

**Longton Medical Centre
451 Warrington Road
Rainhill
Prescot
Merseyside L35 4LL**

**Tel: 0151 290 4700 Fax: 0151 431 0017
www.longtonmedicalcentre.co.uk**



SURGERY OPENING HOURS

Monday 8.00am – 6.30pm
Tuesday 8.00am – 6.30pm
Wednesday 8.00am – 6.30pm
Thursday 8.00am – 6.30pm
Friday 8.00am – 6.30pm
Saturday and Sunday Surgery Closed

Welcome To Longton Medical Centre

Longton Medical Centre aims to provide a friendly, efficient and effective service to all our patients in our practice area.

The Doctors

Dr Deborah Tree ,MBChB DRCOG Full registration 1984
Special interest in Respiratory

Dr Estelle Jacobs MBChB MRCGP Full registration 1993
Special interest in Acupuncture

The rest of the clinical team

Jayne Nurse Practitioner
Lynn Health Care Assistant
John Health Care Assistant
Community Midwife—(01514301939 or01514301492)
Lynn Community Matron
District Nursing Team (Telephone 01744 819101)
Health Visitors Telephone (01744 816831)

Named GP

Recent changes to the GP contract mean that all patients in England, including children, will benefit from having a named, accountable doctor who will be responsible for coordinating their care. We have allocated all our patients a “Named GP”.

Your named GP is your usual GP if you wish to know who this is please contact the surgery

Please note:

You can still talk to any of our clinicians, not just your Named GP.

You can still have appointments with any of our clinicians, not just your Named GP.

CARE.DATA

Sometime in early 2014 you may have received a leaflet via junk mail, entitled ‘Better information means better care’. It may not be clear from the leaflet that a significant change in what is done with your medical records is about to happen. You will automatically be enrolled into this service if you **do not wish** to be included please ask at reception for additional information if required and opt out form. *This is currently on hold

Summary Care record

The Summary Care Record (SCR) is a secure, electronic patient record that contains key information derived from patients' detailed GP records. It is accessed in emergency and unplanned care scenarios, where such information would otherwise be unavailable. You will automatically be enrolled into this service if you **do not wish** to be included please ask at reception for additional information if required and opt out form.

Complaints, comments and suggestions

We are pleased to receive comments and suggestions. If you have a complaint, or any constructive criticism, please ask to speak to, or write to, the Practice Manager. Most complaints are resolved within the practice but if you are dissatisfied with the outcome of local resolution, you will find details of where to seek further advice in a copy of the Practice Complaints Procedure, which can be obtained from reception.

Confidentiality

The practice is registered with the Data Protection Act and takes seriously its duty to protect confidential information. All practice staff are bound by a confidentiality clause and are trained in, and regularly reminded of, the arrangements for keeping patient information private.

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

Zero tolerance Policy

We operate a zero tolerance policy and will not accept verbal or physical abuse towards our staff. Such incidences could result in your removal from the practice list.

Practice Manager

Mrs Lisa Roberts is responsible for the running of the practice, helped by the Office Manager and secretarial staff.

Receptionists

Our receptionists can help with many of your queries. If you are unsure about the need to consult a doctor or nurse, the reception staff will be able to offer advice. You can always speak to a receptionist in private - please ask and a room will be made available.

Emergency out of surgery hours

If you want advice or need to be seen by a doctor urgently when we are closed, simply call the same surgery telephone number on **0151 290 4700**. Your call will automatically be diverted through to our local out-of-hours doctor service. Be prepared to give full details of the patient, the address and the nature of the illness.

Or call NHS 111

NHS 111. NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Or visit St Helens NHS Walk-in Centre.

The Walk-In Centre is situated in the Millennium Centre in St Helens town near the bus and train stations. It is open Monday to Saturday from 7.00am to 10.00pm, and on Sunday from 9.00am to 10.00pm.

Your local Accident and Emergency is based at Whiston Hospital. Remember Accident & Emergency at the hospital is for serious illnesses and major injuries only.

Missed appointments

Missed appointments are frustrating for the doctor and other patients who may have difficulty getting an appointment. We will write to you if you fail to attend appointments without cancelling them, warning you that it may result in your name being removed from our patient list.

Routine pre bookable appointments

You may consult with any of the doctors or nurse at the practice by making an appointment, either by telephoning or calling at the surgery. If your preferred GP is not available you will be offered an appointment with another doctor in the team.

On the day appointments

If you need to see a doctor on the same day, we are offering on the day appointments. You will be asked to attend at a specific time and you will see any of the doctors on duty. Unfortunately you will not be able to ask for a particular doctor. Pre-booked appointments are still available for you to book in advance with a doctor of your choice

Booking of appointments

You can book routine GP appointments 24 hours a day by using our automated telephone system, or by registering for our on line booking services.

Telephone consultation appointments

You can book a telephone consultation with a GP, giving the receptionist a brief history of the problem you will then be advised if this can be dealt with over the telephone, or if you need an appointment to see a GP.

Online Services

The practice offers a Online Service. This will let you interact with our practice using the Internet at your convenience, even when we are closed. This will start with being able to book your routine appointments with a GP online and order repeat prescriptions. You will need to register with the practice to access this service and once registered you will be given information that will enable you to create your username and password. If you are interested in this service please call into the surgery with photographic identification for example passport and a utility bill. This service is only available to patients aged 18 and over.

Messages for GP

Messages can also be left for the doctors who will usually pass a message back via the reception staff the same day or next day.

Home visits

Visits at home are reserved for people who are too ill, frail or physically unable to come to the surgery. If you feel a home visit is required, please give the receptionist full details of the patient, the address and the nature of the illness. If the visit is urgent please make this clear to the receptionist.

Generally speaking, children will not come to any harm by being brought down to the surgery, and a doctor will see them much sooner.

Prescriptions

If you take regular medication you may be able to obtain repeat prescriptions without seeing the doctor each time. You can order your repeat prescription by ticking the items you need on the tear off slip and either handing it in at Reception, posting it, or faxing it to 0151 431 0017.

If you have access to the internet, you can also order your repeat prescriptions via at our website www.longtonmedicalcentre.co.uk patients will need to pre register for this service please see online service on the previous page.

If your medication does not all run out at the same time please ask at reception about the bringing into line medication service.

Medication will only be issued a maximum of 5 days before your prescription is due.

In all cases, we need a full 2 working days to be able to process your repeat prescription.

Patient participation group

The practice has a Patient Participation Group which meets on a 4 monthly basis the aim of a group should be to share information and ideas about the practice and wider local health services. This should help to give patients the best possible services for the needs of the whole practice population. Patient groups work in conjunction with staff and doctors at the practice.