



*Anfield Group Practice*

98 Townsend Lane Liverpool L6 0BB Tel: 0151 295 9520

### Patient Information Leaflet

#### **Doctors**

Dr Syed Hasan Sadiq Abdi MBBS FRCS Special Interests: Minor Surgery

Dr Nida Abdi: MBBS MRCGP DRCOG DCH DFSRH

Dr Fatin Karam

Dr Katie Armson STGP

Dr Benjamin John F2GP

Dr Daniel Roberts F2GP

#### **Surgery Hours:**

8.00am to 6.30pm Monday, Wednesday, Thursday & Friday

Tuesday 8.00am to 8.00pm

Saturday and Sunday – closed

We operate pre-bookable and on the day appointment's. Patients can also request a telephone call back from the clinician if you feel you do not need to be seen face to face.

**Practice Manager/Assistant Practice Manager** - Manages the practice on a daily basis and will be pleased to handle any comments, queries or complaints you may have.

**Practice Secretaries** - Our secretaries and administrators co-ordinate referrals, hospital appointments and correspondence

**Receptionists** - Our receptionists deal with appointments and prescriptions and a high range of queries on a day to day basis

**Practice Nurse** – Is available for Chronic Disease Monitoring, Cervical Cytology etc. Please remember to bring all you medications with you to Annual Reviews

**Nurse Practitioner** - Would you like to see our Nurse Practitioner Gwen as an alternative to seeing the doctor? If so, please inform reception so that an appointment can be made for you. Our Nurse Practitioner also provides Childhood Vaccination Clinics, Influenza and Pneumonia Vaccines, Contraception Implants and Removals.

**How to Register** - We would like all new patients to see our Health Care Assistant as soon as they register with us for a basic health check and to discuss their past medical history. Please bring a water sample with you in a sterile container and all current medication, preferably your current medication list from your previous GP. All patients over the age of 5 years of age will need a Health Check. Please remember to bring your Childs red book with you to all appointments when seeing a clinician.

**Appointments** - Please notify our receptionists if you cannot keep an appointment. Please let us know as early as possible so we may offer it to another patient. If you feel you have an urgent problem that needs attention that day, inform the reception staff, preferably before 10am.

**Book your appointment Online** – Please ask at reception for details

**Home Visits** - Please ring the surgery before 10.30am if you request a home visit. The doctor will ring you back to see if your request does in fact require a home visit.

**Out of Hours Visits** - Please call 0151 295 9520. For out-of-hours advice please contact NHS 111 by dialling 111.

**Repeat Prescriptions** - Telephone prescription requests are not accepted except for the severely ill or housebound patients. Mistakes are less likely to occur if the repeat prescription form is used, which you will find attached to your usual prescription, please tear it off to use, ticking the medication required before putting in the prescription box next to signing in screen. Postal requests should be accompanied by an S.A.E. Your prescription will normally be ready 48 hours following the request. Local Pharmacies can also arrange with patients to have prescriptions delivered, it is up to you the patient to arrange this. In the event that you do not have any medication left please inform reception and they will endeavour to arrange for any emergency prescriptions to be pick up between 6pm and 6.30pm the same day or within our 48 hour notice policy.

Please ask reception for details about ordering prescriptions, accessing Medical Records and Booking an appointment online.

**Test Results** - Due to high demand it is not standard practice to contact patients with normal results. If you have an abnormal result or your test needs repeating the the clinician will ring the patient to discuss your results with you.

**Free Sexual Health Screening** - Are you between the age of 16 and 24? If so, why don't you book in to see our Health Care Assistant about free confidential advice or Chlamydia Screening

**Free Shingles Vaccination: - Are you aged 70, 78 Or 79? If you have not received your shingles vaccine book an appointment**

**Free Annual Flu Vaccination**

Do you suffer from a Chronic Disease such as Asthma/COPD, Diabetes, and Heart Disease? Have you had a stroke/TIA in the past? Contact the surgery for further details.

