

## PATIENT INFORMATION LEAFLET

**MIDWIFE:** The midwife attends surgery on a Wednesday for all antenatal care. When busy, an additional clinic is held on a Thursday morning.

**COUNSELLOR:** Lindsay holds a weekly counselling session at the surgery. Patients are referred to this service by their GP.

**SPECIAL NEEDS:** Should patients require an interpreter this should be organised in advance. All patients are welcome to be accompanied at their consultations by a friend or relative. We will also arrange for a chaperone to be present during a consultation as required by the clinician and/or patient. Animals are not permitted on the premises other than those licenced as formal Assistance Dogs for patients who are blind or who have dogs to assist them with hearing impairment or other disabilities.

**GP REGISTRAR:** This practice is an appointed GP Training Practice. GP Registrars are fully qualified with a minimum of three years post qualification experience. They join us for a six or twelve month period to gain experience in family practice. From time to time their consultations are recorded on video for training purposes, however, patients will be asked to sign a consent form prior to their appointment, and if preferred, patients have the option to withhold consent.

**REGISTRATION:** All persons making application to join our Practice List must do so by requesting an application form from our Reception Team. Please check with staff that you live within our catchment area. You will then be given a New Patient Medical appointment with a Nurse. Please arrive 15 minutes before your appointment time.. An up to date telephone number MUST be completed on the form to enable us to contact you.

**PATIENT FEEDBACK:** We hope you never have cause to complain either with regard to medical treatment or for any other reason. However, if such an occasion arises we would hope that an informal discussion with the Practice Manager would enable any situation to be resolved. We do have an in-house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception.

**PATIENT PARTICIPATION GROUP** (PPG) The Group enables patients to have a say on how the practice operates, provides feedback on new systems within the practice such as booking an appointment and also acts as a sounding board for ideas to support the practice to provide a high quality of care and service delivery. Our PPG is always looking for more representatives to join the group so please Contact Us if you are interested.

**FOR YOUR INFORMATION:** The Practice reserves the right to remove violent or abusive patients from its list and will do so in writing, in line with NHS South Sefton Policy.

**We observe a non-smoking policy within the premises and we follow a non-discriminatory policy with regard to patients and staff.**

# GLOVERS LANE SURGERY

**Dr Cornwell & Partners  
Glovers Lane  
Netherton  
Liverpool L30 5TA**

**Telephone No: 0151 524 2444**

**Fax No: 0151 524 4555**

**[www.gloverslanesurgery.com](http://www.gloverslanesurgery.com)**

## Welcome to Glovers Lane Surgery

### GPs

Dr Martina Cornwell, MB ChB

Dr Emma Hughes, MB ChB, MRCGP, DRCOG

Dr Peter Goldstein, MB ChB MRCGP DRCOG

Dr Kate Halsall, MB BS, MRCGP

Dr Andrew Slade, MB ChB

Dr Craig Blakey, MB BS, MRCGP

Dr Chavi Bhatnagar, MB ChB, MRCGP

Dr Hannah Brooks, MB BS, MRCGP

### **Practice Nurses:**

Rose Murphy BSc Hons RGN RM

Angela McGhee RGN

### **Health Care Assistant:**

Jane Wallace

### **Practice Manager:**

Gill Branton BSc Hons

### **Administration Team:**

Ceris Davies

Medical Secretary

Collette Broadbent

IT Administrator

Shirley Monaghan

Administrator

Selina Hughes

Data Facilitator

### **Reception Manager:**

Emma Clayton

### **Receptionists:**

Christine O'Farrell

Kate Stancombe

Kerry Holden

Niki Mann

Pam Cowan

Sharon Brown

# SURGERY INFORMATION

## SURGERY OPENING TIMES

We are open Monday - Friday

Appointments Line	-	8.00am - 6.30pm
Doors	-	8.30am - 6.30pm
Enquiries Line	-	9.00am - 6.30pm

The Practice will close one Wednesday afternoon a month for Staff Training purposes. This is normally the 3rd Wednesday of the month. Notice of this will be given via posters on entrance to the surgery and on the website.

