



OLD SWAN HEALTH CENTRE GROUP PRACTICE

Practice Leaflet

**CRYSTAL CLOSE
OLD SWAN
LIVERPOOL
L13 2GA**

**Tel: (0151) 285 3737/3738
www.oldswanhcgp.nhs.uk**

WELCOME TO

OLD SWAN HEALTH CENTRE GROUP PRACTICE

This booklet has been produced to provide our patients and prospective patients with information about the services provided within our practice.

GENERAL PRACTITIONERS

Dr Ambi A Okoli (Male) MBBS MRCGP DRCOG DFFP (London) 1998

Dr Rajan Karthikeyan (Male) MBBS DCH DCCH MRCP (Paed) DRCOG MRCGP

Dr Benazir Ansari (Female) MBBS MRCGP DRCOG

Dr Prem Jesudason (Male) MBBS MRCGP

Dr Sean Frain (Male) MBCHB MRCGP

The above doctors form the Partnership (this is not a limited partnership).

Salaried GP

DR Emily WASS (Female) *BMBS MRCGP BSc (Hons)*

DR Adetoro ADENIYI (Male) *MBCHB MRCGP*

DR Alice MACKAY (Female) *MBCHB MRCGP PHARM BSc (Hons)*

MISSION STATEMENT

As a united team of primary health care professionals, our common goal is to develop high quality services for our patients in order to prevent illness and promote good health.

THE PRACTICE

The practice moved into the newly built health centre in April 2002. The health centre offers a pleasant and welcoming atmosphere with disabled access. An excellent team of both clinical and administrative staff support the doctors.

THE PRACTICE STAFF

Practice Manager Margaret Webster MSc BA(Hons) is responsible for the practice business and financial issues together with the day-to-day management of the practice. If you should have any problems, complaints or comments please do not hesitate to contact her.

Practice Nurses

Parbinder RGN

Rachel Murray RGN

Our two practice nurses run a number of health promotion clinics eg diabetic clinic, asthma clinic, hypertension/heart disease prevention clinics, travel clinics, well man and well woman clinics and smoking cessation advice clinics.

Health Care Assistant

Margaret McKenzie

Is our HCA who undertakes National Health Service Checks and New Patient Checks as well as assist with the Practice nurse with other clinics

- Please note appointments are necessary for these clinics.

Care Navigator Manager: Diane F

Care Navigator Supervisor: Gill C who ensure the smooth running of the reception and surgeries

Care Navigators

June (Senior Care navigator)

Thelma, Rachael, Rachel, Karen, Denise, Sarah, Bonnie, Kritika, Tom and Becca

Our care navigators will help you make your appointment direct you to the most appropriate service to meet your needs, process your repeat prescriptions and deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality.

Administration Team

Janet, Diane and **Anita** are responsible for the practice administration and secretarial duties.

Wendy, Nicola C and **Nicola F** - Are responsible for clinical coding

Aba – Responsible for Data Quality and IT

GP Registrar

As our practice is a training practice we will have registrars in post. GP registrars are fully qualified doctors who have a great deal of hospital experience but who wish to become a GP. They will gain valuable experience by being based in our practice for 4 - 12 months before taking up a post as a GP.

Sometimes patients are requested to allow their consultation with the registrar to be videotaped. This is for educational purposes only and helps the doctor to improve their skills. If you do not wish your consultation to be videotaped, just say so; your care will not be affected in any way.

F2 Doctors

As our practice is a training practice we have F2 junior doctors who are with the surgery to gain experience as part of their training on a short period for about 4 months.

Extended team

ANP

Lianna Hartley

ATTACHED STAFF

Although the following staff are not directly employed by the practice, they work along with our existing staff to enhance the services the practice offers to our patients.

Health Visitors

They are based at **Latham Court, Laurel Road, Liverpool L7 0LS** and can be contacted on (0151) 285 4871. They have special responsibilities to mothers and children as well as the elderly. The health visitors run a weekly baby clinic in Sure Start Corinthians please contact 285 4871 for further information.