**Spirometry Referrals** - If you have been referred for Spirometry testing please ring the booking office telephone number to arrange your appointment is 0151 600 1217

**Treatment Rooms** – If you have been referred to the treatment rooms please ring the appointment booking line on 0300 790 0142

**Ante-natal Clinics** - When your Pregnancy has been confirmed by the doctor you can then contact Early access service for a hospital antenatal appointment by ringing 0151 247 4747. If you require an interpreter please request that the surgery arranges for your first appointment as you may have communication problems over the telephone. Once your pregnancy has been confirmed don't forget to obtain a Maternity Exemption form from reception. This helps with NHS costs such as paying for prescriptions. Our Community Midwife provides antenatal clinics here at the surgery every Tuesday from 1pm, please contact the surgery on 0151 295 9520 for an appointment.

**Prescription Medical Exemption** – If you are unsure as to whether you qualify for free prescriptions please ask at reception for further details

**Care at the Chemist** – Please enquire at reception for more information

**Do you want to stop smoking?** – Fagends are located on the first floor of our building every Tuesday between 12.15 and 1.15pm

**Health Care Trainer** – If you wish to be referred to our onsite Health Care Trainer please firstly make an appointment to see our Health Care Assistant so that your referral can be actioned.

**Patient Participation Group** - Would like to be involved in discussions around the services we provide here at our practice and in the local community? Suggestions are always appreciated in ways we can improve our service to you. If you answer yes please inform reception and Sara Shaw our Practice Manager will contact you and give you further information on how you can participate.

**Disabled Patients** -The surgery has suitable access for all disabled patients. Staff are always willing to help at the surgery. A wheelchair is also on site if needed

**Sickness certificates** - If you are absent from work between 3 and 6 days, you should complete a Self Certificate SC2 form. These forms can be obtained from the surgery or by downloading from the following web address

**<http://www.hmrc.gov.uk/forms/sc2.pdf>**

A statement of fitness for work MED 3 form completed and signed by your doctor is only required when you have been absent from work due to illness, for longer than 6 days. However you may need to see a doctor to be signed fit for work again. If your Employer requests that you must provide a sick note to cover your first week off work then please note there will be a £10 charge.

**Confidentiality** - Staff, are not allowed to disclose information about other patients or family members. The practice complies with the Data Protection Act 1998. All staff have signed a confidentiality agreement.

**Medical Students** - From time to time we have medical students on placement at the surgery. If a patient does not wish the student to be present during the consultation, please inform reception staff.

**Patients have responsibilities to:**

- Try where possible to use our services within the resources available.
- Cancel a pre-booked appointment
- Not to be violent or display abusive behaviour
- Maintain good relations with the practice
- Update your Contact Details as and when necessary

**Patients have the right to:**

- Be registered with a GP
- Be offered a health check
- Receive Emergency care
- Receive appropriate medication
- Be referred for specialist opinion where appropriate
- Choose whether or not to take part in medical research or student training

**Complaints Procedure** - We aim to provide a high standard of service to all our patients. If we fall short of this in any way we have a formal in-house complaints procedure; please see attached Complaints procedure

**Zero Tolerance** - In the rare instances when patients are removed from our list for aggressive or violent behaviour against us or our premises, we shall share details of the patient and the violent act with other health and welfare agencies insofar as it is necessary to protect other health and welfare agency staff.

**Useful Telephone Numbers:**

<b>NHS 111</b>	<b>111</b>
<b>Royal Liverpool Hospital</b>	<b>0151 706 2000</b>
<b>Alder Hey Children's Hospital</b>	<b>0151 228 4811</b>
<b>Liverpool Women's Hospital</b>	<b>0151 708 9988</b>
<b>Aintree (Fazakerly) Hospital</b>	<b>0151 525 5980</b>
<b>Community Midwife</b>	<b>0151 702 4175</b>
<b>Old Swan Walk in Centre</b>	<b>0151 285 3565</b>
<b>Community Police</b>	<b>101</b>
<b>Cohen's Chemist (attached to surgery)</b>	<b>0151 263 6195</b>
<b>John Hughes Chemist (Breck Road)</b>	<b>0151 263 1157</b>
<b>Rowlands Chemist (Priory Road)</b>	<b>0151 263 3706</b>
<b>District Nurses Based at Everton Road</b>	<b>0151 295 8439</b>
<b>Health Visitor Based at Queens Drive</b>	<b>0151 295 8958</b>