

**WHEN SURGERY IS CLOSED THE FOLLOWING SERVICES
ARE AVAILABLE**

***GP OUT OF HOURS: Tel: 111 – week days 18:30-08:00am,
Saturday, Sunday and Bank Holidays 24hours.***

***GARSTON WALK IN CENTRE: Tel: 0151 295 9010
9-9 Mon-Fri
Sat Sun Bank 9-5***

***OLD SWAN WALK IN CENTRE: Tel 0151 285 3565
7am-10 pm every day***

***SMITHDOWN WALK IN CENTRE: Tel 0151 285 4820
8am-8pm Mon-Fri
10am-4pm Sat, Sun and Bank Holidays***

***HALEWOOD WALK IN CENTRE: Tel 0151 244 3532
8am-9pm Mon-Sat
10am-9pm Sun and Bank holiday***

**GATEACRE MEDICAL CENTRE
49 BELLE VALE ROAD
LIVERPOOL
L25 2PA
Tel: 0151 487 8660
Fax: 0151 487 5466**

Dr (Mrs) Savita Mittal



PRACTICE STAFF

Dr S Mittal (Female GP)

Dr J Thomas (Male GP)

Gina Barnett (Practice Manager)

Sister Noelle Wright (Practice Nurse)

Lynne Frame (Receptionist)

Courtney Emanuel (Receptionist)

Shakila Qedwai-Abrar (Receptionist)

Susan Owen (Receptionist)

Kathryn Moorcroft (Receptionist)

SURGERY OPENING HOURS

The surgery is open 8:00am – 18:30pm Monday-Friday.

The surgery is closed Saturdays, Sundays and Bank Holidays. The surgery does an extended clinic on a Monday evening.

Appointments

If you require a same day appointment you will need to ring the surgery for a morning surgery the appointment you will need to call at 8AM and for an afternoon appointment you will need to call 1:30pm.

USEFUL NUMBERS

Royal Liverpool 0151 706 2000

Broadgreen Hospital 0151 282 6000

Alder Hey Hospital 0151 2284811

Liverpool Womens 0151 708 9988

Whiston Hospital 0151 426 1600

Fazakerley Hospital 0151 5255980

Walton Hospital 0151 5253611

PAL'S 0800 0731106

NHS DIRECT 111

TELEPHONE CONSULTATIONS

If you would like to speak to the GP or Practice Nurse during the day please contact the surgery and a telephone appointment will be made for you. If you need to speak to the GP urgently then the reception staff will ask for brief information that can be passed on to the GP and it is down to the GP's discretion as to whether the matter needs to be dealt with straight away or after surgery. For less urgent calls the receptionist will ask for brief information and your name will be added to the appointment system for the GP to contact you after surgery.

COMMENTS, SUGGESTIONS & COMPLAINTS

We endeavour to provide a high standard of service for our patients. However if you have any complaints please ask at reception for a complaints form, which will be dealt with following the Practice complaints procedure. Please put any compliments or suggestions in writing for the attention of Dr Mittal.

We have a Patient Participation Group meeting twice a year please ask at reception for details of the next meeting.

PATIENT ADVICE & LIAISON SERVICE

The Patient Advice and Liaison Service focus on improving the service to NHS patients and aims to:

- Advise and support patients, their families and carers*
- Provide Information on NHS Services*
- Listen to your concerns, suggestions or queries*
- Help sort out problems quickly on your behalf*

PALS (LIVERPOOL) 08000731106

CONFIDENTIALITY

The surgery has a strict confidentiality policy and the Practice computer system is registered under the Data Protection Act and all staff have to sign a Confidentiality Agreement.

Your records are kept both on the computer and in paper form and only staff employed by or associated with the practice will be able to access these records without your consent.

Occasionally you may receive treatment/care from an outside agency like Social Services and some of your information may be shared in order to provide the best care possible. We will only pass on information to them if there is a genuine need for it.

The government sends out requests to allow other agencies to review some of your records, at no point is patient identifiable information given and any information given needs to have your consent.

If you give permission for a family member/relative to discuss your health records or needs then this will need to be done in writing so it can be attached to your record for the GP to see. If you have any questions please ask reception.

GP APPOINTMENTS

Appointments can be made by ringing the surgery on either numbers on the front page or by calling into the surgery in person. Most of our appointments are book on the day so for a morning appointment you need to ring the surgery at 08:00am and for an afternoon appointment you need to ring at 13:30pm. You can still book your appointment in advanced but it may be over 2 weeks in advance. The extended hour's clinic on a Monday evening is for patients who work and can only be booked in advanced not on the day. Your appointment with the GP is for 10 minutes, if you feel you need longer than this, and then you will need to ask for a double appointment.

