

HUNTS CROSS HEALTH CENTRE



Partners

- Dr Barbara E Schmidt (female) State Exam Erlangen, Germany, 1986
- Dr Deepak Gupta (male) MBChB Liverpool 2002
MRCGP, DCH, DRCOG
- Dr Stephen C Donald (male) MBChB Edinburgh 2010;
MRCGP, BSC (Hons) Physiotherapy
- Dr Sujeeth Mangarai (male) MBBS (Trinidad & Tobago)
2006; DFSRH 2011; MRCGP 2013;

Temporary move during construction at Hunts Cross to

**Speke Neighbourhood Health Centre
75 South Parade, Speke
Liverpool L24 2SF Tel: 0151 317 8550/Fax 0151 317 8551**

September 2018

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Meet our team!

GP Partners	Dr Barbara Schmidt Dr Deepak Gupta Dr Stephen Donald Dr Sujeeth Mangarai
Salaried GPs	Dr Sarah Bicker
GP Registrars	Dr Susan Ho (till Aug 2019)
Practice Manager	Cathy Hogan
Deputy Practice Manager	Debbie Stedman
Medical Secretaries	Michelle Garwood Rachel Humphries
Senior Receptionists	Kim Harrison Sue Rogers
Receptionists	Carol Bell Jeanette Gillespie Cheryl Beckett Teresa Gavin Kim Fagan Temp Clerical Support Louise Connolly (apprentice)
Practice Nurses	Mandy Beirne Vacancy
Health Care Assistant	Rachel Humphries
Health Visitors	Mary McGuire, Mary Anderton and their attached team
District Nurses	Sue Swift, lead DN plus attached team

Welcome to our practice!

Welcome to our practice and new temporary home at Speke Neighbourhood Health Centre. We will be resident in Speke whilst we construct a new first floor suite of consulting and administration rooms at our base in Hunts Cross due for completion by the end of 2018. A pharmacy is also being added.

We continue to develop services and bring in additional resources not just for our own patients but also for the residents of Hunts Cross and surrounding areas, for example phlebotomy. We are commissioned by NHS England to provide NHS Services, and are part of Liverpool 's newly set up Clinical Commissioning Group working with other local practices to work out what health care is needed for our patients.

We are registered with the Care Quality Commission Service Provider 1-199778854 and assessed as "Good" when visited in January 2016.

You need to live within our boundary. You will need to complete form GMS1 for each patient who wishes to join the list. You need to bring 2 forms of identity confirming your home address (driving license, utility bill for example) to enable the receptionists to process your

How to register as a patient with us

registration. You will be invited to book a new patient health check with our Health Care Assistant, Hilary Morgan, so that we have some basic information about you whilst we wait for your medical records to arrive. Please let us know if there's a particular doctor you wish to register with so we note your preference at the time of registration.

Named Accountable GP for all Patients

From April, 2015 we will be letting all our patients know who their named accountable GP is. This is an NHS England contractual requirement for the practice. You can still choose who you see in the practice; you can also tell us if you have a preference.

Our practice boundary

Our practice boundary incorporates Hillfoot Road, Speke Hall Road, Speke Boulevard, Western Avenue, Hale Road, All of Hale Village (though we no longer take new registrants from this area unless they are relatives of existing patients living at the same address) Bailey's Lane, Church Road, Lydiat Lane, Halewood Lane, Out Lane, King's Drive, High Street, Allerton Road, Hillfoot Road

Policy on Registration

Hunts Cross Health Centre does not discriminate in the registration of new patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Refusal to accept an application to register will not be made without reasonable grounds e.g. the patient is not entitled to free NHS services or lives outside the Practice area.

Everyone seeking registration will be required to demonstrate they are entitled to free NHS treatment. All new patients will be required to provide identification and proof of address.

Hunts Cross Health Centre accepts those who are entitled to free NHS services as permanent patients if they normally reside within our practice area or as temporary patients if they are visiting within our practice area. We do not accept patients who live out of area.

Immediately necessary treatment may be provided without proof of entitlement to NHS services but the patient's records will be noted that no identification has been seen and the patient will be asked to bring proof the next time they attend the surgery. Only minimal short term prescribing will occur until identification is provided. The practice may also contact a patient's previous GP (or current GP in the case of temporary residents) for example if proof of identification is not provided or controlled drugs are requested.

Children need to be registered with a parent or guardian at the same address.

