

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

The Blundellsands Surgery

A guide to our services

1 Warren Road, Blundellsands, Liverpool, L23 6TZ

Telephone: 0151 924 6464

Fax: 0151 932 0663

www.blundellsandsurgery.nhs.uk

Welcome

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

This leaflet includes information for both existing patients and those who are 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 within our practice boundary area and would like to register with us, please complete one of our registration forms that are available from our practice reception or alternatively they are available on our surgery website:

www.blundellsandsurgery.nhs.uk

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

Our clinical team includes:

- 1 GP Partner
- 5 Salaried GP's
- 4 Practice Nurses
- 1 Health Care Assistant
- 1 Advanced Nurse Practitioner

Our administration team includes:

- Practice manager
- Office manager
- Reception team
- Admin team
- Secretarial team

The Blundellsands Surgery is an appointed General Practitioner Training Practice. General Practice Registrars are fully qualified doctors who join us for different periods of time throughout their training to gain the 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.

The surgery boundary

Notes

Named GP for all patients

The named 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 Patient confidentiality

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 ramps 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.

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.

Your local Clinical Commissioning Group

The Blundellsands Surgery is part of NHS Cheshire and Merseyside Integrated Care Board Sefton Place.

NHS England

NHS Cheshire and Merseyside Integrated Care Board Sefton Place is contracted by NHS England to provide health care services to patients

NHS Cheshire and Merseyside Integrated Care Board Sefton Place
Magdalen House
Trinity Road
Bootle
L20 3NJ

tel: **0151 317 8456**

email:

sefton@cheshireandmerseyside.nhs.uk
Seftonplace@nhs.net

<https://www.cheshireandmerseyside.nhs.uk/your-place/sefton/>

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, our office 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 NHS Cheshire and Merseyside Integrated Care Board Sefton Place (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 132 996** (Freephone: Mon-Fri, 9am-5pm, with 24 hour answerphone) or by email to

sefton.complaints@cheshireandmerseyside.nhs.uk

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
08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30

Practice times

	Monday	Tuesday	Wednesday	Thursday	Friday
Doctors Surgery and ANP	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
Nurse Clinic	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 09:00-12:00

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 morning during baby clinic.

Health Visitors may be contacted on 0151 247 6196.

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

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

Tuesday morning and will not be ready for collection until Thursday after 2pm.

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

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

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.

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 either from your nominated pharmacy or the practice.

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

Our Team

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 Samantha Weston (female)

Dr Ainna Razif (female)

Dr Mairi Reid (female)

Practice Pharmacist

Our clinical pharmacist **Sara Boyce** works Mon-Fri processing repeat prescriptions and clinical audits. She is available to assist patients with changes of medication.

Our nursing team

Nurse Manager

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 Nurses

Alison O'Malley

Kate Murphy

Paula Tilston

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

Health Care Assistant

Deirdre McCarthy

Deidre has been employed as a Health Care Assistant since 2016. Dee's role includes phlebotomy, blood pressure checks & administering B12 injections & annual flu vaccines.

Practice manager

Mrs Barbara Oliver

Mrs Nicci Tinsley (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 Team

Ashleigh, Becky, Debra, Elaine, Jane, Jill, Abigail, Wendy, Kerry, Leanne, Siobhan, Pat, Julia, Jess, Helen and Claudia who 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 Secretarial team

We have a team of six staff who deal with the day to day secretarial tasks.