District Nurses

We have a team of nurses who provide our district nursing services and can be contacted on (0151) 285 3722. Their duties include care of patients in their own homes where appropriate. Referral to the district nursing team is via your GP, practice nurse or hospital.

Midwife**Amy F**

Lesley is our registered midwife. Lesley is based at the Liverpool Women's Hospital and can be contacted on (0151) 702 4175/4177. Weekly antenatal clinics are held here in the surgery on a Thursday morning. Appointments for this clinic can be booked via reception.

Community Matrons

Our community matron are registered nurses: They provide regular contact for patients who have long-term medical conditions. The community matrons see patients at home and those who live in nursing and residential care homes. Referral to a community matron is usually via the GP, hospital consultant or clinical nurse specialist.

Advice on Prescription

Citizens Advice Bureau (CAB) hold two sessions a week in the surgery. Their counsellor can offer advice and support to patients who are currently experiencing financial and housing problems. Please ask at reception for further information.

SERVICES PROVIDED TO PATIENTS

The practice offers a full range of general medical services to a population whose needs are varied. Surgeries and home visits take place Monday to Friday. At other times UC24 provide cover for medical emergencies that cannot safely wait until normal working hours. The doctors and attached staff work together to provide a wide spectrum of care incorporating:

Smoking Cessation Advice

NHs Health Checks

Diabetes Diagnosis and Management

Cholesterol Check (in at risk groups)

Hypertension Management

Minor Surgery

Family Planning including emergency contraception, Implants, IUCD (coil fittings)

Asthma Management

COPD

Hormone Replacement Therapy

Antenatal and Postnatal Care

Child Health Surveillance

Immunisations and Vaccinations

Rheumatology Management

Travel Vaccines

PRACTICE INFORMATION

Surgery Opening Times

Monday	8.00am - 8.30 pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

The surgery will be closed from 1.00 pm on alternate Wednesday or Thursday of every month except otherwise for staff training, the dates are available on the website.

If you require urgent medical assistance when the surgery is closed, please call nhs 111.
Please note that calls to the 111 service are free from both landlines and mobiles.

Routine Appointments

Pre-booked appointments can be made with the GPs and practice nurses Monday to Friday:

GPs

Monday	9.00 – 12.30 pm	2.30 – 8.30 pm
Tuesday - Friday	9.00 – 12.30am	2.30 - 6.00pm

Practice nurses

Monday – Friday	9.00am - 12.45pm	2.00 - 6.00pm
-----------------	------------------	---------------

Pre-booked appointments may be booked at the reception counter or by telephoning (0151) 285 3737/3738

Patients have the right to express a preference of a GP at the time of booking their appointment, if the GP is not available at the time or day that they request they will be informed and given the choice to see another GP on that day or change their appointment. date.

Same Day Appointments

Open access operates in the mornings only. Patients presenting before 10.00am will be given an appointment for that morning. Whilst we will always endeavour to book your appointment with the GP of your choice it might not always be possible, and if this were to be the case an explanation will be given.

Non-attendance is an increasing problem. If for any reason you are unable to attend a pre-booked appointment, please ensure that you cancel it so the appointment can be offered to another patient, hence reducing waiting times.

Persistent defaulters may risk having their registration terminated with this practice.

Online Access - Patients can register to with the Practice to request for an appointment with their GP and order their repeat prescriptions online via the NHS App or other Apps. Please ask at the reception for further information.

Online Consultation – via our website

Patients can submit their request: Simply choose the appropriate option regarding your request on our website and answer a few simple questions to help your GP understand your problem. Your request will be reviewed by the GP who will respond as quickly as possible, within 72 hours. Initial responses may be via text message or telephone and face-to-face or video consultation appointments will be arranged if needed.

CARE AT THE CHEMIST

This is a new scheme. Should you have one of the following conditions your pharmacist can issue you with a prescription without seeing your GP.