If a patient repeatedly fails or refuses to provide identification or if staff have concerns over any patient (identified or otherwise), they may contact the Local Counter Fraud Specialist (LCFS). Contacting the LCFS does not breach the Data Protection Act: section 29 (3) which allows for the release of information for the prevention and detection of crime.

Everyone seeking registration will be provided with details of our practice and services. All new patients will be asked to consider opting in or out of Summary Care Records and Care.data information sharing as part of the NHS Records Guarantee. All new patients will be given an opportunity to register for access to online services.

Access to our premises

We have first floor accommodation with wheelchair access for our patients to access all our services by the use of a lift in the building. There are automatic front doors. If any assistance is required on arrival it would be helpful if you could telephone us in advance of your attendance so that we may make appropriate provision.

OUR OPENING TIMES

Monday to Friday 8 am to 6.30 pm but a skeleton admin staff is on duty during lunchtimes so we can host staff meetings or catch up on work between 1–2 pm. The building remains staffed and access is available by phone or in person for any patient who needs assistance. We are closed on Saturdays and Sundays



We close one half day per month for education and training purposes, either on a Wednesday or Thursday afternoon from 1 pm and re-open the following morning at 8 am. Notices will be displayed in our waiting room, on our website and a telephone message will always forewarn you of this closure.

APPOINTMENTS

You can make an appointment, in person, by phone or online (ask for details about how to register). We offer 10 minute routine consultations each working day for GPs. Appointments with our nurses vary in length of time determined by why you need to be seen—anything from Appointments where possible are offered on the same working day, within two days, or as soon as we can dependent upon a named doctor's availability. A preference for a particular doctor may delay this further. We strive to make it possible for you to book up to six weeks in advance. Please do not be offended if you are asked to book a further appointment by a GP if there is insufficient time to deal with all your concerns in one appointment. **PLEASE CANCEL APPOINTMENTS YOU CANT KEEP!**



TEXT MESSAGING REMINDER SERVICE

You need to sign up for this service but it might help you avoid missing a booked appointment! Please ask at reception for

TELEPHONE ADVICE

You have the option of speaking to a doctor or nurse at the end of morning surgery for advice or to discuss results. Sometime surgeries can overrun so your phone number will be taken for the doctor or nurse to ring you back when they can.



URGENT CONSULTATIONS

If you feel your problem cannot wait till our next routine appointment we will arrange for you to be seen at the end of morning or evening surgery which may involve you waiting. Please ring from 8.00 am onwards for an appointment. Acutely ill children will be seen as promptly as possible.



DOCTORS AVAILABILITY

All our doctors work on different days of the week.

Dr Barbara Schmidt

Monday, Tuesday am, Wednesday, Thursday am, Friday am

Dr Deepak Gupta

Tuesday, Wednesday, Friday

Dr Stephen Donald

Tuesday, Thursday and Friday

Dr Sujeeth Mangarai

Mondays Tuesday, Thursday and Friday am

Dr Sarah Bicker

Monday, Wednesday, Thursday pm, Friday pm

Dr Susan Ho

Monday am, Tuesday, Wednesday pm, Thursday am, Friday



HOME VISITS

If you feel you cannot come to the surgery, a doctor will assess the symptoms you have and decide whether or not a home visit is necessary. Please telephone as early as you can so that we may prioritise the calls we receive. We open at 8 am each day Monday to Friday.

If the doctor feels your symptoms do not warrant a home visit you will be asked to come along to the surgery.

OUT OF HOURS

If you telephone the surgery for a doctor when we are closed you will be greeted with an answerphone message giving you the telephone number to contact: Tel: 111. Calls to this line are free from a mobile or landline. **Always ring the surgery to ensure this number remains correct.**

You will be offered telephone advice, an appointment at a primary care treatment centre, or a home visit if necessary.



PRACTICE WEBSITE

Our practice website has direct links to a variety of organisations offering practical help and advice on how to manage common conditions. <http://www.huntscrosshc.nhs.uk/>



PRESCRIPTIONS

Patients who are on regular medication may be able to obtain a repeat prescription without seeing a GP first. We aim to provide repeat prescriptions within 48 hours but if any queries or problems exist this can sometimes take longer.

You can order by completing the tick slip provided with your original prescription, by calling into the surgery, or online (you need to register first). If we are closed you can pop your request in our letterbox.

We now participate in electronic prescribing which means your prescription can be electronically sent to a chemist of your choice. You need to nominate a pharmacy—speak to our team, or your pharmacist to find out how.

