

PRACTICE LEAFLET

NORWOOD SURGERY



**11 NORWOOD AVENUE
SOUTHPORT
PR9 7EG**

TEL: 01704 226973

FAX: 01704 505758

WEBSITE: www.norwoodsurgerysouthport.nhs.uk

NORWOOD SURGERY

ONE WEDNESDAY AFTERNOON EACH MONTH THE SURGERY WILL BE CLOSED FOR TRAINING PURPOSES AND ANY EMERGENCY PROBLEMS WILL BE COVERED NHS111.

SURGERY INFORMATION

SURGERY OPENING TIMES: -

Monday, Tuesday, Wednesday, Thursday and Friday 8.00 am – 6.30 pm
(Please note – we are not open on Saturday or Sunday)

NURSES' CLINIC TIMES: -

8.30 am – 5.00pm Monday, Tuesday, Wednesday, Thursday
8.30am –12 noon Friday

BABY DEVELOPMENT CLINICS WITH DOCTOR (appt only): -

(8-week check, Pre-school check)
Thursday 9.30—10.30 (Dr Tobin)

BABY IMMUNISATION CLINIC

Thursday 9.20—1.20 (appt only - Practice Nurse)

PHLEBOTOMY CLINIC—each day

The Practice also offers a full range of General Medical Services including: -

- Consultations with the GP of your choice (if available)
- Minor Surgical Procedures
- General Nurse treatment room services including Blood Pressure, Injections, Vaccinations, Travel Vaccination and Advice, Chronic Disease Management, Clinics for Coronary Heart Disease, Asthma and Cytology.
- Midwife-led Ante-Natal Clinics
- Diabetic reviews

The Doctors: -

Dr Simon Tobin MBBS (London 1989) BSc (Hons) DCH DRCOG MRCGP FP Cert

Dr Katalin Scholtz MD (Hungary 1987)

Dr Ahmed Al-Dahiri MB ChB (Baghdad 1991) MRCSEd MSc (Hons) MRCGP

Dr Abdul Zubairu BSs (Hons) MBChB (Hons) DRSRH DRCOG MRCGP

Dr Daniel Byrne

Dr David Unwin MB ChB (Liverpool 1982) DRCOG FRCGP FP Cert

Dr Stephen Fu

Dr Louise Campbell

3 GP Registrars

Practice Manager: -

Mrs Sam Muir

Deputy Practice Manager:-

Mrs Zoe Statham

Assistant Practice Manager:-

Mrs Shelley Mills

Mrs Debbie Herold

Practice Nurses: -

Rachael Jones

Nicky Hitchmough

Catherine Briscoe

Administration/Reception team.**CONSULTATIONS**

These are by appointment only. An appointment can be made by telephoning the surgery. We offer a same day appointment system from 8 a.m., although there are a number of pre-bookable appointments for those who have to plan, that are available up to one week ahead. All patients are 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 although this may result in waiting for more than 24/48 hours. Should you be unable to keep an appointment, please contact the surgery to advise of a cancellation giving as much notice as possible so that the appointment may be offered to another patient.

All consultations and contact with patients are treated with complete confidentiality except in very rare cases where there may be concerns such as safeguarding issues about children or vulnerable adults.

HOME VISITS

Home visits are reserved for patients who are truly housebound or so incapacitated that they cannot be brought to the surgery. Home visits are based on medical need. Please telephone for a home visit before 9 am. In almost all cases children can be safely brought to the surgery where there are the best conditions for examination. This is safer for your child as urgent problems can be referred to the hospital quickly. Some visits may not be made until the afternoon so please tell the receptionist if you think the visit will not wait.

Unfortunately the cost of travel cannot be a consideration in requests for house calls. Please ensure you have a system so that you can access transport by family, friends or taxi.

There is always a doctor on call. If you need a doctor urgently at any time please telephone the surgery on 01704 226973.. Out of hours cover is provided by the GP On Call Service via NHS 111 (dial 111).