Cold Sores	Cough	Diarrhoea
Earache	Hay fever and itch	Headache
Head lice	Heart burn	Indigestion
Nasal congestion	Oral thrush	Scabies
Sore throat	Stomach upset	Temperature
Toothache	Vaginal thrush	

You can go to your local pharmacist and receive treatment without having to wait to see your doctor first. Should you not normally pay for your prescription you will receive your medication free of charge otherwise normal prescription charges will be incurred.

HOME VISITS

Home visits are at the discretion of the doctor. Please do not ask your doctor to call unless the patient is genuinely too ill to come to the surgery. Where possible please telephone requests for home visits before 10.00am. Further information about symptoms may be asked for by the receptionist to enable the doctor to determine the priority and timing of the visit.

OUT OF HOURS

UC24 provide out of hours cover for our patients. If you should require medical advice, assistance or a visit when the surgery is closed, a contact number for UC24 is given on our answering machine. Please note that it is the Liverpool Primary Care Trust who is responsible for commissioning out services for our patients.

REPEAT PRESCRIPTIONS

Patients on regular medication do not always need to see a doctor for a repeat of their medication. You will be issued with a computer slip attached to your prescription. Repeat prescriptions may be requested by placing your computerised copy into the prescription box on reception (please allow two working days). We will also accept postal requests by returning the computer printout with a self-addressed, stamped envelope. Sometimes you may be asked to come in and see the doctor or nurse before a prescription can be issued.

We do not accept requests for repeat prescriptions over the telephone, unless the patient is housebound.

Online Access - Prescription Requests - patients can now register to order their prescriptions. Please ask the Receptionist for further information.

EPS - We can now send your repeat prescriptions to the chemist of your choice electronically. Patients will need to register with their chemist of their choice for this service, please ask at reception or your local chemist for more information.

TEST RESULTS

Please remember if you have a blood test or other investigation, it is your responsibility to enquire with the practice about the result. Test results may be obtained by telephoning the surgery on (0151) 285 3737/3738 after 11 am each day.

Time interval before telephoning for results are as follows:

Blood and Urine Tests	Five working days
X Rays	Seven working days
Ultrasound	Ten working days
Cervical Smear Tests	Six weeks

To maintain confidentiality, results will only be given to the patient or to parents if the patient is under 16 years.

SICKNESS CERTIFICATES

A doctor's medical certificate is not required for the first seven days of illness. If you are off work for less than seven days you should fill in a self-certification form available from the surgery, your employer or DSS. If you feel you must have a note for less than six days, a private note can be provided for which you will be charged a fee.

CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER

Please inform the receptionist if you should change your name, address or telephone number in order that our records are kept up to date.

NEW PATIENTS

We are happy to accept new patients who live within our defined practice area or those who have family members already registered with us residing at the same address. Please ask at the reception for a registration form and a copy of our protocol for accepting new patients. All successful applicants will be offered an appointment with the practice nurse for a pre-registration medical. No registration will be completed until this medical has been completed.

PRACTICE GEOGRAPHICAL BOUNDARY

The map on our website <https://tinyurl.com/4ut6vcw2> illustrates the practice location and the geographical area that the practice covers on our registration page. For new patients wishing to register with the practice please check that your home is located within these boundaries.

PATIENT PARTICIPATION GROUP

We have an active patient group who meet every 3 months. The group discusses current issues and developments in the Practice as well as getting involved with health education and promotion. They also offer positive support in setting up and reviewing patient surveys. If you would like to get involved with developing and supporting new services in the Practice, please contact the Practice Manager.

HEALTH PROMOTIONS

Antenatal And Postnatal Clinics

The antenatal clinics are held on Thursday morning in the surgery. The community midwives operate these clinics. Appointments can be booked via reception. The midwives are attached to Liverpool Women's Hospital and will care for you both in the hospital and at home.

Postnatal are undertaken by the Doctor please contact reception for an appointment.

