

FORD MEDICAL PRACTICE



PRACTICE LEAFLET

V.29 (01.04.17)

Telephone Number: 0151 949 2000

Fax Number: 0151 949 2048

Website: www.fordmedicalpractice.nhs.uk

Welcome:

Ford Medical Practice provides General Medical Services to people who reside in the locality of Seaforth, Litherland and Crosby (A more detailed map of the area covered is available in our waiting area).

At Ford Medical Practice, we will treat all our patients in a confidential, courteous, professional and prompt manner.

This leaflet is for both existing patients and those considering registering with us. It tells you about the services we offer, how to access them and some general information about how the Practice operates.

If you live in our Practice area and would like to register with us, please complete our registration forms that are available from reception. You will be asked to provide proof of your identity in both photo and paper form.

Please remember that you are registering with the Practice and NOT a specific GP.

When you are registered with the Practice you will be allocated a 'named GP'. This GP will be responsible for overseeing your clinical care and dealing with any correspondence received in to Practice, but this does not stop you from seeing any GP in the Practice. If you are aged 75 years or over you will also be allocated a GP and informed in writing as per our in-house procedure.

If you have any questions about the Practice, please ask a member of the team, who will be more than happy to assist.

Meet the Clinical Team:

GP's:

Dr Brian Fraser (Senior Partner)	Male	MB ChB (Liverpool 1990) DRCOG MRCGP	GMC No: 3468184
Dr Ade Taiwo (Partner)	Male	MB BS (Lag. 1990) MRCGP DFFP	GMC No: 4357139
Dr Sophie Reck (Partner)	Female	MB ChB (Liverpool 2005) MRCGP	GMC No: 6114971
Dr Graham Sharrock (Partner)	Male	BM BS (Nottingham 2011) PG Clin Dip Pharm (Derby 2006)	GMC No: 7155930

All the Partners at the Practice offer a full range of general medical services.

GP Registrar:

Dr Adam Marnell	Male	GMC No: 7409668
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GP Registrars come to the Practice on six or twelve month placements to receive experience and training in General Practice.

Practice Nurses:

Mr Mark Halton	Male	NMC No: 82C1081E
Sister Louise Armstrong	Female	NMC No: 92Y0389E

Our highly qualified and experienced Nurses deal with a wide range of conditions and health concerns. They are experts in many areas of disease management such as, Diabetes, Respiratory conditions, Chronic Heart Disease and Rheumatology. Our Practice Nurses also offer travel vaccination advice; weight and dietary advice along with many other treatment room conditions.

Healthcare Assistant:

Miss Angela Orme	Female
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Our Healthcare Assistant undertakes cardiovascular disease monitoring, phlebotomy (blood taking) blood pressure monitoring, new patient health checks and works under the supervision of a Practice Nurse.

Phlebotomists: (Blood Taking)

Miss Angela Orme	Female
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Our Phlebotomist is fully trained to take blood and run a clinic here at the Practice every morning.

Meet the Non-Clinical Team:

Practice Manager:

Mrs Lin Bennett	Female
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Mrs Bennett has been the Practice/Business Manager at the Practice since 2004. Our Practice Manager can assist you with any administrative or non-medical aspect of your health and treatment; problems you may have with the way the Practice is run; or discuss any suggestions or complaints you may have.

Reception/Administration Team:

Mrs Patricia Hughes	Senior Receptionist
Mrs Christine Sheehan	Receptionist
Mrs Sandra Murray	Receptionist
Miss Julia Mulrooney	Receptionist
Mrs Chantell Balfour	Receptionist
Miss Beverley Alderton	Receptionist
Mrs Louise Boynton	Receptionist
Mrs Janet Kelly	Receptionist/Administrator
Mrs Janet Ashton	Administrator
Mrs Yasmin Smith	Secretary/Administrator

All of the above are members of the Practice non-clinical team and are here to help you. They answer the phone, deal with enquiries, process prescription requests, and undertake a variety of other administrative tasks such as coding, filing and secretarial matters.

They are all committed to providing the best service they can to you, which includes signposting you to the most appropriate service or healthcare professional.

Patient Representative Group:

Here at Ford Medical Practice we are keen to provide a high quality service to our patients both clinically and administratively. We would encourage you to get involved with the Practice to ensure that we are providing the best service and facilities we can.

The Patient Representatives Group aim is to obtain the views of our patients. We are interested to know what you think about the services being offered, how we carry them out and whether we need to make any changes to them. It is also an opportunity for the Practice to update you.

Being registered with the Practice automatically makes you a member of the Patient Representative Group but if you would like to be an official member of this group and attend tri-monthly meetings, please contact our Practice Manager, Mrs Lin Bennett.

