

**Drs P Lakhani & C Baquer**  
**Abercromby Family Practice**  
**Grove Street**  
**Liverpool**  
**L7 7HG**  
**Telephone: 0151 295 3888**  
**Fax: 0151 295 3873**



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

#### **OPENING HOURS**

**Monday 7.30am – 6.30pm**

**Tuesday 8.00am – 8.00pm**

**Wednesday-Friday 8.00am- 6.30pm**

**ABERCROMBY FAMILY PRACTICE WELCOMES NEW NHS PATIENTS FROM  
L7, L8 AND PARTS OF L15**

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](http://www.abercrombyfp.nhs.uk)

### **Opening Times**

#### **Reception:**

8 am to 6.30 pm Monday to Friday

For prescription requests and collection, booking appointments and other queries

#### **Doctors Appointments:**

Monday Morning Open Access; present to reception desk before 10.30 am

Monday afternoon and Tuesday to Friday - by telephone or by presenting at reception. On the day booking is available on line (please ask for details at reception)

#### **Nurse Appointments:**

Monday from 7.30 am – 6pm

Tuesday to Friday between 8 am and 6pm

*Please note that the surgery closes on the afternoon of the last Wednesday of the month from 1 pm onwards. This is 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 practice nurse/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, we will require either a medical card with the section "What to do if you change your doctor" completed or (if you cannot find your medical card) a completed GMS1 form; these are available from reception or to print via the link on the website.

### **The Doctors**

#### **GP Partners:**

Dr Kishor Vitlani - MBBS (Baroda, 1979) LRCP, MRCS, DRCOG, FRCS, MRCP, Dip MS

Dr Pranav Lakhani – MB ChB, DRCOG, MRCP, DFRS (Liverpool 2002)

Dr Cristina Baquer – MBChB

### **Associate GPs:**

Dr Nazia Mohammed – MBBS (Kerala 2002) DFFP (2005) DRCOG (2006) MRCGP (2008)

Dr Faye Bradshaw – FRCP MRCGP PGCert SFHEA

Dr Misha Gray – MBChB MSc DTM&H MRCGP

Dr Paco Lopez – MRCGP LMS (Madrid 1989)

### **Training Practice**

We have been a GP training practice for many 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 they may ask for consultations to be videoed with your consent. Videos are an important teaching aid for consultation skills.

The practice is also linked with many medical schools from all over the UK. You may be asked to see a medical student under supervision.

### **Named GP**

Due to contracting we have to allocate all patients with a named GP. Upon registration with the Practice, all patients have been allocated a “Named Accountable GP”. This is purely an administrative procedure and does not affect your care at the Practice in any way. This does not prevent you from seeing any GP in the Practice as you currently do and when you need to see a GP normal booking procedures will apply. If you would like to know who your named GP is, please feel free to ask at Reception and we will be happy to inform you. If you would like to change your named GP to another, then please contact us and we will make every effort to accommodate your preference.

## **The Nursing Team**

Practice Nurse/s:

The nurses 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 immunisation
- Chlamydia Screening
- Shingles Vaccination

## **Administrative Support**

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.

## **On-line Access**

You can now use the internet to book appointments, request repeat prescriptions for any medications you take regularly and view parts of your medical records. Online services do not replace traditional ways of contacting your GP practice, over the phone or in person. They simply offer additional ways to interact with your GP practice, making it easier and more convenient. For example, you can book and cancel appointments any time of the day, order your repeat prescription from home or at work, save yourself a trip to the GP practice, or look up your medications on line. In return, it is hoped that this service will free up phone lines for people with no internet access, and enable us to manage appointments and telephone calls more efficiently. Please ask at Reception for more details.

## **Appointments**

Daily telephone consultations with a GP

On the day appointments with a GP

Pre-bookable appointments with our nurses

To make an appointment please telephone 0151 295 3888, visit reception or via on-line access

**Urgent cases will be seen on the day but not always by your preferred doctor.**

The reception team have been instructed to ask for a brief description of your symptoms. This enables them to place you with the most suitable clinician.

## **Home Visits**

Where possible, home visit requests should be made before 10.30 am by telephoning the reception team. The reception team will ask you to explain exactly what is wrong with the patient as this helps the doctor to see the most urgent cases first. Home visits are strictly for patients who are housebound or are unfit to attend the surgery.

## **Telephone Advice**

If you wish to speak to a doctor 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 your contact number. Please note, **an up to date telephone number is essential.**

## **Appointment Information**

### **Out of Hours**

You can contact a GP twenty four hours a day, seven days a week. Always use the practice telephone number, 0151 295 3888. During core hours, 8.00 am to 6.30 pm you will speak to the practice, outside of these hours you will speak to NHS 111, our out of hours service, who will direct you appropriately.

## **Chaperones**

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone. This is usually 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 with the most appropriately qualified member of the team. It is important that you understand all of 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 after 4.30 pm, 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 SAE for their return, or faxed to us on 0151 708 7973. You can also email your request to [g.n82054@nhs.net](mailto:g.n82054@nhs.net). You can instruct the pharmacy of your choice to collect and deliver your prescriptions. We also offer an Electronic Prescription Service with your nominated pharmacy. Alternatively, you can request your prescriptions through on-line access.

