







**NHS**

## Feeling unwell? Choose the right service

 <p><b>Self-care</b></p> <p>Hangover. Grazed knee. Sore throat. Cough.</p>	 <p><b>NHS 111</b></p> <p>Unsure? Confused? Need help?</p>	 <p><b>Pharmacist</b></p> <p>Diarrhoea. Runny Nose. Painful cough. Headache.</p>	 <p><b>GP (Doctor)</b></p> <p>Unwell. Vomiting. Ear pain. Back ache.</p>	 <p><b>NHS Walk-in Services</b></p> <p>If you cannot get to the GP and it is not getting any better.</p>	 <p><b>A&amp;E or 999</b></p> <p>Choking. Severe bleeding. Chest pain. Blacking out.</p>
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### The Health Centre is open from

Monday 8am – 18:30pm  
 Tuesday 7:15am – 19.00pm  
 Wednesday 7:00am- 19.00pm  
 Thursday 8:00am – 18.30pm  
 Friday 8:00am – 18:30pm

**Appointments can only be booked from 8am**

**GP surgeries run from**  
 8am -11:30am & 3pm-5pm Mon-Fri

**We are closed**  
 Saturday, Sunday and Bank holidays

If you have a medical emergency that will not wait until 8am  
 please call **111**

**Telephone: 01928 718182**  
**Email Address: [cmicb-h.brookvalemc@nhs.net](mailto:cmicb-h.brookvalemc@nhs.net)**  
**Address:**  
**Hallwood Centre**  
**Hospital Way**  
**Runcorn**  
**WA7 2UT**

# About the Practice

The building is shared with Weaver Vale Practice. There is a car park to the front and side of the building with spaces reserved for patients displaying a disabled sticker. The Practice offers easy access for disabled people or parents with prams and all surgeries are located on the ground floor. There is a Boots pharmacy located in the building.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, all our practice staff wear a name badge and will identify themselves on the telephone. Brookvale Practice is a training practice. This means hospital doctors wanting to enter general practice spend up to 12 months with us in order to gain the experience they need to become family doctors.

You may occasionally be asked if a student could sit in on your consultation or if the consultation could be recorded for training purposes. If you are not comfortable with this, just let a receptionist know; it will not affect your appointment or the care you receive. We aim to treat all of our patients courteously and in complete confidence. We feel it is important to listen to our patients

## **New Patients**

If you live in our practice area and would like to register with us, please bring in proof of address and complete one of our registration forms that are available at reception.

# Temporary Registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

# Summary Care Records

# Our Team

The NHS in England is using an electronic record called the Summary Care Record (SCR) to support patient care.

The Summary Care Record is a copy of key information from your GP record. It provides authorized healthcare staff with faster, secure access to essential information about you when you need unplanned care or when your GP practice is closed.

Summary Care Records improve the safety and quality of your care. If you wish to opt out of the summary care record then please let a member of our staff know who will record this on your medical record.

## General Practitioners

<b>Dr Lauren Moorcroft (f)</b>	GMC No: 7149006
<b>Dr Alexa Wozinak (f)</b>	GMC No: 6149045
<b>Dr Patricia Wildsmith (f)</b>	GMC No: 3500589
<b>Dr Patricia Abbott (f)</b>	GMC No: 2827667
<b>Dr Dave O'Brien (m)</b>	GMC No: 2729264
<b>Dr F Walsh (f)</b>	GMC No: 7149104
<b>Dr J Roylance (f)</b>	GMC No: 7039664
<b>Dr Jenny Eriksson-Lee (f)</b>	GMC No: 7073028
<b>Dr Izabella Wozniak (f)</b>	GMC No: 7304139
<b>Dr Laura Ross (f)</b>	GMC no. 7602288

## Nursing Team

**Nurse Lisa Kendrick (f)** Practice Nurse  
**Nurse Lindsay Goodwin (f)** Practice Nurse  
**Mrs Jennifer Brown (f)** Healthcare Assistant

## Management Team

**Mrs Dawn Jackson** Practice Manager

In addition we have a team of administration staff who facilitate the smooth operation of the practice and support our clinicians and patients.

## Training and Development

The practice closes one afternoon every month (with the exception of August and December) for protected learning time for our staff. A list of dates that we are closed can be found on our practice website.