Baby Immunisation Clinic

An immunisation clinic is held every Wednesday afternoon 1.30 pm – 4.pm. The clinic is run by the practice nurse. Appointments for this clinic can be booked via the reception

Childhood Immunisations

The current recommended schedule is:

2 months Five-in-One (Diphtheria, Tetanus, Pertussis, Hib [Haemophilus], Polio) and Pneumococcal

3 months Five-in-One (Diphtheria, Tetanus, Pertussis, Hib [Haemophilus], Polio) and Men C (Meningitis)

4 months Five-in-One (Diphtheria, Tetanus, Pertussis, Hib [Haemophilus], Polio), Men C (Meningitis) and Pneumococcal

12 months Hib (Haemophilus) and Men C (Meningitis)

13 months 1st dose MMR (Measles, Mumps and Rubella) and Pneumococcal

4 years Pre-school booster (Diphtheria, Tetanus, Pertussis, Hib [Haemophilus],

Polio) and Men C (Meningitis)

12 - 14 years BCG (Tuberculosis) given at school (or earlier to at risk groups)

12 - 13 years

HPV (Human Papilloma Virus Vaccine) given at school to girls in year 8. A course of three doses will help to protect against future risk of cervical cancer

15 years Booster (Diphtheria, Tetanus and Polio)

17 - 18 years

HPV (Human Papilloma Virus Vaccine). A course of three vaccines can be given in the surgery by prior appointment. The vaccine will help to protect against future risk of cancer

Influenza And Pneumonia Vaccines

In accordance with Department of Health guidelines, we recommend an annual influenza vaccination for all patients over 65 years of age and for patients with diabetes, chronic heart disease, lung or kidney disease and asthma. The vaccination is available from late September.

We also recommend the pneumonia vaccination for all patients over the age of 65 years and those with diabetes, chronic heart disease, lung or kidney disease and asthma.

This again is recommended by the Department of Health and the vaccine is available throughout the year and is effective for up to 10 years. Please contact the surgery for further details.

Travel Advice

Our practice nurses will be pleased to give advice to those patients going abroad. Please allow adequate time in order for the vaccines to be effective. We do not stock all the vaccines and therefore you may be asked to obtain a prescription before your appointment. Certain vaccines are chargeable - please ask at the time of booking. You may also be advised to attend the School of Tropical Medicine for certain vaccinations ie yellow fever.

Before You Go

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departure discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

When Abroad

Check on the quality of the drinking water. If in doubt, either drink only bottled water or use purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt, stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect. In hot climates drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

On Your Return

If you fall ill, don't forget to tell your doctor that you have been abroad. If you have received treatment abroad, tell your doctor on return. When donating blood, tell the transfusion staff which countries you have visited.

Family Planning

All doctors and Liz Kelly-Hines (practice nurse) can advise you on various forms of contraception including IUCD (coil) during surgery hours.

MEDICAL EXAMINATIONS AND INSURANCE

CLAIM FORMS

Medical examinations for special purposes such as fitness to travel, pre-employment, insurance, HGV, or elderly drivers etc are undertaken outside normal surgery hours. A fee will be payable in line with the recommended BMA scale as these services are not covered under the NHS. Please contact the surgery to make an appointment. Your doctor is also able to complete insurance claim forms, sign passport forms and driving licence forms etc. Again, as the NHS does not cover these services, a fee will be charged.

All fees are displayed on the practice notice board.

MEDICAL RECORDS

Your medical record is a life-long history of your consultations, illnesses, tests and prescriptions. Doctors, nurses and other health professionals need access to your records. However, this is on a need-to-know basis and includes only those directly involved in your care.

All staff employed in the NHS have a duty of confidence to ensure that your information is not disclosed inappropriately, and they work to a Code of Conduct for handling personal information,

How Your Records Are Used To Help You

- * To ensure that your doctor or nurse has accurate and up-to-date information to assess your health and decide what care you need.
- * To ensure that full information is available should you see another doctor or be referred to a specialist.

Whilst Preserving Your Confidentiality, Your Records Can Help Us By:

- * Assisting with the teaching and training of health care professionals.

