

## OTHER USEFUL INFORMATION

### WEST LANCS HEALTH CENTRE at ORMSKIRK and DISTRICT HOSPITAL

Tel: 01695 588800 – Open 7 days per week

Open 8am – 8pm as a GP drop in Service.  
Open 8am – 10pm Drop in for minor injuries and ailments.

### LITHERLAND TOWN HALL HEALTH CENTRE

Tel: 0151 475 4667

Open 8.00am – 8.00pm 7 days per week

Nurse-led walk-in service

Field Lane and Hatton Hill Road, Litherland

No appointment needed, a quick way to get treatment for minor injuries and ailments.

## OUT OF HOURS GP SERVICE

**Tel: 111** Hours of operation are: Monday to Thursday 18.30pm – 8.00am. Friday – Monday and Bank Holidays: 18.30pm – 8.00am. This number will be given to you to contact if you call the Surgery out of hours.

## LOCAL CHEMISTS

Your highly qualified Pharmacist can advise what 'over the counter' remedies you need to take for minor health problems. So, why not ask your local Pharmacist for advice and remember you don't need an appointment – just walk in! They also offer a prescription collection service.

## NHS SOUTH SEFTON CCG

3rd Floor, Merton House, Stanley Road, Bootle, Liverpool, L20 3DL **Tel: 0151 247 7000**, can provide you with details of primary medical services in the area.

## TRANSLATION SERVICE

The Practice has access to translation services please contact Reception staff for details.

## GENERAL SURGERY INFORMATION

We observe a non-smoking policy within the premises and we follow a non-discriminatory policy with regard to patients and staff.

CCTV cameras are in operation on the Practice premises.

Please note telephone calls are monitored and recorded.

## PRACTICE LEAFLET

### *HIGH PASTURES SURGERY*

*138 Liverpool Road North*

*Maghull, L31 2HW*

**Tel: 0151 526 2161 Fax: 0151 527 2377**

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

**[Email: info.highpastures@gp-n84003.nhs.uk](mailto:info.highpastures@gp-n84003.nhs.uk)**

**Dr Carolyn M Thomson** (Female) MB ChB Aberdeen 1985

**Dr Philip J Weston** (Male) MB ChB Liverpool 1989, DRCOG 1995, DCH 1995

**Dr Jonathan D Clarkson** (Male) MB ChB Liverpool 1991, DRCOG 1995, MRCP 1996 DTM+H 1996

**Dr Paul S Thomas** (Male) MB ChB Liverpool 1992

**Dr Najib Ahmed** (Male) MB ChB Liverpool 1992, BSC (Hons) 1989, DFFP 2002.

**Dr Laura Fleming** (Female) MB ChB 2008 Liverpool, MRCP

**Dr Nicholas Bennett** (Male) MBBS London 2002 BSc MRCP London 2006

## SURGERY OPENING HOURS

Reception staff available

**Face to Face** - Monday to Friday

8.00 am – 6.30 pm

**On the Telephone** - Monday to Friday

8.00 am - 6.30 pm

**The Practice also closes for staff training one Wednesday afternoon per month.**

## CONSULTING TIMES

Monday to Friday surgeries take place in the morning, afternoon and evening. For our patients who cannot attend during the day, evening surgeries are from 6.00pm to 6.30p.m.

## HOW TO MAKE AN APPOINTMENT

Consultations are by appointment only. Appointments can be made by telephoning the surgery during office hours, in person at reception or on the website.

**Medically urgent appointments (appointment requested for that same day) are for significant medical problems that could deteriorate unless seen on the same day. Patients suffering from a life threatening condition, accident or acute injury should dial 999 or go to the nearest Accident & Emergency department.**

## TELEPHONE ADVICE / CONSULTATIONS

If you do not need an appointment but need some advice we have dedicated Telephone advice slots when you may speak to a Practice Nurse who will be able to advise you. If you would like to speak to your Doctor the best time to telephone is at the end of morning surgery.

