be made on our Practice website by completing an 'PATCHS' request. Simply answer a few questions about your concern and we will get back to you. Submit your PATCHS between 08:00 and 12:00 and you will hear from us within 4 hours, outside of these hours you'll hear by 18:30 the next working day.

Routine appointment requests can also be made via PATCHS. Follow up face to face or telephone appointments, annual reviews, to name a few, can be made via PATCHS.

Telephone Consultations can be a fast and simple way to speak to your doctor without having to attend the surgery. Many consultations can take place via the telephone. Just request a telephone consultation via the online PATCHS consultation form. If the doctor feels that they need to see you face to face they will book you in.

Medical review appointments

Patients aged over 75 years may request an annual medical review if they haven't consulted a GP in the previous 12 months, (whilst patients aged 16-74 may request a three yearly medical review if they have not seen their GP within the previous 3 years). For these appointments either complete a PATCHS or contact the Surgery direct on 0151 342 2811.

Home Visits:

Home visits are made at the discretion of the doctors. Please do not ask the doctor to visit unless the patient is bedbound or terminally ill.

The receptionists will need to ask for as much information as possible so that requests can be given the necessary priority. It may be that a doctor will ring back to give advice instead of making a visit.

Please remember that a consultation done at the surgery is the best consultation – with all your notes and all the correct equipment. Please also remember that a GP can generally see three patients in the time it takes to for one home visit, so we ask that you only request a visit if it is impossible to get to the surgery.

Visits are made at the end of morning surgery. Please telephone before 11am if you require a home visit, except in an emergency (a medical problem which cannot wait until the next working day).