

The Family Surgery



107 Liverpool Road
Birkdale
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Merseyside
PR8 4DB

Tel: 01704 566646

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Dr Robert Caudwell - MbChB Qualified in 2000, DRCOG

Dr Sujoy Biswas - MbChB Qualified in 1990

Dr Rosalind Bonsor - MbChB Qualified in 1986, RCOGP, Msc Health informatics

Nicole Marshall & Jill Foster – Practice Managers

CLINICAL STAFF

The surgery consists of 3 GP Partners (Dr R Caudwell, Dr S Biswas & Dr R Bonsor) supported by 2 associate GPs (Dr S Aylward & Dr J Rigby), Advanced Nurse Practitioner (Mrs M Burns) and Practice Nurse (Miss M Jordan).

RECEPTION

Our Receptionists are here to help you and are fully trained personnel. They will try to answer any non-medical questions and will deal with all matters in the strictest confidence.

Please note that we do operate a triage system whereby Reception staff will ask for a reason for your visit/appointment. This is to ensure you are signposted to the appropriate clinician for your query.

If you feel uncomfortable giving a reason or do not want to give a reason, please advise the Receptionist that it is a personal matter.

OPENING HOURS

Monday	08.00am – 18.30pm
Tuesday	08.00am – 18.30pm
Wednesday	08.00am – 20:00pm
Thursday	08.00am – 18.30pm
Friday	08.00am – 18.30pm

Please note that every Wednesday we offer pre-booked appointments with our Practice Nurse between 17:00 – 20:00.

The Practice will close **once a month on a Wednesday at 12:00pm** for staff training.

This staff training enables staff to keep up to date with professional development. If you require an **urgent** medical appointment at this time, please call the Practice telephone number and you will be directed to the GP out of hours service.

NURSE SERVICES

Chronic disease monitoring (CHD, Diabetes, Stroke, Rheumatoid Arthritis, Asthma & COPD), blood pressure monitoring, B12 injections, cervical smear screening, childhood immunisations, contraceptive advice, dietary advice, ECG, HRT management, new patient health check, smoking cessation advice, travel vaccinations & weight monitoring.

APPOINTMENTS

We offer a both face-to-face appointments and telephone appointments for problems that don't need to be physically assessed.

Reception staff have been given the appropriate training to determine whether you need to be seen or whether your problem can be discussed over the telephone.

Pre-bookable appointments with the GPs/ANP are available upon request; *please note the wait time for the next pre-bookable appointment can be up to 4 weeks.*

Same-day appointments with the GP/ANP are released at 08:00am and these are booked by Reception.

Urgent requests are triaged by the appropriate clinician.

HOME VISITS

All home visit requests are triaged by the appropriate clinician. Please call the Practice by 11:00am to arrange a same-day home visit.

Routine monitoring home visits can be arranged with Reception.

REPEAT PRESCRIPTION REQUESTS

Requests for prescriptions can be made in writing in the surgery, posted or alternatively online. Please allow 48 hours before collection and make allowances for weekends and public holidays.

For safety and monitoring purposes, we **do not** accept prescription requests via telephone, with exception to housebound/vulnerable patients.

TEST RESULTS

Patients can telephone the surgery to receive their test results over the phone without having to make an appointment to come into the surgery. Blood tests, urine/stool/sputum results are usually back within 3 days and x-ray/ultrasound results can take up to 10-14 days.

All patients aged 16 years and over must ring in person.

To help with congestion on the telephone in the busy morning periods, please could patients ring after 11am for test results.

We now also offer online access to medical records (see under Online Services heading below) which enables patients of the practice to view test results online (only after the clinician has viewed and actioned them), using a secure online service.

Please ask at Reception about how to register for online services.

PATIENT CONFIDENTIALITY & DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment.

All patient records and details are treated in the strictest of confidence and the practice takes responsibility for those records. Please be assured that only healthcare professionals have access to your records. No other persons, unless instructed by the patient, will have sight of these records.

The surgery complies with Data Protection Act' full details of this can be requested in writing to the practice manager.

ZERO TOLERANCE POLICY

The surgery operates a policy of zero tolerance of violence and aggression. This means that any patient who is aggressive or violent towards staff in the surgery will lose the right to be registered with a GP of their choice. The incident will be reported to the police and the patient (and possibly members of their family) will immediately be transferred to a designated practice for a period of at least 12 months.

COMPLAINTS

We hope you never have cause to complain, either regarding your 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 a complaints procedure in common with all primary health care teams and a **leaflet explaining this procedure is available from Reception.**

NHS England

Your local NHS England team is the Merseyside Area Team, they are based at: Regatta Place, Summers Road, Brunswick Business Park, Liverpool, Merseyside, L3 4BL.

Tel: 0151 285 4777

Email: england.contactus@nhs.net

DISABLED ACCESS

The Practice has a car park to the rear of the building.

The Practice has disabled access and facilities for patients. Should you require an interpreter, please call Reception to arrange this prior to your visit. Animals are not permitted on the premises, with the exception of Guide Dogs. Smoking is not permitted on the premises.

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL OR DISABLED?

If you are a carer who helps and supports someone who can't manage on their own, please notify Reception when registering. We are also able to refer you for further help and assessment.

ONLINE SERVICES

We encourage all patients to register for online services, which allows you to book/cancel appointments, request your repeat prescriptions and access your medical records including test results.

The services can be accessed from your phone via a downloadable app, your tablet or computer. Please ask at Reception for an online services application form.

E-CONSULT

The surgery now offers an online triage and consultation tool, which patients can access from our practice website <http://www.familysurgery.nhs.uk>. There are a range of options including self-care options, general advice, administrative queries and sign-posting to appropriate services you may not be aware of.

OUT OF HOURS

A Doctor is always on call, should you require a Doctor when the surgery is closed, please telephone the surgery on 01704 566646 and you will be directed to the GP out of hours services.

JOINING THE PRACTICE

All persons making an application to join the practice must do so by requesting an application form & questionnaire from our Reception staff, or alternatively you can download them from our website. However if you complete and return the registration forms and you do not reside within the practice boundary you will be informed that we are unable to accept your registration at the practice. Please check with our Reception staff to ensure you live within the boundary area.

Upon full completion, the form should be returned to reception with proof of address and ID. You will be offered a new patient health check with the practice nurse upon registration.

Both patient registration forms must be completed (patient GSM1 form and new patient questionnaire) and we cannot process your application until both have been completed.