# Our Services and Clinics

Our GPs offer a full range of general practice services to their patients and also offer additional services; details of the clinics we hold are listed overleaf. The GPs will undertake private medicals for driving/employment/insurance etc. purposes, but these are not covered by the NHS and will incur a fee. Please ask our reception staff for details,

Please note that any registered patient can book an appointment with one of our doctors or nurses.

## **One Stop Clinic**

This clinic is led by our nursing team every Tuesday afternoon. This clinic allows patients who have more than one chronic condition to have all of their conditions assessed during one appointment.

Patients who have more than one chronic condition will be invited to book an appointment in this clinic. It is important that when you are invited you call the practice to book a suitable appointment to allow us to monitor your conditions.

## **Asthma**

Patients with asthma will be invited to this clinic for review at least once a year. Patients experiencing problems with their asthma can make an appointment by contacting reception.

## **Diabetes**

Our diabetic appointments are run by our one of our nursing team. If you have diabetes you will be invited to book an appointment, it is important that you call the practice to book a

# Patient Confidentiality

At Brookvale Practice we respect your right to privacy and keep all your health information confidential and secure. We keep records about your health and treatment to ensure that those caring for you give the best possible advice and care. We will never divulge information about you to third parties without your permission and always request this in writing.

The Health and Social Care Information Centre have the powers to extract personal data from our clinical system about you such as referrals, all NHS prescriptions and other clinical data. Identifiers such as DOB, postcode, NHS number and gender are required to link the GP data with other clinical data from other settings.

This data will be extracted to help improve services to patients across the NHS and for commissioners and providers to better design integrated services for patients

If you do not wish for your personal data to be shared with the Health and Social Care Information Centre, then please request an opt out form from one of our reception team. Once we receive the signed form we will then make a note on your medical record. For further information please visit our practice website where you can view our practice privacy notice detailing how we process your personal information. <http://www.brookvalepractice.nhs.uk/>

# Patient Comments and complaints

We work hard to deliver high quality care to all patients, however, in a busy practice problems can sometimes arise. Our policy is to take all complaints seriously. Each complaint is looked at carefully, and when possible, changes implemented to prevent recurrence and improve the service we offer. If you have any complaints about the practice, please contact the Practice Manager, Mrs Dawn Jackson. If you would like a complaints form or a copy of our complaints procedure, please ask at reception or visit our website.

In the majority of cases, concerns can resolve quite easily. If you have raised a complaint with the practice and do not feel that it has been dealt with to your satisfaction then you can refer your complaint to the following:

## **NHS Halton Clinical Commissioning Group**

No.1 Lakeside  
920 Centre Park  
Warrington  
WA1 1QY  
Telephone: 01925 303030

## **Ombudsman**

Millbank Tower  
Millbank  
London  
SW1 4QP  
Tel No: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **New Baby health check - Wednesday 10am – 12noon**

All new babies are invited for a health check at 8 weeks old.

## **Immunisations - Thursday 9am – 11:30am**

Childhood immunisation clinics are held on Thursday mornings, by appointment only. If you are unable to come at the time you are allocated please ring the surgery to rearrange an appointment at a time convenient for yourself.

## **Minor surgery/Orthopaedic Injections – Monthly**

Minor surgery including joint injections can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

## **Implant and Contraceptive Implants**

We have a practice nurse who can insert/remove contraceptive implants. This service is run by appointment only.

## **Flu Clinics**

Each year we hold seasonal flu vaccination clinics. If you are eligible for a flu vaccination, you will automatically be contacted.

## **Travel Health**

Our practice nurses run our travel health service appointments at the practice. During these appointments you will be given advice about holiday vaccinations and general health advice. Before booking an appointment we request that you complete a travel vaccination form, you can request a form from a member

# Brookvale Patient Group

## **Health Check**

All patients between the ages of 40-74 are entitled to a free NHS Health Check. It is important that when you are invited for your health check that you attend your appointment as the health check will allow us to spot early signs of diseases such as diabetes, hypertension etc.

## **Contraception**

All GPs offer contraceptive advice and prescriptions. Our practice nursing team see most patients for contraceptive follow-up appointments.

Emergency contraception - Patients requiring emergency contraception will be able to discuss this with a GP Same day if they have been unable to get an appointment with a pharmacist or family planning.

