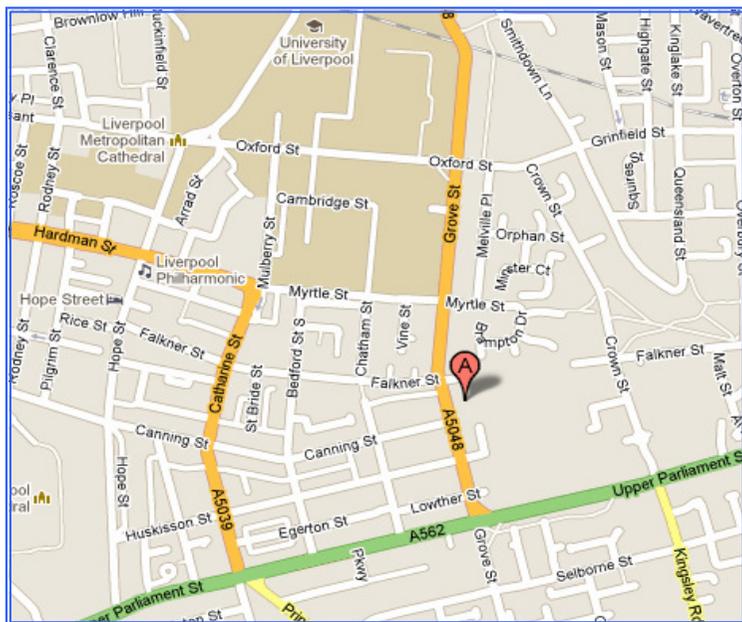


How to Find Us

Abercromby Family Practice
Grove Street
Liverpool
L7 7HG



Practice Boundary

Serving patients in L7, L8, L18

Drs K. Vithlani, D. Lakhani, J. Laya-Gomez & P. Lakhani
Abercromby Family Practice
Grove Street
Liverpool
L7 7HG

Telephone: 0151 295 3888
Fax: 0151 708 7973



**OUR PREMISES HAVE SUITABLE FACILITIES FOR ALL
DISABLED PATIENTS**

OPENING HOURS

Monday - Friday 8.00am – 6.30pm

**ABERCROMBY FAMILY PRACTICE WELCOME NEW
NHS PATIENTS**

We aim to provide a high standard of medical care in a friendly and professional manner. You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you most need them.

The guide contains useful information about how to get the most from a visit to your surgery.

Visit our website: www.abercrombyfp.nhs.uk

Opening Times

Reception:

8:00 am to 6:30 pm Monday to Friday. For prescription requests and collection, booking appointments and other queries.

Doctor's Appointments:

8:30 am to 11:30 am and 3:30 pm to 5:50 pm Monday to Friday.

Nurse Appointments:

8:15 am to 12:00 noon and 1:30 pm to 6 pm Tuesday to Thursday.

Health Care Assistant Appointments (HCA):

8.45 am to 12.00 noon and 12.45 pm to 3.45pm Wednesday to Friday

The surgery closes once a month on a Thursday afternoon from 1pm onwards for staff training and education. Forthcoming dates are available on the website.

Registering with the Practice

As part of the registration procedure new patients, aged 16 and over, will be offered an appointment to see the HCA for a new patient check. This includes checking your blood pressure, urine, measuring your height and weight and giving advice on a healthy lifestyle. They will also note any current problems or allergies in your medical history.

For each person registering, a few documents will need to be completed: 1 a GMS 1 form, 2 a new patient questionnaire, these are available from reception or to print via the link on the website. We also require photographic identity and a utility bill to copy for our records.

Useful Telephone Numbers and Addresses

Local Hospitals and Out of Hours

Royal Liverpool University Hospital Prescott Street, L7 8XP	0151 706 2000
Broadgreen Hospital Thomas Drive, L14 3LB	0151 282 6000
University Hospital Aintree Longmoor Lane, L9 7AL	0151 529 2282
Liverpool Women's Hospital NHS Trust Crown Street, L8 7SS	0151 708 9988
GP Out-of-Hours	0151 220 3685

NHS WALK-IN CENTRES

City Centre Walk In Centre 52 Great Charlotte Row, L1 1HU	0151 285 3535
Primary Care Treatment Centre Church Road, Garston, L19 2LP	0151 330 8301
Old Swan Walk In Centre Crystal Close, L13 2GA	0151 285 3565

OTHER USEFUL NUMBERS

Pals 08000731106
NHS direct 111

Freedom of Information Act 2000

The Freedom of Information Act aims to promote a culture of accountability amongst public authorities by providing people with rights of access to the information held by them. Abercromby Family Practice complies with the act. Further Information is available from: The Information Commissioner, Publication Schemes, Wycliffe House, Water Lane, Cheshire SK9 5AF.