## WHEN THE SURGERY IS CLOSED

Telephone the normal surgery number and follow the information given on the recorded message. During the evenings and weekends the Practice is covered by a local deputising service. You may be asked to attend a local out-of-hours centre, please do so if you can.

## PRACTICE AREA

North: River Alt between Hall Lane and Pygons Hill Lane Lydiate

South: Between Sefton Lane and Hall Lane Maghull

East: Railway line between Moss Lane Lydiate and Millbank Lane Maghull

West: Bells Lane Lydiate

## DISABLED ACCESS

Access to the surgery by disabled persons can be gained using the ramp and handrail provided at the front entrance. A waiting room and 8 of the surgeries are on the ground floor. High Pastures also provides toilet facilities for the disabled.

## CHAPERONES

Patients are entitled to have a chaperone present during examinations should they wish regardless of the sex of the Doctor or Nurse.

If you require a chaperone please inform the Reception staff.

## SMOKING

The Practice policy is to encourage all smoking patients to become non-smokers and aims to provide the appropriate support to enable them to achieve this by referral to specialist services in the local community. For help and advice log onto [www.givingupsmoking.co.uk](http://www.givingupsmoking.co.uk) or ring [Healthy Sefton on 0300 100 1000](tel:03001001000) or speak to your local pharmacist.

## HOME VISITS

If you require a home visit please telephone the surgery wherever possible before 10.00 am, so that we can plan our day as effectively as possible. **Please remember that house calls are for patients who are housebound or too ill to get out.** Please try to come to the surgery if you possibly can.

## OTHER HEALTH CHECKS AVAILABLE

Any patient between the age of 16 and 74 and have not attended a consultation/clinic at the Practice in the last 3 years can request a lifestyle consultation.

Patients over 75 who have not participated in a consultation in the last 12 months can also request such a consultation.

## ACCESS TO PATIENT INFORMATION

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will only be made with written permission of the patient or their parent or guardian in the case of children.

Access to information by the patient is dealt with under the Freedom of Information Act.

## PRACTICE MANAGER

Our Practice Manager – Gill Kennedy is available to help you with any administrative or non-medical aspect of your health and treatment or discuss with you any suggestions or complaints. Our administrative team are also available to assist you.

## ADMINISTRATION STAFF

We have a team of fully trained personnel who are available to arrange appointments, deal with your enquiries and support your Doctor. Any information you give to any member of staff is treated in absolute confidence.

## SUPPORT TEAM:

Carole Morgan – IT Systems Manager  
Lisa Burns – Secretarial Manager

## RECEPTION STAFF:

Reception Manager – Anna Mulcahy

### Receptionist/Admin Staff:

Pauline Hughes

Rhonda Gwilliam

Christine Hepple stall

Pauline Evans

Rachel Carter

Hayley Peters

Laura Moran

Lisa Hannah – Receptionist/Administrator

Marina Edwards – Data Administrator

## OTHER STAFF ATTACHED TO THE PRACTICE:

- Health visitors
- Midwives
- District Nurses
- Gill White - Community Liaison

## OTHER SERVICES AVAILABLE:

- Minor Surgery
- Family Planning (not IUCD fitting)
- Cervical Smear Clinics
- Smoking Cessation
- Travel Health
- Yellow Fever Centre
- Child Health Surveillance Clinics

## PRACTICE NURSES

Practice Nurses are available, by appointment to deal with immunisations, blood pressure checks, cervical smears, life-style advice. The Nurses also run specialised clinics aimed to monitor Chronic Diseases, such as: Coronary Heart Disease, Diabetes, Asthma, Chronic Obstructive Pulmonary Disease and Travel Health.

## PRACTICE NURSING TEAM

Sue Alexander (Nurse Team Leader)

Sonia Stone (Nurse)

Glenys Sunderland (Nurse)

## ANTE-NATAL/POST-NATAL CARE

**A midwife:** is a specially trained to care for mothers and babies throughout normal pregnancy, labour and birth, and therefore provides all care for the majority of woman at home or in hospital. Increasingly midwives will be working both in hospital and in the community so that they can provide better continuity of care.