## **Health Visitors**

Health Visitors are available and hold weekly baby clinics. Friday 9.30-11.30. Telephone Number: 01928 593056

## **District Nurse Clinics**

The District Nurses offer a number of services both at various Treatment Rooms and home visits for patients who are housebound. The services include continence advice, removal of stitches, dressings to wounds. To arrange an appointment with the district nurse, please telephone (Freephone) 01925 946250

We have an active patient participation group who meet every 6-8 weeks. The group acts as the patient's voice to provide us with feedback so we can improve our service. If you would like to join the group for an informal discussion, please contact us using our website contact form, or alternatively give your name to any member of staff. We would welcome your comments and ideas on ways you think our services could be improved. If you wish to contact the patient group but are unable to get into the practice, you can post your correspondence to:

**The patient group  
Brookvale practice  
Hallwood Health Centre  
Runcorn –WA7 2UT**

We also have a Virtual Patient Group set up to enable wider patient feedback from those who cannot attend Patient Group meetings. To join the VPG please send your details to the following email address

**[cmicb-h.brookvalemc@nhs.net](mailto:cmicb-h.brookvalemc@nhs.net)**

# Communication

We have a number of notice boards, practice website, LED screen and a TV in our waiting room to inform patients of relevant information and to keep patients up-to-date with practice developments.

If you require information in a different format such as braille etc. then please let us know as we do all we can to help.

# Zero Tolerance Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients; this includes swearing, aggressive comments or gestures.

If a patient is abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed from our patient list and call the police if necessary.

Violent patients will automatically be removed from our practice list and will be reported to the police for assault.

Help us focus on caring for you.

**We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.**

#NotInADaysWork

# Appointments

You can book an appointment in the following ways up to a month in advance:

Telephone - 01928 718182

## Total Triage

We use Total Triage appointments system. The purpose of this system is to allocate appointments by digitally triaging the right patient, to the right person at the right time to reduce waste across the system, reduce pressures and improve access. Once the online request is triaged by a clinician patients are then contacted by the reception team or sent a link to book an appointment at a time that is convenient, or alternatively signposted to an appropriate service.

Our staff are available to assist all patients who are experiencing difficulty, in completing the form online and we also have a paper version of the form for patients unable to access online or do not wish the receptionist to complete on their behalf.

## Patient Choice

Patients may express a preference to see a particular clinician when making appointments and we will do our best to accommodate patient choice. In the event that your preferred clinician is unavailable then the practice will offer you an alternative clinician. If you are willing to wait to see a specific clinician please be aware that you may have to wait longer for an appointment.

## Failure to Attend Appointments

If you cannot attend an appointment it is important that you let us know asap to allow us to offer your appointment to another patient.

You can cancel an appointment by telephoning the practice – 01928 718182 or by using our automated service which can be accessed 24hrs per day.

## Home Visits

Home visits are strictly for the housebound or seriously ill patients. If a home visit is required, please ring before 11am if possible as most visits are conducted around lunchtime.

If you wish to have someone present at a consultation with you, they will be very welcome. You are also entitled to ask for a chaperone to be present during any examination; this can be a friend, member of family or one of our trained colleagues in the practice.

## Patient Access online Service

Patients over the age of 18 can register for patients online services. Once registered patients can book an online appointment, order repeat prescriptions, view their allergies, immunisations and view parts of their medical record. To register for this service we will request patient identification.

For further details please speak to a member of our reception team or visit our website.

# Prescriptions

## Please note the collection times when handing in a prescription request

Order before 12pm

**Monday**  
**Tuesday**  
**Wednesday**  
**Thursday**  
**Friday**

Collect after 3:30pm

**Thursday**  
**Friday**  
**Monday**  
**Tuesday**  
**Wednesday**

Prescriptions handed in after 12pm will NOT be processed until the next working day

Repeat prescriptions can be ordered in any of the following ways:

- ⇒ By submitting the counterfoil from previous prescriptions or our prescription request form in our foyer.
- ⇒ Patient access – patients must register to use this service
- ⇒ Under 18's may Email, using our practice email address below

**cmicb-h.brookvalemc@nhs.net**

Patients must order their repeat medication when they have no more than 10 days supply left. Please note that your request may be rejected if your medication is ordered too early. All patients who are prescribed repeat medication will be asked to come into the practice for an annual medication review.

Patients must order repeat medication when they have 10 day's supply.

Please allow 72 hours for prescription requests to be processed

ONLY items already authorised by your doctor as a repeat prescription item can be ordered by these means. If you order an other items not on your repeat list, the request will be put through to a GP, but you may be asked to see a GP or nurse before the prescription is issued