All children under 16 must be accompanied by an adult.

The GP can do minor surgery procedures including; steroid joint injections, family planning service LARCS and sexual health services, Glucose tolerance test, H-pylori breath tests and Cryo-therapy by appointment only.

From November to March, we will be offering additional appointments to ease the Winter Pressure.

HEALTH TRAINER APPOINTMENTS

If you wish to see the health trainer you can be referred by a member of staff, the health trainer will then contact you with an appointment.

NURSE APPOINTMENTS

The Practice Nurse provides a comprehensive range of services including:

- *Blood pressure*
- *Diabetes advice/reviews*
- *Asthma monitoring/reviews*
- *COPD monitoring/reviews*
- *Hypertension monitoring/reviews*
- *Flu/pneumonia vaccines*
- *Well women/well man checks*
- *NHS Health checks*
- *Cervical Screening*
- *New patient health checks*

You can book an appointment with the nurse by calling the surgery on the numbers on the front page.

CARE OF THE CHEMIST

*Care at the Chemist is a scheme for anyone over the age of 2, which allows you to get medicines and advice for certain illness from your local pharmacy without having to go and see a GP. It is a free service if you **DO NOT** pay for your prescriptions.*

Illnesses that can be treated

- **Athletes foot**
- **Cold sores**
- **Conjunctivitis**
- **Constipation**
- **Coughs**
- **Diarrhoea**
- **Earache**
- **Haemorrhoids**
- **Hay fever**
- **Head lice**
- **Indigestion**
- **Nasal congestion**
- **Oral Thrush**
- **Warts and Verruca's**

Please contact your local pharmacy for more information.

HOME VISITS

Where possible all home visit requests should be done before 10:00am. Please try to give the reception staff as much information regarding the problem and how urgent it is. All requests are given to the GP on duty and it is at their discretion if and when the patient will be visited or whether it can be dealt with over the phone.

REPEAT PRESCRIPTIONS

If you are on any repeat medications and are nearly running out and require a new prescription this can be ordered by bringing the request into the surgery. We are no longer allowed to take the request over the telephone unless it is for a patient who is housebound or terminally ill.

Prescriptions will be ready for collection 48 hours later unless you make the staff aware of the reason it is needed before this time. If you would like your prescription sent to a pharmacy please make staff aware of which pharmacy it is you use and contact them to arrange collection.

Please read the notes on the right - hand side of your prescription as from time to time we put useful information on it.

We have recently started Patient Access, which is an online facility for you to order your medication and book appointments. If you are interested in signing up for online access please ask at reception.

TEST RESULTS

If you have had a blood test or x-ray and want to contact the surgery for your results please be aware that reception staff are not trained to read results and are only given a task from the GP as to whether you need to be seen or not. In most circumstances a letter will be sent out to you if a follow up is needed. Please note that all URGENT results are dealt with by the GP as soon as needed, if you are sent a letter to make an appointment it will be for a ROUTINE appointment and the next available appointment will be given to you.

To maintain confidentiality, results will only be given to the patient themselves or to the parent or guardian of a child under 16.

CHANGE OF ADDRESS OR TELEPHONE NUMBER

If you change your address, please call into the surgery and fill out of Change of address form. If you move out of our catchment area, you may be asked to find another surgery closer to where you live. If you have changed your contact number you can notify us either over the phone or in person.

ZERO TOLERANCE

The practice operates a ZERO TOLERANCE POLICY. Any violent or abusive patients will be removed from the practice list.

WELL BABY CLINIC

Patients registered with the surgery can attend the Sure Start Children's centre every Thursday morning 9:30-12:00.

HOLIDAY IMMUNISATIONS

If you are travelling abroad, especially outside Europe, you may need extra vaccinations which will incur a charge. Please make an appointment to see the Practice Nurse. Please note that Malaria tablets are only issued on a Private Prescription and are not funded by the NHS.

FLU/PNEUMONIA INJECTIONS

In accordance with the Department of Health guidelines, we recommend annual flu vaccines for patients over the age of 65 or on a chronic disease register. Flu clinics are set up at the beginning of the winter period. Pneumonia vaccines are for patients over the age of 65 and are a one off vaccine.