



Sefton Park
MEDICAL CENTRE



Smithdown Road, Liverpool L15 2LQ

Tel: 0151 295 8700 Fax: 0151 734 1321

www.seftonparkmedicalcentre.nhs.uk

PATIENT INFORMATION LEAFLET



Providing NHS services

About the Practice

Previously known as Dr Flynn's Medical Practice, we have been at our current location on Smithdown Road since 1996 after moving from the previous Ullet Road site.

We have 2 Partner GPs, 4 salaried GPs, 1 Clinical Pharmacist and 4 Nurses. Our longest standing member of the team has been with us for 30 years and our average length of service is 7 years. We occasionally use locum clinicians to cover absence to ensure appointment availability isn't affected.

Our current Practice Area covers the following postcodes;

L8, L15, L17 & L18 and some areas of L1, L7, L13, L16, L19, L25.

We have approximately 9000 patients on our register currently but are also part of a larger network of Practices called the Picton Network that has around 42,000 patients collectively.

The other practices in this network are, Dunstan Village, Earle Road, Edge Hill, Green Lane and Picton Green. We work together sharing staff, resources and best practice so that we can offer an enhanced service to our collective patients than we would be not able to do as individual practices.

The Team

GP Partners

Dr Michael O'Brien, MBChB

Dr Paul Lipton MBChB, DFFP

Salaried GPs

Dr Shamim Rose, MBChB, DFFP, DCH

Dr Kathryn Smith, MBChB (Hons), MRCGP, DRCOG, DCH, DFFP

Dr Kat Beswick, MBChB, MRCGP

Dr Nadia Oozeer, MBChB, MRCGP

Nursing Staff

Jane Shillito, Advanced Nurse Practitioner
BSc (Hons) Nursing 2000

Amanda Beauchante, Practice Nurse

Pat Foster, Associate Practitioner
Teo Turga, MSc Physician Associate

Pharmacist

Philip Elliott, Clinical Pharmacist, MPharm,
Clinical Diploma, Independent Prescriber

Admin and Reception Team

Practice Manager – Simon Turton

Angie, Anthony, Ceri, Claire, Ellie, Gwen, Jeni,
Jodie, Liz, Mal, Michelle and Natalie.

Opening Hours

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm
Saturday	Closed
Sunday	Closed

We are closed from 12:00 on the last Wednesday of the month (apart from January, August and December) please see website for specific dates.

Out of Hours

The Out of Hours service is provided by NHS111, you can contact them between 6:30pm and 8:00am by calling 111. In the case of a medical emergency please call 999.

Appointments

There are a number of medical conditions that the reception team have been instructed to book directly as a face to face appointment otherwise we operate a telephone-consultation-first system.

This means that you will not need to travel to the practice unless asked to do so. The reception team will ask you some brief questions about your condition so that they can book you with the most appropriate clinician (this isn't always a GP). The clinician will call you back the same day (or on an agreed day) to assess your needs. If they need to see you face to face they will arrange that with you directly.

Our telephone lines open at 8:00am Mon-Fri and we book appointments on a first-come-first-served basis. Once all the appointments are full for that day you will need to call back the next day at 8:00am to try again. Depending on the nature of your call we may be able to make a same day appointment with the on-call doctor, in order for us to assess this, you will need to give the reception enough information about your condition.

Face to face appointments will have a specific time allocated, however, we cannot specify an exact time for a telephone consultation, you will need to listen out for your phone throughout the day. If two calls go unanswered, we will ask you to make a new appointment on another day.

Please let us know if you require an interpreter so that we can arrange this in advance.

eConsultations

You can avoid having to call us by submitting an eConsultation during our normal opening hours for both clinical and administrative requests.

We will respond to this within 2 working days with information about the action or appointment we have made for you.

Follow this link to submit an eConsultation www.seftonparkmedicalcentre.webgp.com/

Home Visits

Home Visits are available and reserved for patients who are either housebound or too unwell to come to the surgery.

The Reception team will ask you some questions when a Home Visit is requested, please give as much detail as possible.