We really would like you to come and join us in our discussions and decision making. We are actively recruiting new members.

Practice Opening Times:

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30*
Thursday	08:00 – 18:30
Friday	08:00 – 18:30

Surgery Session Times:

GP Appointments

Monday	08:40 – 11:20	16:10 – 18:00
Tuesday	08:40 – 11:20	16:10 – 18:00
Wednesday	10:00 – 11:20	16:10 – 18:00*
Thursday	08:40 – 11:20	16:10 – 18:00
Friday	09:00 – 11:20	16:10 – 18:00

Practice Nurse Appointments

Monday	09:00 – 12:30	14:00 – 18:00
Tuesday	08:30 – 12:30	14:00 – 18:00
Wednesday	09:00 – 14:00	14:00 – 16:30*
Thursday	09:00 – 12:30	14:00 – 18:00
Friday	09:00 – 12:30	14:00 – 18:00

Phlebotomy Clinic

Monday	08:30 – 12:30
Tuesday	08:00 – 12:30
Wednesday	08:00 – 12:30
Thursday	08:00 – 12:30
Friday	08:00 – 12:30

Healthcare Assistant Appointments

Monday	TBC
Tuesday	TBC
Wednesday	TBC
Thursday	TBC
Friday	TBC

* The Practice will close for essential team training one Wednesday afternoon per month.

Appointments:

Appointments can be made in a number of ways:

- In person at Reception
- By Telephone
- By Internet

When booking an appointment in person or over the telephone you will speak with one of our highly trained receptionists. They will ask you to confirm your details (name, address, date of birth). They will also ask you why the appointment is needed. This is NOT because they are nosey it is to ensure that you are booked in with the appropriate healthcare professional. They also ask what the appointment is for so that the healthcare professional can be pre-warned what the problem is before you walk through the consulting room door (sometimes equipment may be required for the consultation).

Please remember - A doctor is not always the right person to see

Booking your appointments using internet access is also available. To sign up to this facility each patient requiring internet access **MUST** complete our internet registration and agreement forms. Please ask one of our Receptionists for more information.

Please note:

- **If you consider your ailment to be of an URGENT nature we should be able to see you on the same day.**
- If your ailment is of a non-urgent nature you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. If you do not need to be seen within two working days, you also have the option to book an appointment up to 1 week in advance if this is more convenient for you.

- When booking your appointment, please remember to let us know if you have multiple ailments or issues to discuss. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during an examination.
- You can book a telephone consultation with a GP. The GP will ring you back on the telephone number given. Please always try and let us have a landline number as mobiles can be very costly.

How can you help us?

- **Be on time for your appointment**
- **Tell us if you need to cancel – giving at least 24hrs notice**
- **Call for an urgent appointment or home visit BEFORE 10am**
- **Ring for results after 11:30am.**

Home Visits:

Home visits are reserved for patients who are truly housebound or so incapacitated that they cannot be brought to the Practice. Home visits are based on medical need. In almost all cases children can be safely brought to the Practice where we have the best conditions for examination. There is always a GP on call.

GPs will typically see four patients in the Practice in the time it takes to undertake a single home visit

If you need a home visit please contact the Practice **BEFORE 10am.**

Please remember if you have signed up to our Out of Area Scheme (reside at an address that falls outside of our Practice boundary) you will NOT be eligible for home visits.

Evenings & Weekends:

A full GP service is available to our registered patients when we are closed. Out of hours cover is provided by GoToDoc.

If you require a GP when we are closed, contact NHS 111, by dialling 111 from your landline or mobile.

If you have a life threatening emergency please dial 999.

There is a local walk-in centre based at the LIFT Centre in Litherland, Hatton Hill Road which can deal with any minor ailments or injuries.

Please note: The Practice is closed on **ALL Bank Holiday periods.**

Patient On-Line Access:

From April 2015, Practices are offering patient access to detailed computer held clinical records along with core summary information (medication, allergies and appointments).

If you require **On-Line** access to your computer held medical records or need to know more about it, please discuss this with a member of our reception team who will be happy to provide you with more comprehensive information and the appropriate forms or you could pick up a leaflet from the Practice.

Please note that the Practice has the right to revoke access if this service is abused.

Repeat Prescriptions:

You can order your repeat prescriptions using one of the following methods:

- Using the tick box repeat slip (re-order slip)
- Writing your requirements on a slip of paper.
- By Fax
- By Internet

When ordering your medication from the Practice, please make sure that you allow at least 48 hours (two working days) notice. By doing this it will ensure that your request is dealt with in both an administrative and clinically safe manner.