IN AN EMERGENCY AN AMBULANCE CAN BE SUMMONED.
TELEPHONE 999 IN REAL EMERGENCIES ONLY: - e.g. severe chest pain, sudden disabling breathlessness, collapse and severe injury.

CASUALTIES

Adult accidents and emergencies are seen at Southport Accident and Emergency Department, Town Lane, Southport (01704 547471). Children involved in accidents or who require emergency hospital treatment should be taken to Ormskirk District General Hospital. (Telephone 01695 577111).

TELEPHONE ADVICE

The doctors offer short telephone appointments for simple advice e.g. test results where a face-to-face consultation is not required.

REPEAT PRESCRIPTIONS

Please give 48 hours 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. PLEASE DO NOT RING THE SURGERY WITH PRESCRIPTION REQUESTS AS THIS BLOCKS THE TELEPHONE LINE AND CAN LEAD TO ERRORS.

Norwood Surgery now offers a new service for obtaining your repeat prescriptions called electronic prescribing, this is where the doctor can send your prescription through electronically to the pharmacy of your choice.

NB

If items requested are not on your regular repeat prescription list they may take a little longer to process as, for your safety, your medical records need to be checked thoroughly by the Doctor to ensure the medication is appropriate. Non repeat items cannot be ordered via patient access

DISABLED ACCESS

The Surgery has disabled car parking space adjacent to the treatment room at the rear of the building. Wheelchair access is available via an external and internal lift into the main building. A disabled WC is also available in the Nurses Treatment Building. If you need assistance please arrange with reception.

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

RESULTS OF INVESTIGATIONS

Please telephone between 2.00 pm and 4.00 pm for results of investigations.

PRACTICE STAFF

We have a team of fully trained personnel who are available to arrange appointments, deal with your enquiries and support your doctor. Any information given to the member of staff is treated in absolute confidence.

Practice management is in the care of Mrs. Sam Muir who may be able to help you with any administrative or non-medical aspect of your health and treatment or to discuss with you any suggestions or

complaints.

Our three Practice Nurses, Rachael Jones, Nicky Hitchmough and Catherine Briscoe deal with most treatment room conditions, cervical smear, chronic disease management clinics, and travel vaccination and advice.. We have a travel risk assessment form which can be found on our website, please complete and bring to your consultation or ask at reception for a form.

DISTRICT NURSES

Our District Nurse Team is based at Churchtown Medical Centre. Their telephone number is - 01704 215480. District Nurses provide nursing care to the house bound after assessment of health needs.

HEALTH PROFESSIONALS

The Midwives attend the surgery on Wednesday afternoon to look after our expectant mothers.

We also offer regular diabetic reviews with the GPs and Practice Nurses.

GENERAL PRACTITIONER REGISTRARS

This practice is an appointed General Practitioner Training Practice. General Practice Registrars are fully qualified, with a minimum of three years post qualification experience. They join us for a 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 have the option to decline the recording of their consultation. As a Training Practice, we are also involved in teaching medical students.

REGISTRATION

All persons making application to join our Practice List must do so by requesting an application form from our Reception staff. Please check with reception staff that you live within the practice boundary , please check our website for more information. Completed forms should be returned to reception to facilitate registration.

Patients may require a new patient check – we will arrange an appointment for this. Patients may make an appointment with their doctor prior to a new patient check appointment if they wish.

PATIENT COMMENTS

Suggestions for improvements and compliments are always welcome and there is a suggestion box in the reception area. We hope that you never have cause to complain either with regard to your 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.

The Practice reserves the right to remove violent or abusive patients from the list and will do so in writing, in line with NHS Policy.

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will only be made with the written permission of the patient or their parent or guardian in the case of children under the age of 16. Access to information by the patient is dealt with under the Freedom of Information Act.

***It is against the law to smoke
on these premises***

***We request that mobile telephones
are not used on the premises.***

Our catchment area map is available via our website

norwoodsurgerysouthport.nhs.uk