A doctor may follow up with a phone call to further understand and assess a Patient's needs. If it is possible to offer appropriate care without visiting the home this will be considered. If a Home Visit is the most appropriate course of action, then we will arrange for this.

As you will appreciate, Doctors are able to see

many more patients at the Practice in the same time it takes to see one patient at home. It is also clinically preferable to examine a patient at the Practice where we have additional resources and equipment. It is for these reasons that we take steps to ensure we are not visiting homes when it is not absolutely necessary.

We cannot guarantee a specific time of day for a Home Visit. They can sometimes be after 18:30 when the Doctor has finished their normal surgery, or even the next day if appropriate. The Doctor should give you an indication of this when they call to assess your situation. If symptoms worsen while you are waiting for a Home Visit either call us back to let us know or call 999 for Emergency Care.

In most cases children will be given an appointment at the Practice so we can ensure they are assessed quickly, and if required, refer them to hospital without delay.

There is also a Children's walk-in centre in the building next to us, their phone number is 0151 285 4820

How to Register

There are 3 ways to register, choose the one that is best for you;

1. Online at www.campusdoctor.co.uk/seftonpark (quickest and most environmentally friendly)
2. Print, complete & return Registration Form 1 AND Registration Form 2.
3. Call into the Practice and pick up the necessary forms.

It helps the process of registration if you know your NHS number.

To complete the registration process you will also need to arrange a new patient health check appointment with our nurse, Pat.

Please keep us up to date with any changes to your details including, address, phone number and email. If you move out of our Practice Area, we

may ask you to register with a different GP to ensure the best quality of care is available to you.

Please register all babies as soon as possible after hospital discharge, you will then receive your babies 8 week check and first immunisation appointments.

Facilities

The surgery has disabled access ramps at both the front and back entrances. There are designated disabled parking spaces to the rear of the surgery.

We can arrange an interpreter for you, please let reception know your requirements. If we cannot access an interpreter in person we can use telephone interpreting services during consultations.

Parking: There is a large car park to the rear of the surgery which you can access via Titherington Way.

There is a patient toilet and baby changing facilities are available in the Childrens' Walk In Centre attached to us.

The Accountable/Registering Doctor

All new patients registering with us will be registered with one of the Practice Partners, dependant on the month of the year:

Dr Michael O'Brien

January, March, May, July, September, November

Dr Paul Lipton

February, April, June, August, October, December

All patients can still decide which doctor they would like to see and inform the staff if they have a preference.

Confidentiality & Access to Medical Records

The health information you share with us is kept in your medical record which helps us to care for you. Doctors, nurses and other health professionals need access to your records on a need to know basis. All staff employed by the NHS have a duty of confidentiality to ensure that your information is not disclosed inappropriately and we work to an NHS code of conduct for handling your personal information.

You are entitled to access your medical records under General Data Protection Regulations. To discuss your needs please contact our reception team.

Complaints and Feedback

We are passionate about providing the best possible care to all of our patients at all times. This includes the service they receive from both the Clinical and Administrative teams and we appreciate all feedback on how we are achieving this.

We take all complaints seriously, investigating and acting upon them appropriately in order to maintain our high standards and reduce the risk of future mistakes. Complaints will be responded to in a timely manner and are handled in accordance with NHS guidelines.

You can make a complaint a number of different ways;

email: complaints.seftonpark@nhs.net

phone: 0151 295 8700 (request a call back from the Complaints Manager)

post: FAO: Complaints Manager, Sefton Park Medical Centre, Smithdown Road, Liverpool, L15 2LQ

Zero Tolerance

We are here to provide the best service we can to our patients. Violent or verbal / physical abusive behaviour towards us is not acceptable and we will not tolerate it. Any patient who is abusive in any way will be asked to register with another practice. Any violent behaviour will be reported to the police.

Patient rights and responsibilities

Patients have a right to:

Be registered with a GP

Receive a health check

Receive emergency care

Receive appropriate drugs and medicines if required

Be referred for a specialist's opinion where appropriate

Patients have a responsibility to:

Try, where possible, to use our services in an appropriate manner.