We **DO NOT** accept prescriptions requests over the telephone as this method is prone to error and misinterpretation and therefore clinically dangerous.

If you need to order your medication earlier than it is scheduled, for example if you are going to be on holiday when it is due, please let us know by either writing it on your repeat slip or by typing in a message if ordering via the internet.

We operate with an electronic prescription service, which means when a prescription is issued to you an electronic copy sits on a **secure** server waiting for the Pharmacy of your choice to download it for dispensing. No more paper copies.

If you use a regular Pharmacy, you can nominate them so that your prescription goes direct to them electronically. To nominate a Pharmacy you will need to speak with a member of staff in the Pharmacy you use.

If you would still like to get a paper version of your prescription, please speak with a member of the Reception team and we will be happy to make the necessary changes for you.

PLEASE REMEMBER:

**Wasted medicine costs the NHS millions each year.
ONLY order what you actually require.**

Recording of Consultations:

Ford Medical Practice holds your medical records electronically using the EMIS Web clinical system.

Each time you consult with a clinician at the Practice an electronic record will be made.

Data Sharing:

Your medical records could be shared with other health professionals that are not members of Ford Medical Practice. If you do not wish for this to happen, please ensure that you let us know. You can verbally tell us or you can complete an 'opt-out' form which are available in the Practice waiting area.

Investigations & Results:

From time to time it may be necessary for you to undergo some clinical tests such as having a blood test or an x-ray.

If you have undergone a clinical test arranged by the Practice you can obtain your results by contacting us on the Practice telephone number 0151 949 2000 between the hours of 11:30 and 16:00. Ringing us between these times avoids our busy periods. Please give it 5 to 10 days before ringing us, this will allow enough time for any results that take longer to process to reach us.

If you need to have a sample of blood taken, we hold in-house phlebotomy clinics every week day morning and there are also community phlebotomy clinics available. Please refer to the phlebotomy clinic leaflet held in reception.

Services:

Ford Medical Practice provides a full range of General Medical Services which include:

- Chronic Disease Management:
- Coronary Heart Disease
- Diabetes
- Rheumatoid Arthritis
- Cardiovascular Disease
- Asthma
- COPD
- Epilepsy
- Hypothyroidism
- Chronic Kidney Disease
- Mental Health
- Blood Pressure Monitoring
- 24hr Blood Pressure Monitoring

If you have any of the above, we will write to you on an annual basis and invite you in for a review. If you do not wish to come in for a review, please let us know so we can code your medical records appropriately and this will stop you from receiving any further invites for a year.

We also offer:

- Vaccination & Immunisations
- Travel Immunisations
- Smoking Cessation Advice
- Antenatal Clinic
- Phlebotomy
- NHS Health Checks
- Frail & Elderly Checks
- Consultations with the GP or Nurse of your choice.

Antenatal Clinic:

Thursday morning: 09:00 to 12:00

This clinic is run by a Midwife. If you become pregnant, you do not need to come to see a GP, you can self-refer by contacting the booking department based at the Liverpool Women's Hospital on Tel No: 0151 247 4747.

Once you have booked your initial visit, you will then be offered regular checks throughout your pregnancy here at the Practice or at the hospital or both.

Your medical records need to be kept up to date and to ensure that we look after you clinically; we really need to know when you deliver or are no longer pregnant. Please contact the Practice at your earliest convenience.

Child Health & Immunisation Clinics:

Day	Time
Tuesday	11:30 to 12:30 (Practice Nurse) Fortnightly BY APPOINTMENT ONLY
Thursday	13:45 to 15:30 (GP & Practice Nurse) BY APPOINTMENT ONLY

Clinics held on a Tuesday are for children who require their pre-school boosters. Clinics held on a Thursday are for well babes. (If your child is unwell, please make an appointment with a GP).

Both clinics are BY APPOINTMENT ONLY. A GP will undertake routine eight week checks and one of our Practice Nurses will administer routine childhood vaccinations.

It is very important to keep your children up to date with their immunisations. If you have concerns please discuss them with your health visitor.

Your Health Visitor provides child health advice at a local community setting. For your closest centre, please refer to the notice displayed in our waiting area.

When attending a 'baby clinic' please remember to bring with you your child's RED BOOK.

Minor Surgery Clinic:

The Practice holds one minor surgery session per month. Patients requiring minor surgery should have first consulted with a GP. Those appropriate for the clinic will be written to and invited to attend an appointment.

Cardiovascular Disease Health Check (NHS Health Check):

Patients aged from 40 years to 74 years are offered free health checks every five years, to assess their cardiovascular disease risk. If you are in this age band we will be writing to invite you to attend for a blood test and a face to face review with our Healthcare Assistant.