Information Governance

Abercromby Family Practice is committed to respecting and protecting all patient records and all patient identifiable data held by the practice. We take information very seriously and value the trust you place in us as a practice. We have practices and policies in place to safeguard your personal information that is collated for your treatment at the medical centre.

How to Make a Complaint

We try to provide a high standard of care and service to all our patients and are continually striving to improve our service. Any helpful suggestions are much appreciated and a suggestion box is located in the waiting area.

However, there may be times when you feel you wish to express dissatisfaction. We hope you will feel free to discuss your concerns with the member of staff directly involved, or with the Practice Manager or one of the doctors. This is better done sooner rather than later and we hope that you will be satisfied after talking to us. Information on our complaints procedure is available from reception. Complaints should be addressed to the Practice Manager

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss and deal with your concerns promptly.

The Doctors

GP Partners:

- Dr Kishor Vithlani - MBBS (Baroda, 1979) LRCP, MRCS, DRCOG, FRCS, MRCP, Dip MS
- Dr Dharendra Lakhani - MBBS (India)
- Dr Jorge Laya-Gomez - MB ChB (Spain, 1994) T (Spain, 2000) MRCP (United Kingdom, 2008)
- Dr Pranav Lakhani - MB ChB, DRCOG, MRCP, DFRS (Liverpool 2002)

Associate GP's:

- Dr Patricia Owens - MB ChB (Edinburgh, 1979), FRCGP.
- Dr Lisa Jermin - MRCP (Liverpool, 2005) MB ChB MRPharms

- Practice Manager** - Jennine Edge

Training Practice

We have been a GP training practice for over 10 years which means that each year we have doctors working in the practice who are training to become GPs. They are fully qualified doctors with two to three years post-qualification hospital experience.

Trainees all have a GP partner as clinical supervisor who is available whenever trainees are consulting. Sometimes, as part of their training consultations they may ask for consultations to be videoed with your consent. Videos are an important teaching aid for consultation skills.

The Nursing Team

Nursing Team:

- Sister Anne Morrison - RGN Qualified (London, 1998)
- Jon Donohue - Health Care Assistant
NVQ Level 3 Health Care

The nursing team are available by appointment for consultation and treatment. They offer the following services:

- ∴ Appointments can be pre-booked by calling reception.
- ∴ General health checks including blood pressure and cardiovascular risk assessments.
- ∴ Diabetes, heart disease and respiratory disease monitoring
- ∴ Spirometry testing
- ∴ Cervical smear tests
- ∴ Healthy living advice including diet and weight management
- ∴ Travel advice and immunisation
- ∴ Immunisation for children and adults
- ∴ Influenza (Flu) and pneumococcal immunization
- ∴ Chlamydia Screening

Administrative Team

Our fully trained administrative staff are here to help you. They will often need to ask you further details when you telephone. This is to ensure that we help you as effectively as possible. They are bound by the same rules of confidentiality as the doctors and nurses.

Text Service

- We can send via text
- appointment reminders
 - annual health check invites
 - health campaign information

Please make sure we have your correct mobile number

You can opt out of this service, please inform reception if you do not wish to be contacted via text

Access to Medical Records

All manual and computerised health records about living people are accessible under the Data Protection Act 1998. Competent patients may apply for access to their own records, or may authorise a third party, such as their lawyer, to do so on their behalf. Parents may have access to their child's records if this is in the child's best interests and not contrary to a competent child's wishes. People appointed by a Court to manage the affairs of mentally incapacitated adults may have access to information necessary to fulfil their function. There are exemptions to this service. A fee (up to £50) will be charged depending on the type of record and whether the patient wants copies.

How We Keep Your Records Confidential

Everyone in the NHS has a legal duty to keep information about you confidential.

- You may be receiving care from other organisations we may need to share information about you if others have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances such as the health and safety of others or the law requires information to be passed on.
- To ensure privacy we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to friends or family without your prior written consent.

Anyone who receives information from us is also under a legal duty to keep it confidential. We are required by law to report certain information to the relevant authorities. Occasions may include:

- Notification of new births
- Infectious diseases which may endanger others
- Where a formal court order has been issued

Patient Participation Group—(PPG)

The practice has a Patient Participation Group who work with the practice to provide practical support and help patients to take more responsibility for their own health and provide strategic input and advice. The activities of the Patient Participation Group include improving communication with patients through newsletters, organising health promotion events in partnership with the practice and carrying out patient surveys.