- * Assisting with health research. You will not be identified without your agreement.
- * Planning ahead so that the care provided is at the highest standard. It is important that we regularly review the quality of care provided.

Keeping Your Records Confidential

In certain circumstances we are required by law to report information to the appropriate authorities.

- * We are required to notify the Department of Health of certain infectious disease for public health purposes, eg measles, mumps, meningitis and tuberculosis but not HIV/AIDS.
- * Where a formal court order has been issued.
- * Births and deaths must also be notified.
- * Solicitors sometimes request medical reports but these requests must be accompanied by your signed consent.
- * Life assurance companies frequently ask for medical reports on prospective clients. You have the right to request to see these reports before they are sent. Again, you must give signed consent before any report can be completed.

How You Can Arrange To See Your Own Records

Everyone should be able to see the information that is kept in his or her medical records. If you want to see them, you should make a written request to your GP or the practice manager. Please note, a small charge may be made for administration and time involved.

Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of your records, or your request may be declined.

CONFIDENTIALITY

We provide a confidential service to all our patients, including under 16s.

Information from medical records is strictly confidential and will only be divulged with your written consent.

Your medical records are kept on a secure computer network, and we are registered under the Data Protection Act. The practice will ensure confidentiality is maintained at all times. Information is shared strictly on a need-to-know basis with practice staff and other health professionals when necessary to ensure good quality patient care.

If you have any worries about confidentiality, please feel free to ask a member of staff.

COMPLAINTS PROCEDURE

We always try to present the best service possible, but there may be times when you feel this has not happened. If you need to complain about any aspects of our service, or would like to express your concerns, please ask to speak to the practice manager. You may also ask for an appointment with any of the doctors to discuss your concerns. If you do not wish to discuss the matter, you may put your complaint in writing to the practice manager.

We will endeavour to acknowledge your written complaint within two working days and investigate it within 10 days. You may be invited to attend a meeting with the practice manager and a doctor.

If you are not satisfied with the outcome of our investigation, you can contact the **Complaints Manager, Liverpool Primary Care Trust, Laurel Road, Liverpool L7 0LS** who will investigate the matter further on your behalf.

SUGGESTIONS AND COMMENTS

We welcome comments and constructive suggestions to help us improve the service. If you have any comments or suggestions, we would encourage you to speak to the practice manager or any member of the practice team.

STAFF PROTECTION

The practice will not tolerate violent or abusive behaviour. Any person who is abusive or threatening to staff or another patient, or damages health centre property will be asked to leave the premises and will be removed from the practice register.

FREEDOM OF INFORMATION ACT - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

The scheme is available from reception.

DISABLED ACCESS

Wheelchair access to the building is through the main entrance. All patient services are on the ground floor. A disabled toilet is available.

PATIENTS' RIGHTS AND RESPONSIBILITIES

- * Every person living in the UK has the right to register with a General Practice and to receive medical treatment on the NHS.
- * It is the patient's responsibility to attend pre-booked appointments on time, or cancel them if they are unable to attend.
- * To undertake the prescribed treatment and to discuss any concerns with the health professional.
- * To ask for an explanation if you do not understand any advice, service or treatment that is given to you.
- * We ask that you treat our doctors and all practice staff with courtesy and respect.
- * The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible leave routine calls until later in the day.

PRACTICE'S RESPONSIBILITIES

- * To treat you as an individual with courtesy and respect at all times.
- * To respect your religious and cultural beliefs.
- * If your doctor believes that you need a second opinion then they will arrange this.
- * On registering as a new patient you will be offered a health check with the practice nurse.

WHAT TO DO AT TIMES OF BEREAVEMENT

What To Do If Someone Dies

It is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If a doctor has recently seen the patient (within the previous two weeks), a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

If Death Occurs At Home

1. Telephone the doctor. They will visit to confirm that death has taken place.
2. Contact the funeral director to inform them that their services will be required.

3. If death occurred during the night or at the weekend and has already been certified
by a locum doctor, telephone the surgery as soon as they open to inform them
and
to organise a time to collect the death certificate from the surgery. This will not
be
possible if it is necessary to involve the coroner.