Those found to be low to medium risk will only be reviewed every five years; those with an increased risk will be reviewed on an annual basis.

Specialist & Hospital Care:

If a GP or another member of our clinical team believes you need hospital treatment or specialist care elsewhere, they will make the appropriate referral explaining to you the reasons why.

Patients with specific needs:

The Practice is fully accessible by wheelchair and we also have a designated parking space which is reserved for patients with severe mobility problems. For patients with hearing problems, we provide a hearing loop facility. For patients with dual sensory impairment, with prior notification appropriate measures can be taken to assist the consultation. We can arrange interpretation and translation services in person or by phone for patients whose first language is not English.

Other Information:

Complaints:

Ford Medical Practice aims to provide a friendly and professional service to all our patients. However, if you have concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable, your GP, your Practice Manager or a member of our reception team. Any of us will be happy to help you. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised, you can write to our Complaints Manager (Mrs Lin Bennett).

Our Complaints procedure is drawn-up in accordance with NHS guidelines and a copy is available from reception.

Patient comments:

Suggestions for improvements and compliments are always welcomed and there is a suggestion box in our waiting area.

DNA Policy:

The Practice adopts a Did Not Attend Policy. Any patient, regardless of age, who fails to attend three appointments in a twelve month period, will be removed from the Practice list in accordance with the Practice policy displayed in the waiting area.

We will send a sequence of three letters; letter one to inform you that you have not attended an appointment; letter two to again inform you that you have not attended a further appointment and to remind you that a further non attended appointment will result in you being de-registered; letter three to inform you that you have not attended three appointments and are now being de-registered.

Please speak with us if you are having a problem remembering your appointments.

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 written permission of the patient or their parent or guardian in the case of children under the age of 16 years old.

Freedom of Information Act 2000:

All requests for information should be submitted in writing.

Publication Scheme:

This is a description of the information about Ford Medical Practice and the GPs which is publically available. For more information, please contact our Practice Manager, Mrs Lin Bennett.

Obligations, Rights & Responsibilities:

Practice Obligations & Responsibilities:

- You will be treated as an individual and will be given courtesy and respect at all times.
- You have the right to be treated confidentially.
- Respect for religious and cultural beliefs will be honoured.
- We will endeavour to answer the telephone promptly and courteously.
- You have a right to information about your own health (illness and treatment, possible side effects of recurring illness etc.).
- We will offer medical advice and information for promotion of good health.
- You have the right to see your own medical records subject to the limitations of the law. A charge may be applied.
- If your GP believes that you need a second opinion, then they will arrange this.
- You will be given a time to see a GP in accordance with the system used in this Practice. If there is likely to be a substantial delay for any reason, you will be given an explanation.
- Routine referral letters for hospital appointments will normally be dispatched within three working days of the referral being agreed with the GP. Urgent referrals for hospital appointments may be faxed, telephoned or provided as a handwritten note for the patient to take to hospital.

Patient Obligations & Responsibilities:

- We ask that you treat every member of our team 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.
- You are responsible for your own health and that of your children. Please take the advice given to you at the Practice.
- Let us know immediately if you change your address or name and remember to provide us with your telephone number and postcode.
- You can discuss any medical matter with the GP, including asking for a second opinion.
- Please let us know if you are unable to keep an appointment. We can offer that appointment to someone else.

Zero Tolerance:

Under no circumstance is it acceptable to direct abusive, aggressive or violent behaviour towards clinical and non-clinical staff working in this Practice. ALL episodes of unacceptable behaviour whether face to face or via the telephone, will result you and your family members being de-registered. It could also result in a criminal conviction for you as we will report any incidents to the Police.

All members of the Practice are dedicated to provide the best service they can, so if you have a problem that is making you upset or angry, please talk to us in a calm and polite manner and we will do our absolute best to get it resolved for you.

Other NHS Services:

As well as our Practice, there are many other local NHS Services you can contact for health advice, information and treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 years and people with asthma should NOT take aspirin).
- Mild laxatives.
- Anti-diarrhoeal medicines.
- Rehydration mixture.
- Indigestion remedy (for example antacids).
- Travel sickness tablets.
- Sunscreen – SPF15 or higher.
- Tweezers & sharp scissors.
- A thermometer.
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Your local pharmacist will be able to give you free health advice at any time, you don't need an appointment.

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Useful Telephone Numbers:

Service	Telephone Number:
NHS 111	1 1 1
Litherland Walk-in-Centre	0151 475 4667
District Nurse Team	0151 247 6926
University Hospital Aintree	0151 525 5980
Alder Hey Childrens Hospital	0151 228 4811