

YOUR CONTACT DETAILS:

It is important that if you change your address and/or contact number, you inform us as soon as possible to keep your records updated.

FAILURE TO ATTEND APPOINTMENTS:

If you frequently do not attend your appointments without prior notification, we will ask that you register elsewhere as this is a waste of NHS resources.



This is a Practice Information Leaflet for Patients

PRIMROSE MEDICAL PRACTICE

The Bluebell Centre

Bluebell Lane

Huyton

L36 7XY

Tel: 0151 480 4205 or 0151 511 5903

Fax: 0151 489 2204

Email: KNCCG.PrimroseSurgery@nhs.net
www.primrosemedicalpractice.co.uk

Details of Doctors

Your named GP is Dr Choudarapu, MBBS, MRCP, DFRSH
(female GP)

Dr T Pearce, MBChB, BSc(hons), MRCP (male GP)

Surgery Opening Times

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

Appointment Times

Monday	10.30 am - 01.20 pm	03.10 pm - 05.30 pm
Tuesday	10.30 am - 01.20 pm	03.10 pm - 05.30 pm
Wednesday	10.30 am - 01.20 pm	03.10 pm - 05.30 pm
Thursday	09.00 am - 01.00 pm	02.00 pm - 05.30 pm
Friday	09.00 am - 01.00 pm	03.00 pm - 05.50 pm

Please try to contact the surgery at 8am for the same day appointment. We generally don't book in advance.

We will always endeavour for you to see the GP of your preference, however this is not always possible. If you cannot keep your appointment, please let us know – someone else may need it.

Telephone Appointments

GP's are available to speak to patients by phone at the end of their surgeries. If you require an urgent telephone appointment, ask the receptionist but use your discretion. By speaking to the GP or locum service we can avoid unnecessary waiting time in Casualty.

HOME VISITS



Patients who are too frail/ill to attend surgery can be visited at home. If a home visit is needed, please try to telephone the surgery between 9.30 am and 11.00am. Every effort should be made to attend the surgery. Remember that in the time it takes to visit you at home, the doctor can see several patients in the surgery.

REPEAT PRESCRIPTIONS

Patients on regular medication do not always need to see the GP for a repeat of medicines. Repeat prescriptions can be ordered online, or in writing, they must be placed in the post-boxes (one is at

practice reception & the other on ground floor Bluebell) or by post. Please give **48hrs** notice for prescription requests.

PRACTICE PATIENT GROUP (PPG)

Do you have a query, suggestion or concern about health services in Knowsley? Your PPG may be able to help. We meet every few months at the practice to discuss ways in which services can be continued or improved. Write your query/comment and post it in the prescription box on reception (ground floor) or alternatively speak to a member of staff.

USEFUL TELEPHONE NUMBERS:

Garston Walk In Centre	0151 295 9000
Halewood Walk In Centre	0151 351 8480
Huyton Walk In Centre	0151 244 3150
Liverpool Walk In Centre	0151 247 6500
Old Swan Walk In Centre	0151 247 6700
Smithdown Walk In Centre (children only)	0151 285 4820
St Helens Walk In Centre	01744 627400
Alder Hey Hospital	0151 228 4811
Broadgreen Hospital	0151 282 6000
Clatterbridge Hospital	0151 334 4000
Liverpool Heart & Chest Hospital	0151 600 1616
Liverpool Womens Hospital	0151 708 9988
Royal Liverpool Hospital	0151 706 2000
St Helens Hospital	01744 26633
The Walton Centre	0151 525 3611
University Hospital Aintree	0151 525 5980
Whiston Hospital	0151 426 1600
Alcohol Service Knowsley	0845 873 4462
Counselling (Listening Ear)	0151 488 6648
Drug Free Treatment & Support	0845 873 4462
Knowsley Carers Centre	0151 549 1412
Knowsley ICB*	0151 244 4126
PALS	0800 073 0578

* Knowsley Integrated Care Board (ICB) is an NHS organisation that brings together local GPs (doctors), nurses and other healthcare professionals from across Knowsley, to assess the health needs of the local population, and then plan, buy and monitor the delivery of the required healthcare services.

CONFIDENTIALITY

The Dr's, staff and others who are caring for you, keep records about your health and any care or treatment you receive from the NHS. It is important to keep records to help ensure that you receive the best possible care from us.