Telephone ordering is restricted to housebound patients authorised by the GP looking after them. We don't routinely take requests by phone simply because of the errors that can occur.

If you ask for an item not previously administered or issued a long time ago you may be asked to book an appointment to see a doctor for a review or discuss by phone.

Some local pharmacies now operate an ordering and collection service. The contract you make is with the pharmacy and not the practice, so your first point of contact should be with the pharmacist for any queries about orders. **Please make sure you inform the pharmacist of any change in medication, particularly if you have been recently discharged or attended an out patient appointment at hospital.** Avoid waste and only order medicines you need and make sure the pharmacy order matches your needs.

Please make sure you have sufficient stock to cover you for weekends and bank holidays. **We are not able to provide emergency issues of prescriptions; any request received will be processed in the usual way.**

ON LINE SERVICES

We are now able to offer you online access to your medical records. You need to apply, provide proof of identity and we will set you up with a password.



You can book appointments, order repeat prescriptions, or view your medical records. Some appointments for GPs are released at 8 am on the day, others are available for you to book in advance. We do not currently offer our Practice Nurse appointments online. This is because some patients need 15 minute appointments, others up to 45 minutes for a complex health check. Pick up a leaflet to find out more.



TEST RESULTS

We aim to provide as confidential a service as possible, so will not give results over the phone unless your GP has authorised this.

If you want to ring to find out if your results are available then telephone when the phones are likely to be less busy, perhaps early afternoon after 2 pm, any day Monday to Friday about a week after you've had your tests.

If a doctor wants to see you please bear in mind that we will offer the next routinely available appointment unless your GP has asked to see you sooner.

It is always best to see the doctor who ordered the tests in the first place to save the time of both you the patient explaining what prompted the tests, and the doctor's plan to treat you.

You can now access your medical records online—please ask at reception for an application form and more information.



ANTE NATAL CLINIC

Held every Friday afternoon 1.30–3.30 pm by appointment and run by our midwives, who are based at the Liverpool Women's Hospital

BABY CLINIC

Held every Wednesday morning 9–11.30 am for immunisations only by appointment. Baby Weigh and advice services are provided at Hunts Cross Children's Centre every Thursday.

If you have a child under the age of 5 and want advice or information or have any concerns about your child's development, then contact the health visiting team (led by Mary, Anderton and Mary McGuire) who are based at Goodlass Road in Speke on telephone 0151 295 9700 or Linda Saleh if you are a Halewood resident on 0151 486 4011.



LONG TERM CONDITIONS HEALTH MONITORING

All patients with diabetes, heart disease, COPD, asthma and high blood pressure will be invited for regularly monitoring to ensure your condition is managed with the most up to date drugs and guidelines. It is important you attend for review to make sure you are receiving the most up to date medicines and advice.



DRUG MISUSE

We host a monthly clinic with Addaction who assist patients who misuse drugs



SMOKEFREE LIVERPOOL

Smoking cessation advice is available on a 1-2-1 basis here at Speke Health Centre on Wednesday afternoons. You can self refer online via <https://www.smokefreeliverpool.co.uk/> or phone 0800 061 4212 or 0151 374 2535. There are plenty of venues across the city you can choose to visit if you can't attend here, but that will be explained when you make contact. Alternatively, see our practice nurse, health care assistant or your GP for advice about how to stop smoking



FAMILY PLANNING

We provide general family planning advice and services which include details on long acting reversible methods of contraception. Dr Bicker provides Nexplanon insertions—please ask receptionists for more details.



HEALTH TRAINERS

LiveWire offers a weekly advice clinic for people who need a bit of help in either reviewing their lifestyle, making changes to their diet, losing weight or finding ways to get fit or give up smoking. Melanie Lindo-Barney can help or signpost you depending on what you need.



HEALTH CARE ASSISTANT

Will undertake new patient and general health checks, some vaccinations, lifestyle advice, monitoring of some patients' long term health conditions.



HOLIDAY VACCINATIONS AND TRAVEL ADVICE

We offer a range of travel vaccinations and medical advice regarding travel and being safe in the sun. Please book an appointment with our practice nurse or arrange to speak with her to discuss your travel plans and vaccination requirements.



LIVERPOOL COMMUNITY ALCOHOL SERVICE (LCAS)

Is a city wide community service for patients offering support, treatment and advice for people in varying stages of an alcohol dependency. LCAS provides a range of services including advice, health assessments and a range of alcohol treatments, detoxification programmes or onward referral to specialist services. You can self refer by calling 0151 529 4504 for more information or speak to one of our GPs or practice nurse.