Cancel a pre-booked appointment

Maintain a good working relationship with the practice

Treat staff with courtesy and respect

Practice Website

Our practice website has many direct links to a variety of organisations who can offer practical help and advice on how to manage common conditions.

www.seftonparkmedicalcentre.nhs.uk

Our Services

Essential Services

Health Promotion

Chronic Disease Management

Management of patients who are terminally ill

Management of acutely unwell patients and patients suffering from mental health problems.

Additional Services

Cervical Screening

For all people with a cervix aged 25-65, we offer 3 yearly checks until age 55 then 5 yearly till age 65 years. Quick, painless screening test to pick up very early changes in the cervix which can be treated to prevent progression to cervical cancer.

Contraceptive Services

All Doctors and nurses can provide you with advice on family planning and contraception, please call to arrange an appointment for contraceptive implant or coil fitting or removal.

Maternity Care

All doctors are involved in your maternity care and share this with your midwife and the hospital.

Postnatal Care

After having your baby you will be offered a postnatal appointment where you can discuss your pregnancy and delivery, ask any questions and share any concerns you have about yourself or your baby. This is usually done 6 weeks after the birth.

Holiday Immunisations

If you are travelling abroad especially outside Europe please book an appointment with our practice nurse for travel immunisations and advice at least 2 months prior to travelling. We offer most travel vaccinations in the surgery.

Please note that Hepatitis B injections and malaria tablets are private prescriptions so there is a £10 charge before we can issue these.

Specialist vaccinations can be obtained from the Travel Clinic on London Road.

Further information:

Travel Line: One Stop Travel Shop, Liverpool: 0151 705 3223 Nathnac: www.nathnac.org

Immunisations and Vaccinations

Routine childhood immunisations in preschool children are usually given by our Practice Nurse. Other vaccinations for children are usually given at school.

Private Medical Examinations

Some of our doctors are available for private medical examination. Please call the surgery after 12 noon to enquire with the reception team. Please be aware a charge will apply.

Joint Injections

Some of our clinicians can perform joint injections for a range of conditions, please call after 12 noon to enquire.

Repeat Prescriptions

We are now using the Electronic Prescribing Service (EPS) which enables us to send your prescriptions electronically to the Pharmacy of your choice. You can arrange this directly by informing the Pharmacy you wish to use, or by letting our Reception team know or emailing us the name and address of your nominated pharmacy to prescriptions.seftonpark@nhs.net and we can set this up for you. Patients who have used an online pharmacy will need to inform them directly if they no longer wish to use them to prevent them re-nominating.

To order your repeat medications you can also download and use the 'NHS' or 'myGP' app on your phone. You will need to speak with our Reception team to complete the registration process, they can also answer any questions you have about the process.

If you are unable to use the app you can email your prescription requests to prescriptions.seftonpark@nhs.net

Make sure to include;

- Medication Name
- Your Full Name
- Your Date of Birth
- Contact Phone Number

You can also order your repeat medications by either dropping your request in at the Practice.

Under normal circumstances we do not accept prescription requests over the telephone except for patients that are housebound or over the age of 70. Those eligible to order over the phone can do so after 12 noon only. For housebound patients, pharmacies can arrange a pick up and drop off service, please speak to your pharmacist to arrange this.

IMPORTANT INFORMATION...

- Please remember to allow 2 working days for all repeat prescriptions, please do not chase within this timescale
- Please do not order your medication more than 5 working days in advance as these requests may be rejected
- We cannot process requests on the same day, please plan your prescription needs in advance and order around 3-4 working days before you need your medication

Certified Training Practice

We are proud to be a Certified Training Practice, meaning we are involved in and responsible for the training of new GP's (Registrars).

A Registrar is a fully qualified doctor who is specialising in General Practice and is supervised and supported by members of our own clinical team. You may have an appointment with a registrar or have your prescription issued / authorised by them.

As part of their ongoing development they are required to video record some of their consultations. You will be asked for your consent in advance and have a right to decline or withdraw consent afterwards should you change your mind.