**TO AVOID THE POSSIBILITY OF DANGEROUS ERRORS, WE REGRET THAT WE ARE UNABLE TO ACCEPT THE REQUESTS BY TELEPHONE**

## **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 or in the process of being trained.
- 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 for collection 48 hours after 4.30 pm from request.
- Complaints should be addressed to the Practice Manager and will be directed and investigated as necessary and appropriate action will be 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?**

- 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 10.30 am
- 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

### **Patient Participation Group (PPG)**

The practice has a Patient Participation Group who work with the practice to provide practice support, 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 problems. If you feel you would like to be involved in this group please hand your name in at reception.

### **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. No form of aggression, verbal or physical in nature, will be tolerated and will result in removal from the practice list and a report to the Police.

## **Updating Address and Contact Numbers**

Please advise the surgery of your new address and if you change any telephone numbers or contact details. Please advise us in writing; either by letter or using the change of address/telephone form available at reception. If you are one of a household, please advise us of all family members and their dates of birth so we can change their records too.

## **Access to Medical Records**

All manual and computerised health records about living people are accessible under the Data Protection Act. 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.

## **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.
- Or for more information visit <https://www.nhs.uk/you-data-matters/>

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



## **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 are registered under the Data Protection Act and operate policies and procedures to safeguard your personal information.

## **How to Make a Complaint**

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

However, there may be times when you feel that you wish to express dissatisfaction.

We hope that 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.

The Complaints Manager for the Practice is Linda Foster.  
The lead GP Partner for complaints handling is Dr P Lakhani.

With effect from 1<sup>st</sup> July 2023, if you prefer to complain directly to the commissioning organisation please contact:-NHS Cheshire and Merseyside

Telephone 0800 132 996

Email [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

In writing to Patient Experience Team, No1 Lakeside, 920 Centre Park Square,  
Warrington, WA11 1QY

Resources to support you in making a complaint:-

Healthwatch Liverpool  
4<sup>th</sup> Floor 151 Dale Street  
Liverpool  
L2 2AH

0300 77 77 007

[enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk)

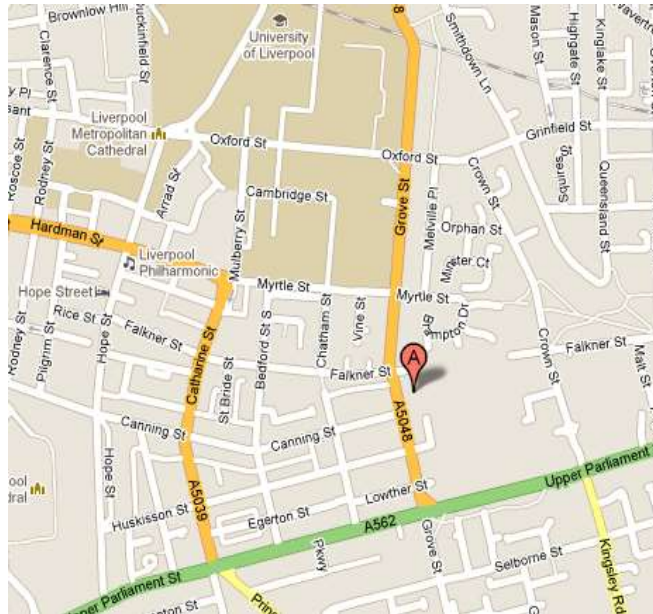
## **Useful Telephone Numbers and Addresses**

### **Local Hospitals and Out of Hours**

Royal Liverpool University Hospital Prescot Street, L7 8XP	0151 706 2000
Broadgreen Hospital Thomas Drive, L14 3LB	0151 282 6000
University Hospital Aintree Longmoor Lane, L9 7AL	0151 525 5980
Liverpool Women's Hospital Crown Street, L8 7SS	0151 708 9988
GP Out of Hours	0151 293 3888

### **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



### **How To Find Us**

Drs K Vithlani, C Baquer and P Lakhani  
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Grove Street  
Liverpool L7 7HG

Telephone: 0151 295 3888

### **Practice Boundary**

Serving patients in L7, L8 and parts of L15



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# Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

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You can choose whether your confidential patient information is used for research and planning.

To find out more visit: [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)

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For more information about your data rights please visit the Your Data Matters campaign at [ico.org.uk](https://ico.org.uk)

You can choose whether your confidential patient information is used for research and planning.

#### How your data is used

Your health and care information is used to improve your individual care. It is also used to help us research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

#### What is confidential patient information?

Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name and address, is not considered confidential patient information and may still be used: for example, to contact you if your GP practice is merging with another.

#### Who can use your confidential patient information for research and planning?

It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.

#### Making your data opt-out choice

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project.

#### Will choosing this opt-out affect your care and treatment?

No, your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

#### What should you do next?

You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service.

You can change your choice at any time. To find out more or to make your choice visit [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters) or call 0300 303 5678