MINOR SURGERY SERVICE

Dr Stephen Donald provides a minor surgery service to registered patients. Please ask at reception for more details.

PHLEBOTOMY (BLOOD TAKING) SERVICE

Held weekly and run by Liverpool Community Health, this service is available every Thursday morning between 8.30 to 12.30 am. Make sure you bring your blood form. It's a first come, first serve basis, so you may queue on occasions. You need to remain on site if you take a ticket so we comply with fire safety regulations! This service is for all Liverpool residents, not just people registered at this practice.

Please note patients registered at this practice can no longer attend Halewood Walk In Centre's phlebotomy clinic.



CITIZENS ADVICE BUREAU

A new service, "Advice on Prescription" offers confidential, practical help with benefits, housing, debt and other money issues. Referral by practice staff only. You can be seen at another venue if Hunts Cross isn't convenient.

HAVE YOU SERVED WITH THE ARMED FORCES?

Let us know. Some services are fast tracked for patients with a history of involvement in the armed forces, no matter how long you served. Check out the NHS choices website too for more information, support and advice on how the NHS can help you. Visit <http://www.nhs.uk/NHSEngland/Militaryhealthcare/Pages/Militaryhealthcare.aspx>

CHAPERONES

Patients requiring intimate or personal examinations will be offered a trained chaperone during the consultation or, if this is not possible, asked to defer the examination to a time when one is available. Please ask the practice manager if you would like to know more.

CHARGES

Each doctor is able to charge for work undertaken that is private and not part of their standard NHS services. This could include holiday cancellation and insurance forms, letters for schools, colleges, employers or solicitors. The charges made reflect the time and/or the complexity of information required. You will be told how much you will be charged before the work is undertaken.



COMMENTS/COMPLAINTS/COMPLIMENTS

We aim to provide the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service we want to hear from you. We would encourage you to speak to whoever you feel most comfortable with— your doctor, a nurse, a receptionist or manager, but if you prefer to give your feedback in writing please send it to our Practice Manager, Cathy Hogan.



If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

You can also contact Healthwatch Liverpool an independent organisation for further advice or help. Their telephone number is 0300 7777 007. Text 07842552878 or check out their website www.healthwatchliverpool.co.uk

Under the **NHS Complaints Regulations 2009** you can either choose the practice or service provider, or you may want NHS England to deal with your complaint, as they commission the service that has caused you to complain. The choice about who you want to deal with your complaint remains your decision. To complain to NHS England tel: 0300 311 2233; email: england.contactus@nhs.net or write to NHS England, PO Box 16738, Redditch, B97 9PT

CONFIDENTIALITY

The health information you share with us is kept in your medical record which helps us to care for you. Doctors, nurses and other health professionals need access to your records on a needs to know basis. All staff employed by the NHS have a duty of confidentiality to ensure that your information is not disclosed inappropriately and we work to an NHS code of conduct for handling your personal information.

ARRANGING FOR RELATIVES TO COLLECT YOU FROM OUR SURGERY

If you have arranged for a relative to pick you up or meet you at the surgery please tell us so that we can handle this enquiry easily. We have a strict policy of confidentiality and that includes telling people whether you are here or not on site.

PATIENTS NOT SEEN IN THE PAST THREE YEARS

If you are aged 16 to 75 and have not been seen in the past three years, you are invited to book an appointment for a review with one of our GPs

**ACCESS TO MEDICAL RECORDS UNDER THE DATA PROTECTION ACT 1998**

You are entitled to access your medical records. To discuss your needs please contact Debbie Stedman, who will advise you about how to do this. It is practice policy to contact patients who have already authorized third party access to records (ie for an insurance or solicitor's report) to ensure you are clear about what information we are being asked to release.

CARE OF YOUR MEDICAL RECORDS/SUMMARY CARE RECORDS

We hold paper and computerized records about you. Access to this information is provided solely under the auspices of the Data Protection Act 1998. All staff have access to your records to enable them to do their job and help you. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality and is governed by both a legal and contractual duty to keep your details private. **You can choose not to share your information. You need to tell us so we can code your records.**

**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. Hunts Cross Health Centre complies with the Act. Further information is available from the Information Commissioner, Publication Schemes, Wycliffe House, Water Lane, Cheshire SK9 5AF

WE SHARE BECAUSE WE CARE

we have access to the right information, in the right place and at the right time, the result is safe and effective care 24/7. Unfortunately, this isn't always the case, and important information held in one part of the NHS is not always immediately available to doctors, nurses and carers in other areas.