How we keep your records confidential

Your records are kept in a safe place in the surgery either on computer or paper files. Receptionists and secretarial staff are responsible for keeping your records in order and will, from time to time access your records. All practice staff have signed our confidentiality policy and they receive regular updates with regard to the correct and secure handling of patient information.

Other Agencies

On the odd occasion you may be receiving care from other people such as Social Services. We may need to share some information about you so that we can work together for your benefit. We will pass on information about you if they have a genuine need for it. There may also be other agencies that may ask for information but we cannot give details without your permission.

We will not, without good reason.....give your medical details over the phone unless we are certain of who we are talking to or give details about you to anyone else without your permission.

PRACTICE AREA

We will register new patients within our boundary area (map displaying boundary area is displayed at reception). We are based in the Knowsley ICB area

NEW PATIENTS

We welcome new patients wishing to be registered with us. Application forms are available from the reception.



PRACTICE CHARTER

We aim to provide the best possible service to all our patients and hope that you will feel that we achieve that aim. The care of your health is a partnership between yourself and the practice team. The success of that partnership depends on an understanding of each others needs and co-operation between us.

DISABLED ACCESS:

The practice premises have suitable access for disabled persons.



COMMENTS, COMPLAINTS & SUGGESTIONS

We endeavour to provide a high standard for our patients. If you have any complaints, concerns or can suggest any improvements please contact in writing the Practice Manager or Doctors at the surgery. We operate a practice complaint procedure as part of a NHS system for dealing with complaints.



ZERO TOLERANCE

The practice operates a policy of withholding treatment from violent and abusive patients. Any form of violent, aggressive or abusive

behaviour shown towards any of our staff is unacceptable and will not be tolerated. Individuals behaving violently towards staff will be reported to the police and removed from the practice list.

CARE AT THE CHEMIST

This is a service provided by many Pharmacies in the area. You can join this valuable scheme. It can save you time waiting for a prescription from your GP and waiting for an appointment when treating minor ailments. The pharmacist can give treatment on a number of minor ailments including; sore throat, hayfever, diarrhoea, coughs, constipation, head lice & cold sores to name but a few.

KNOWSLEY WALK IN CENTRES

Knowsley Walk in Centres are located in Huyton, Kirkby & Halewood. They are open 365 days a year. A nurse led service, staffed by experienced nurses offering treatment and advice for minor illnesses and minor injuries including; cuts & bruises, bites & stings, sprains & strains, burns & scalds.

Huyton Walk In Centre, Westmoreland Rd, Huyton, L36 6GA
Mon – Sat: 8am – 8.30pm
Sunday: 10am – 8.30pm (inc bank holidays)

Details of Primary Medical Services available in this area may be obtained from:

Knowsley ICB
Health & Social Care HQ
Nutgrove Villa - PO Box 23
Westmorland Road
Huyton
L36 6GA,

Tel. 0151 244 4126

OUT OF HOURS

NHS 111 is on duty 6.30 pm to 8 am, Saturday, Sunday and Bank Holidays. When the surgery is closed medical care can be obtained by dialling 111. In an emergency dial 999.

PRACTICE STAFF

As well as the doctors who look after patient care our team comprises of the following staff:

Nataraj	Business Manager
Lisa	Practice Manager
Vilina	Advanced Nurse Practitioner
Diane	Receptionist
Mica	Receptionist
Sarah	Receptionist / Administrator
Ebuka	Musculoskeletal Practitioner
Zumred	Clinical Pharmacist
Alex	Mental Health Nurse
John	Health Care Assistant
Jayne	Community Matron
Sarah	Midwife
Medicines Management	Attached to Practice
Health Visitor (Under 5's)	Attached to Practice
District Nursing Team	Attached to Practice

CLINICS & SERVICES

Child Health Surveillance Services, Contraceptive Services, Cervical screening, Maternity Medical Services, Health Screening, Holiday Vaccinations, Immunisations, Chronic disease lead clinics, HRT Reviews, Lifestyle Monitoring



ON-LINE ACCESS

You can book GP appointments & renew prescriptions via our website www.primrosemedicalpractice.co.uk.

If you would like to access these services please bring along photograph ID and proof of address.