

**LARGE PRINT PRACTICE LEAFLET
(FONT: TIMES NEW ROMAN SIZE 20)
IF YOU REQUIRE THE FONT TO BE A BIGGER SIZE.
PLEASE ASK AT RECEPTION**

**KINGSWAY SURGERY
30 KINGSWAY, WATERLOO
LIVERPOOL, L22 4RQ
TEL: 0151 928 8668 FAX: 0151 949 1117**

**Dr. Colette Mc.Donagh BSc.
MBChB. DRCOG. MRCGP
GMC: 4024875**

**Dr Edward Wakeford
MBChB. MRCGP.
GMC: 7038270**

**Advanced Nurse
Practitioner: Mr Wong**

Practice Manager: Mrs Shelley

Assistant Practice Manager: Mrs Kerrie

Practice Nurse: Mrs Jenny

Practice Healthcare Assistant: Mrs Rosina

Practice 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 given to a member of staff is treated in absolute confidence.

SURGERY INFORMATION

Consultations are by appointment only. Appointments can be made by telephoning the surgery, patient online access or in person at reception. Should you be unable to keep an appointment, please contact the surgery to advise of a cancellation giving as much notice as possible so that the appointment can be offered to another patient.

Named GP for ALL patients. Named GP's will not take 24 hour responsibility for the patient or make a change to their working hours, the requirement does not imply personal availability for GP's throughout the working week. The named GP cannot be the only GP to care for the patient. Please ask the reception staff who your named, accountable GP is. Patients may express a preference to see a particular doctor when making an appointment. However, should the doctor of your choice be unavailable, you will be offered an appointment with another GP within 48 hours or a nurse/primary care professional with 24 hours.

***** Please be aware this does not affect your ability to make an appointment with any of the GP's in the practice *****

Telephone Consultation. Ring the surgery at 8am; speak to a receptionist to request a telephone consultation with the GP. The GP will ring you at the end of morning surgery. Each GP has 4 telephone consultations per morning session.

Home visits are reserved for patients who are truly house bound or so incapacitated that they cannot be brought to the surgery. Home visits are based on medical need. Please phone for a home visit before 10am. In almost all cases children can be safely brought to the surgery where we have the best conditions for examination. If you come to the surgery during normal hours (or to the emergency centre during out-of-hours) you will be seen, treated and if necessary referred more quickly. This allows your doctor to work more effectively to help you now and in the future. Out of hours cover is provided by GO to DOC. The local out of hour's clinic is at Litherland Town Hall Health Centre and is by appointment only. GO to DOC may offer a different address for you to attend. We ask that the out of hour's service be used for genuine medical emergencies only.

New Registration. All persons making an application to join the practice list must do so by requesting an application pack from our reception. Please check with reception staff that you live within the practice boundary – a map showing boundaries is available at reception. Completed forms should be returned to reception to facilitate registration. Should registration not be acceptable the practice will provide a reason in writing within 10 working days. A new patient check appointment with a HCA/nurse will be made with all newly registered patients to ensure that the practice offers the most appropriate medical service to each patient.

Test Results. Please telephone for ALL test results between 2pm and 6pm for results of investigations.

Disabled Access. Wheelchair access is available via a ramp in front of the building. A disabled WC is available on the ground floor. Should you need assistance please ask at reception and a member of staff will be pleased to help.

Smoking. The practice supports all patients who wish to give up smoking and can offer appropriate advice and support to do this.

Repeat Prescriptions. Please give 48 hours' notice for repeat prescriptions. Please use the tear off request portion from your last prescription or by letter or by using the forms available at reception. We **DO NOT** accept prescription requests via the telephone as this method is prone to error and misinterpretation and is therefore dangerous.

***** Please remember it is your responsibility to ensure you order your repeat medication on time. Always allow extra time for weekends and public holidays *****

Patient Online Access. This service that lets you use the internet to arrange an appointment with a GP, order repeat prescriptions & view a summary of your medical records. Please speak to a member of our reception team for further details.

***** Please note this service is unavailable for patients under the age of 16 *****

Translation Service. The practice has access to translation services. Should patients require an interpreter then this should be organised in advance – please contact the reception for details.

Abusive behaviour. The practice adopts a Zero Tolerance Policy and reserves the right to remove all violent and abusive patients from its list and will do so in writing in the line with NHS and Sefton Primary Care Trust Policy. Patients who persistently do not attend their appointments will also be removed from the practice list in accordance with the practice policy.

Data Protection Act. All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will only be made with the written permission of the patient or their parent or guardian in the case of children under age of 16. Access to information by the patient is dealt with under the Freedom of Information Act.

Comments, Suggestions & 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 hope that an informal discussion with the Practice Manager would enable any situation to be resolved.

With the rights come responsibilities and for the patients this means:

1. Courtesy to staff at all times, remember they work under doctor's orders.
2. To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment.
3. An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.

4. Patients should make every effort when consulting the surgery to make best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience.

5. Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly medically necessary.

SURGERY OPENING TIMES

We encourage all our patients to travel to us through walking, cycling or public transport and remind those that do have a car to park courtesy for our neighbours

Monday, to Friday 8:00am – 6:30pm,

Telephones switch over at 6.30pm

There is always a doctor on call.

If you need a doctor urgently at any time please telephone the surgery on 0151 928 8668 for advice

or

Litherland Town Hall Health Centre (Walk-in service) –
0151 475 4667 / 4668,

Open Monday to Friday 8am – 8pm &
Saturday & Sunday 10am – 6pm

Please look on the practice website
below for details of the services we provide

www.30kingswaysurgery.nhs.uk