Allowing us to share some of your personal medical information will ensure ALL those involved in your care have instant and controlled access to the information they need to make safer and quicker decisions, with you, about your care. Across Liverpool, Sefton and Knowsley, we are joining up digital services to improve communication between health and social care practitioners. When health and care teams can access the right information, in the right place, patients can get safer and effective care 24/7. As it stands, this isn't always the case. Visit <http://www.liverpoolccg.nhs.uk/news/we-share-because-we-care/> for more information or pick up a leaflet in our waiting room

Look at our Website for updates around GDPR (General Data Protection Regulations) that came into force in May 2018.

Who accesses the information?

We can only share your information with the relevant people who care for you, no one else. To ensure this is managed correctly, healthcare professionals will only be able to view information relevant to their job role in order to inform treatment options or care plans.

umgo

MEDICAL EDUCATION AND TRAINING

Dr Gupta is a registered trainers with Liverpool University's Postgraduate Department of GP Education. This means he provides educational support and training to a qualified doctor wanting to become a GP. Doctors in training may spend as little as four /six months with us, or as long as a year. Sometimes doctors will video their consultations for training and education or one doctor may observe another. This would be discussed at the time and your consent will be sought.

PATIENT PARTICIPATION GROUP

We now have a group of patients who have volunteered to help us by providing feedback about what we're doing and how. If you are interested in getting involved pick up a leaflet from the foyer, or speak with Cathy Hogan, our Practice Manager. Some patients have chosen to be part of a "virtual group" so simply give their opinions by email on services, or plans for the future when we need a patient's perspective. Why not join in!

SUMMARY CARE RECORDS

A summary care record is an electronic record containing key health information, such as medicines you are taking, and allergies, which can be made available to NHS healthcare staff caring for you in an emergency or when this practice is closed. All patients have been sent a leaflet through the post by the Department of Health. Please ask for a further copy of this leaflet if you would like to know more or add into your computer search engine "NHS summary care record" for online access. You have a choice about whether your record is made available. You can opt out but we need to know so that your record is updated. Speak to Cathy Hogan, Practice Manager if you want to know more.

REGISTRATION WITH THE INFORMATION COMMISSIONER

We are registered with the Information Commissioner (registration number Z4801618) and observe a code of conduct to protect data held about you. Please see the Practice Manager if you want to know more about how we do this

ZERO TOLERANCE

We're here to provide the best service we can to our patients. Violent or verbal/ physical abusive behaviour towards us is not acceptable and we will ask patients who are to register elsewhere.

Hunts Cross Health Centre

70 Hillfoot Road

Liverpool L25 0ND

Phone: 0151 486 1428

Fax: 0151 336 9890

USEFUL TELEPHONE NUMBERS	TELEPHONE NUMBER
District Nurses attached to our practice	0151 234 1094
Emergency Dental Treatment (and other health information) Healthwatch, Liverpool enquiries@healthwatchliverpool.co.uk www.healthwatchliverpool.co.uk 151 Dale Street, Liverpool L2 2AH Text 07842552878	0300 7777 007
Halewood Walk In Centre Roseheath Drive, Halewood Liverpool L26 9UH	Tel: 0151 244 3532
Health Visitors attached to our practice	0151 295 9700
Knowsley Carers ' Services (Knowsley Access Team)	0151 443 2600
Knowsley Social Services	0151 443 2600
Liverpool Social Services	0151 233 3700
Liverpool Local Solutions Carers' Organisation: Carers Project, Local Solutions, Mount Vernon Green, Hall Lane, Liverpool L7 8TF	0151 705 2307
NHS Direct http://www.nhsdirect.nhs.uk	0845 4647
Old Swan Walk In Centre Crystal Close, Liverpool L13 2GA	0151 285 3565
Smithdown Road Children's Walk In Centre Liverpool L15 2LQ	0151 285 4820
South Liverpool Treatment Centre (Garston) 32 Church Road, Liverpool L19 2LW	0151 295 9030
The Beat Walk In Centre Hanover Street/David Lewis Street Liverpool L1 4AF Website: www.http://www.liverpoolcommunityhealth.nhs.uk/health-services/the-beat-walk-in-centre.htm	No number available