The Surgery offers a full range of General Medical Services including:

**CONSULTATIONS** – with a GP of your choice where available

**PRACTICE NURSES** – Blood Pressure Tests, Injections and Vaccinations, Chronic Disease Management, Clinics for Coronary Heart Disease, Diabetes, Asthma & COPD and Rheumatoid Arthritis, Health Checks. Practice Nurses **DO NOT** remove stitches or attend to dressings. For this patients **MUST** attend Litherland Town Hall.

<b>ANTENATAL CLINICS</b>	-	Midwives (Wednesday )
<b>COUNSELLING</b>	-	Counsellor (Friday AM)
<b>SMEAR CLINIC</b>	-	Practice Nurse (Tuesday 1.30 – 2.45PM Drop-In)

**IN AN EMERGENCY** – For all clinical life threatening emergencies dial 999

## **OTHER USEFUL INFORMATION**

NHS 111 Service – Telephone 111 for advice & information on any non-urgent health matter 24 hours a day 7 days a week. Alternatively log on to [www.nhs.uk](http://www.nhs.uk)

## **OUT OF HOURS SERVICE**

NHS 111 Service provides out of hours clinical support for this Practice and can be contacted by dialling 111 from a landline or mobile. Calls to 111 are free. The NHS 111 Service can be contacted for medical advice.

**LITHERLAND TOWN HALL – LIFT CENTRE** (Healthy living and walk-in treatment centre) – 0151 475 4667 open Monday to Friday 8.00am to 8.00pm Saturday and Sunday 9.00am to 6.00pm

**GP EXTRA SERVICE** Appointments are now available from 5.00-8.00pm Mon-Fri and 10.00-1.00pm Sat/Sun at Litherland Town Hall for Glovers Lane Patients.

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**CONSULTATIONS** – Consultations are by appointment only. Appointments can be made by telephoning the surgery, on-line via our Patient Access System or in person at reception.

We offer face-to-face appointments and a small number of telephone consultation, which can be booked on the day or in advance. Telephone appointments are for matters where the doctor will not require to see you and can be resolved during the phone call.

You are free to book appointments with the doctor of your choice, however, should the doctor be unavailable you will be offered an alternative appointment with a different GP. You may prefer to wait to see a particular GP and this may result in you having to wait more than 48 hours.

**HOME VISITS** – Home visits are reserved for patients who are truly housebound or so incapacitated that they cannot be brought to the surgery. Visits are based on medical need. Please telephone 524 2444 for a home visit, preferably before 10.30. In almost all cases children can be safely brought to the surgery (or to the emergency centre during out-of-hours) where you will be seen, treated and if necessary referred more quickly. This allows your GP to work more effectively to help you now and in the future.

**REPEAT PRESCRIPTIONS** – Please give 48 hours notice of repeat prescriptions. You can apply using the re-order form provided with your last prescription or by ordering on-line through the Patient Access System. Prescription requests are not accepted over the telephone unless the patient is on our Housebound Register. Prescriptions requested on a Friday will be ready on a Tuesday.

**RESULTS OF INVESTIGATIONS** - Please telephone 524 2444 after 2.00 pm for the results of any investigations. It is the responsibility of the patient to contact the surgery for test results.

**BLOOD TESTS** – Blood Testing is available at Netherton Health Centre on 0151 475 4007. Ask at reception for details of alternative venues.

**URINE SAMPLES** - If requested by the Doctor, urine samples should only be brought to the surgery for testing in the morning.

**DISTRICT NURSING TEAM** – Our District Nurses are based in Sefton Road Clinic. Their telephone number is : 0151 247 6926

**DISABLED ACCESS** – Wheelchair access is available at the front of the building. Patient services are available on the ground floor. The WC is also on the ground floor adjacent to the waiting room. Should you need assistance please ask at reception where a member of staff will be pleased to help.

**PRACTICE STAFF** – We have a team of fully trained personnel who are available to arrange appointments, deal with any enquiries and support your GP. Any information given to a member of staff is treated with absolute confidence.

**PRACTICE MANAGEMENT**—is in the care of Gill Branton who may be able to assist you with any administrative or non-medical aspect of your health and treatment; or discuss with you any suggestions or complaints.