

only be made with the written permission of the patient or their parent or guardian in the case of children under age of 16. Access to information by the patient is dealt with under the Freedom of Information Act.

With rights comes responsibilities and for the patients this means:

1. Courtesy to staff at all time; remember they work under doctors orders.
2. To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment.
3. An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
4. Patients should make every effort when consulting the surgery to make best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience.
5. When patients are asked to give **48** hour's notice for repeat prescriptions, please give us this time as it is allow for accurate prescribing.
6. Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly medically necessary.

**Our Mission Statement
Patients First.**

We promise to give you the best possible care by doing a number of simple things well:

- The people you see and talk to will always give you their names and deal with you promptly, courteously and with respect.

- You will always be treated as an individual and a partner in your healthcare irrespective of gender, ethnic origin, sexuality or religious or cultural beliefs.
- We will give you full information on the services we offer and we will provide advice and guidance on the steps you can take to keep healthy and avoid illness.
- We will ask for your opinions through our patient group and patient surveys, we value what you say to us so please let us know.

Help us to help you

Please help us by keeping us up to date with your contact details, cancel any unwanted appointments and only ask for a home visit if you are housebound.

Join In

We actively encourage patients to give us feedback as a great way of helping us continue to enhance the way we look after you. There are a range of ways you can do this: online via www.nhs.uk, via our Friends and Family forms and comments forms located in reception, via our Patient Participation Group (please ask at Reception for more details), via letter or in person at the Practice.

Litherland Town Hall Health Centre

Walk-In Service 0151 475 4667/ 0151 475 4668
Mon to Fri 8am—6pm Sat & Sun 10am—6pm

7 DAY ACCESS

You can now book routine, non-urgent evening and weekend appointments with a Doctor, Practice Nurse or other health care professional. The service will run:

Monday to Friday 5.00pm - 8.00pm

Saturday and Sunday 10.00am - 1.00pm

at Litherland Town Hall, Hatton Hill Rd, L21 9JL.

You can book appointments and get more information via your GP practice. Simply ask reception staff for details.

**TEL:
0151 944 1066**
**FAX:
0151 933 4715**

Moore Street Surgery

77 Moore Street, Bootle, Liverpool, L20 4SE
www.moorestreetsurgery.nhs.uk

Partners:

Dr Helen Mercer MBChB, BSc Hons Pharmacology
2001, MRCP, DRCOG, DFSRH (Female)

Dr Jackie Anten MBChB, MRCP, DRCOG, DCH, DFFP
(female)

Salaried Doctors:

Dr Andrea Smith (female)

Business Manager: Debbie Baxter

Reception Manager: Angela Matthews

Practice Nurses: Sister Jessica Morgan

Health Care Assistants:

Mrs Samantha Twidale (HCA)

Mrs Angela Orme (HCA)

Surgery Opening Times

Monday to Friday 8:00am—6:30pm

We do not close at lunchtimes.

One Wednesday a month we are closed half day.

Practice Staff. The practice employs a team of admin staff who are available to arrange appointments, deal with your enquires and support your doctor. Any information given to a member of staff is treated in absolute confidence.

Surgery Information

Consultations are by telephone triage, by appointment only. Appointments can be made by telephoning the surgery or in person at reception. From the 1st April 2004, patients were registered with THE PRACTICE and not with a specific doctor, but patients may express a preference to see a particular doctor when making an appointment. However, should the doctor of choice be unavailable, you will be offered an appointment with another GP. You may prefer to wait to see a particular GP and this may result in waiting for more than 24 hours. Should you be unable to keep an appointment, please contact the surgery to advise of a cancellation giving at least 24 hours notice so that the appointment can be offered to another patient. A '7 day access' GP service is also available. Please ask at reception for details of this.

Home visits are reserved for patients who are truly house bound or so incapacitated that they cannot be brought to the surgery. Home visits are based on medical need. Please phone for a home visit before 11am. In almost all cases children can be safely brought to the surgery where we have the best conditions for examination.

There is always a doctor on call. If you need a doctor urgently at any time please telephone the surgery on **0151 944 1066** or for advice. Out of hours cover is provided by NHS 111. The local out of hours clinic is at Litherland Town Hall Health Centre and is by appointment only. ICS may offer a different address for you to attend.

We ask that the out of hours service be used for genuine medical emergencies only.

Online Consultation Requests. We offer an Online consultation service called 'PATCHS' which can be accessed via our website. Registration is quick and easy.

Repeat Prescriptions. Please give 48 hours/2 working days notice of repeat prescriptions in writing either using the re-order form provided with your last prescription or by letter or by using the forms available at reception. We **DO NOT** accept prescription requests via the telephone as this method is prone to error and misinterpretation and is therefore dangerous. We also do requests on line, see reception for details.

Access. The health centre has allocated disabled parking bays and is easily accessed as on ground level. There are disabled toilets and baby changing facilities and the reception area is user friendly. There is a loop system available on our telephone system for patients with hearing difficulties. Should you need assistance please ask at reception and a member of staff will be pleased to help.

Test Results. When a doctor or nurse arranges a test to be taken the patient will be informed how to obtain the result.

Comments, Suggestions & Complaints. The manager is responsible for handling comments, suggestions and complaints about any service provided by the practice. All constructive comments and suggestions will be considered by the practice. All complaints will be recorded, and written complaints will be acknowledged within five days of receipt. We will respond to all complaints within 28 days.

Where a complaint is made about a doctor, the patient will be able to discuss this with another doctor in the practice, if preferred.

Waiting Times. Surgeries will normally start on time, we expect patients to be seen within twenty minutes of their appointment time. When a doctor is called away on an emergency we will inform the patients and give them the opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

New Registration. All persons making an application to join the practice list must do so by requesting an application pack from our reception. Please check with reception staff that you live within the practice boundary – a map showing boundaries is available in the waiting area in reception and on our website. Completed forms should be returned to reception to facilitate registration. A new patient check appointment with a nurse will be made with all newly registered patients to ensure that the practice offers the most appropriate medical service to each patient. Patients may make an appointment with the doctor prior to a new patient check appointment.

Translation Service. The practice has access to translation services. Should patients require an interpreter then this should be organised in advance – please contact the reception for details.

The practice adopts a **Zero Tolerance Policy** and reserves the right to remove all violent and abusive patients from its list and will do so in writing in the line with NHS and Sefton Primary Care Trust Policy.

Patients who persistently do not attend their appointments will also be removed from the practice list in accordance with the practice policy.

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will