If Death Occurs In Hospital

1. Contact the funeral director to inform them that their services will be required.
2. Collect the doctor's certificate from the hospital.

Then...

1. Take the death certificate to the registrar's office for the area in which the death
took
place.
2. Take the green form to the funeral directors who will take over complete
responsibility
for arranging the funeral.

The GPs are happy to provide support for our patients going through the bereavement process.

OTHER SERVICES

Old Swan Walk-in Centre

The Walk-in Centre based in the Health Centre is open seven days a week between 7.00am - 10.00pm. No appointment is necessary.

This service is run by nurse practitioners who offer a wide range of services, treatments and consultations such as minor illnesses, minor injuries and emergency contraception. A phlebotomy service (blood tests) is also offered Monday to Friday between 9.00am - 12.30pm at the Walk-in Centre.

The Walk-in Centre reception can be contacted on (0151) 285 3565.

Address: Old Swan Health Centre, Crystal Close, Liverpool L13 2GA

NHS Direct

Experienced nurses provide confidential help, advice and health information, including the availability of a chemist and dental services.

They can be contacted on 0845 4647, 365 days of the year, 24 hours a day.

NHS Direct Online - www.nhsdirect.nhs.uk

Mental Health Crisis Team

The Mental Health Crisis Team provide access to mental health assessment and intervention. They can be contacted on (0151) 706 0624 between 9.00am until 12 midnight. At times your call may be answered by an answering machine - please leave your name and telephone number and they will call you back as soon as possible.

Smithdown Minor Injury Centre For Children

Smithdown Minor Injury Centre for Children is a nurse-led service for children aged 0 - 15 years. The centre is open Monday to Friday between 8.30am - 6.30pm and closed Saturday, Sunday and all bank holidays. The centre has access to x-ray facilities on site at the York Centre between 9.00am - 6.00pm.

They can be contacted on (0151) 733 4644.

USEFUL TELEPHONE NUMBERS

Age Concern	(0151) 330 5592
Alcohol Service	(0151) 227 9789
Careline – Adults	(0151) 233 3019
- Children	(0151) 233 3029
Chiropody	(0151) 285 3761
Dentist (Emergency)	0845 4647
District Nurses(0151)	285 3722
Dr Agarwal & Partners	(0151) 285 3737
Drugs Dependency	(0151) 709 0516
Fag Ends	0800 195 2131
Health Visitors(0151)	285 3730
Liverpool Health Authority	(0151) 296 7000
Liverpool Primary Care Trust (PCT)	(0151) 296 7000
Mental Health Crisis Team	(0151) 706 0624
Merseyside Police	(0151) 709 6010
Midwives	(0151) 702 4175
NHS Direct	0845 4647
Old Swan Health Centre - Community Services	(0151) 285 3700
- Surgery	(0151) 285 3737
- Surgery	(0151) 285 3738
Samaritans	(0151) 708 8888
Social Services Department	(0151) 233 3010
Society for the Blind	(0151) 228 1888
Society for the Deaf	(0151) 228 0888
Smithdown Minor Injury Centre for Children	(0151) 733 4644
Walk-in Centre - Old Swan	(0151) 285 3565
- City Centre	(0151) 285 3535

HOSPITALS

Alder Hey Children's Hospital	(0151) 228 4811
Aintree(0151) 525 5980	
Broadgreen Hospital	(0151) 282 6000
Cardio Thoracic Centre	(0151) 228 1616
Liverpool Women's	(0151) 708 9988
Royal Liverpool	(0151) 706 2000
Walton Neurology Centre	(0151) 525 3611

Primary Care Trust

Full details of medical services provided in this area may be obtained from:

Liverpool Primary Care Trust

Bevan House

65 Stephenson Way, Wavertree Technology Park

Wavertree, Liverpool

L13 1HN

Tel: (0151) 296 7000

PRACTICE AREA

(insert map of practice area)