**Your Doctor:** will be notified of your baby's birth but you must remember to register your baby with your GP.

**Health visitors:** are specially trained nurses concerned with the health of the whole family. Your Health Visitor will contact you to arrange a home visit when your baby is 10 days old to offer help and support.

**An Obstetrician:** is a Doctor specialising in the care of women during pregnancy, labour and soon after birth. If you are having a hospital birth you will usually be under the care of a consultant and the Doctors on his or her team, together with a midwife. In some hospitals you will routinely see an Obstetrician; in others your midwife will refer you for an appointment if they have a particular concern. If everything is straightforward a midwife will usually deliver your baby.

## REPEAT PRESCRIPTIONS

If you are on long-term medication you may be able to obtain repeat prescriptions on request. Repeat prescriptions can be ordered by ticking the relevant item on the right hand side of the computer-generated prescription.

We cannot accept requests over the telephone – only in writing, either at the reception desk, by post or online.

Prescriptions are ready for collection

**48 hours (2 working days)** after they are requested. **Please make sure you order your repeat medication in advance.**

Please enclose a SAE if requesting by post. You will be asked to sign for any prescriptions you are collecting. Please do not send children to collect your prescription, as we do not usually issue the prescription in such circumstances.

## COMMENTS/COMPLAINTS



Suggestions for improvements and complaints are always welcomed.

We hope that you will never have cause to complain, either with regard to your medical treatment or for any other reason. However if such an occasion arises we would hope that an informal discussion with the Practice Manager would enable any situation to be resolved.

We do have an in house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception.

## HOW TO REGISTER

Providing the Practice list is open and you are residing within our Practice area you can apply to join the Practice list by completing an application form and questionnaire.

If the Practice list is closed we can only accept new patients who are immediate family of existing patients residing at the same address.



## CONTINUITY OF CARE

You will be registered at the Practice with a named Doctor; however you will have flexibility to see any Doctor of your choice when making an appointment. We would always encourage you to see the same Doctor for ongoing problems to ensure continuity of care.

## NEED TO SPEAK TO A RECEPTIONIST IN PRIVATE?

If you have a matter you wish to discuss in private please inform the receptionist and we will accommodate you whenever possible.

You can also request to speak to your GP via a telephone consultation after the morning surgery.

## WANT TO CHECK ON X-RAY OR BLOOD RESULTS?

We advise patients to ring after 2pm on the enquiry line. Select option 2.

## REMOVAL OF PATIENTS

Please note that the Practice retains the right to remove patients who frequently do not attend for appointments. The Practice also reserves the right to remove violent or abusive patients from its list and will do so in writing in line with the NHS England Primary Care Support procedure.

## NAMED GP

As part of the NHS commitment to providing more personalised care, from June 2015 all practices are required to provide all their patients with a named GP who will have overall responsibility for the care and support that our surgery provides.

This will not impact your experience at the practice, the provision of appointments, your treatment or which GP you can see.

You may wonder why your named GP is not necessarily the one you see most regularly. Please be assured that you can still access all of our medical team in exactly the same way as before.

Having a named GP does not guarantee you will always be seen by that GP.

Please note the GP responsible for your care may be subject to change and reallocation in the future. You can still see any GP of your choice but please bear in mind you are likely to wait longer to see a preferred GP rather than your named one. You do not need to take any further action, but if you have any questions or wish to know your named GP, please speak to Reception.

GPs at the practice are the named GP for a number of patients that is proportional to their availability. The practice may need to alter who your named GP is to reflect internal changes. You will be informed of this when you contact the surgery or need to book an appointment.

### **Changes from 1<sup>st</sup> April 2018:**

Drs Weston, Clarkson and Thomas need to reduce the number of patients on their list. However, all patients will still have a named GP. Dr Nick Bennett will be joining the practice on 1<sup>st</sup> April 2018. Dr Bennett is a very experienced GP and we are delighted to welcome him to the practice. Some patients will have Dr Bennett as their named GP.