The Patient Participation Group is a route for patients to advise the practice on what matters most to patients and to identify solutions to the problems. If you feel you would like to be involved in this group please contact us on 0151 295 3888

Zero Tolerance

We operate the NHS Zero Tolerance Policy to safeguard staff and patient welfare.

Our Team shall always show due respect and courtesy when dealing with Patients. In turn, we would request Patients to reciprocate the same. No form of aggression, verbal or physical in nature would be tolerated and may result in Patient removal and being reported to the Police.

Updating Address and Contact Numbers

Please advise the surgery when you move with your new address and if you change any phone numbers. This is important as we have no way of contacting you otherwise. Please advise us in writing by either a letter or there is a change of address/telephone form at the surgery. If you are one of a household please advise us of all family members and their date of birth so we can change their records as well.

Appointments

This practice operates an advanced booking system. This means we offer:

- ✓ **Pre-bookable appointments**— up to two weeks in advance
- ✓ **Emergency appointments** on the day with a GP
- ✓ **Daily telephone consultations** with a GP

- ∴ To make an appointment please telephone 295 3888 or visit reception.
- ∴ Appointments can be pre-booked by calling reception.
- ∴ We offer morning and afternoon appointments 5 days a week

Emergency cases will be seen on the same day but not always by your preferred doctor. An emergency would be a problem that can not/will not wait until the next routine appointment available.

Exceptions

We alter our appointment arrangements the day following a Bank Holiday, reducing the number of advance bookings and making more appointments available on the day.

Home Visits

Where possible, home visit requests should be made before 10am by telephoning the reception team. The reception team will need an explanation of what is wrong the patient as this helps the doctors to see the most urgent cases first. Home visits are strictly for patients who are housebound or are unfit to come to the surgery.

Telephone Advice

If you wish to speak to a doctor or practice nurse, but do not require an appointment, reception will book you in for a telephone consultation. The receptionist will ask you for your name, what you would like to discuss, and a contact number.

An up-to-date telephone number is essential.

Appointment Information

Out of Hours

There is a doctor on call within the practices working days and hours. In the case of a medical emergency or for urgent medical advice please telephone the surgery on 0151 295 3888.

If the surgery is closed a recorded message will give details on how to contact an Out of Hours service. This service is organised by Urgent Care 24, the direct telephone number is **0151 220 3685**

Chaperones

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone. This will usually be one of the nursing team, however if a nurse is unavailable another staff member can chaperone with your agreement.

Consent to Treatment

Your treatment will be given after discussion and consent by yourself by the most appropriately qualified member of the team. It is important that you understand all the information offered to you so if in doubt please ask.

Repeat Prescriptions

Repeat prescription request slips can be left in the black box in the reception area. Prescriptions will be ready for collection 48 hours from request (excluding weekends and Bank Holidays). If you are unable to get to the surgery, repeat prescription requests can be posted to us enclosing a S.A.E. for their return or faxed to us on fax number 0151 708 7973. Alternatively, you can request your prescriptions online from the practice website.

To avoid the possibility of dangerous errors, we regret that we are unable to accept requests by telephone or by email.

Patient Charter

How can we help you?

- ✓ You will be received by named staff, who will be courteous and efficient. They will be trained for the position they hold within the practice
- ✓ The telephone will be answered and your request dealt with as swiftly as possible.
- ✓ Waiting times will be kept to a minimum, and if there is an unforeseen delay, you will be kept informed
- ✓ The waiting room area will be kept warm, clean and tidy with sufficient reading material.
- ✓ Repeat prescriptions will be ready 2 working days after they are requested.
- ✓ Complaints should be addressed to the Practice Manager and will be directed and investigated as necessary and appropriate action taken to rectify the situation.
- ✓ Confidentiality will be respected at all times
- ✓ Professional health care workers within the practice will have access to patients records at an appropriate time

How you can help us?

- ✓ If more than one patient needs to be seen, please book one appointment per patient
- ✓ If you are unable to keep your appointment please inform us as soon as possible.
- ✓ Arrive on time for your appointment
- ✓ Home visits are only to be requested when the patient is unable to attend the surgery. Ideally make requests for visits before 10am
- ✓ Please try to keep children under control in the surgery.
- ✓ We ask that patients treat staff and doctors with courtesy and respect. The job of a receptionist can be difficult; our staff are trying to do their best for you