***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***

***Dr (Mrs) Savita Mittal***

***Dr (Mr) Kishore Mamidi***

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***PRACTICE STAFF***

***Dr S Mittal (Female GP)***

***Dr K Mamidi (Male GP)***

***Clare Green (Practice Manager)***

***Litty Thomas (Practice Nurse)***

***Lynne Frame (Senior Receptionist)***

***Lynda Quinn (Receptionist)***

***Sharon Platt (Receptionist)***

***Shaune Lang-Radcliffe (Receptionist)***

***SURGERY OPENING HOURS***

*The surgery is open 8:00am – 18:30pm Monday-Friday. The surgery is closed Saturdays, Sundays and Bank Holidays.*

***Appointments***

*If you require a same day appointment, please call the surgery on 0151 487 8660 or come to reception in person at 8AM. Staff will ask for a brief reason for appointments to ensure you are booked with the correct clinician.*

***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. It is 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.*

***Healthwatch Liverpool***

HealthWatch Liverpool is a service that provides practical support for people who want to complain about an NHS service. More information can be found on the [Healthwatch](https://www.healthwatchliverpool.co.uk/help-making-nhs-complaint) website.

Contact details for Healthwatch Liverpool;

4th Floor 151 Dale Street

Liverpool L2 2AH

Tel: 0300 77 77 007

enquiries@healthwatchliverpool.co.uk

***CONFIDENTIALITY***

*The surgery has a strict confidentiality policy and the Practice computer system is registered under the Data Protection Act and all staff are contractually required 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 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 0151 487 8660 or by calling into the surgery in person. All of our GP appointments are booked on the day. For a morning appointment please ring the surgery at 08:00am and for an afternoon appointment please ring at 13:30pm. 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.*

***Health and Well Being Coach / Social Prescriber***

*Our Social Prescriber and Health and Wellbeing Coaches can assist patients with matters relating to Mental Health, Housing, Health Conditions, Local Support Groups and much more. For a referral please speak to a receptionist.*

***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.*

*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.*

*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.*