

## Doctors

**Dr Raj Kumar** MBBS, MRCP, DRCOG, DFFP  
GMC No: 4453293 Qualified: 1997

**Dr Oria Mariscal BENGOCHEA** LMS  
GMC No:7338725 Qualified: 2006

**Dr Timothy Hudson** MBChB, BSc (hons)  
GMC No: 4025539 Qualified: 1985

**Dr Alice Chigagure** MBChB, MRCP  
GMC No: 7525145

## Nursing Team

**Advanced Nurse Clinician:** Alison Robson, Steven Foster  
& Monika Potoniec

**Minor Illness Nurse, Prescriber:** Joanne Scott

**Practice Nurses:** Viki Dutton & Rachel Baker

**Healthcare Assistants:** Debbie Hardman & Emma  
McMillan

**GP Assistants:** Norah Tamea

## Other Healthcare Professionals

**Physician Associate:** Shyam Muthiah Jayachandran

**First Contact Physio Practitioner:** Waseem Pahadi

**Clinical Pharmacist** – Yasir Gotly

**Pharmacy Technician:** Rebecca Miller

**Mental Health Practitioner**– Melanie Tripkovic & Rachel  
O’Toole

## Management Team

**Business Practice Manager:** Julie McCann

**Operational Manager:** Suzi Parkinson

**Reception Supervisor:** Sharon Robb

The Clinical Staff and management team are fully supported by a full complement of Patient Care Advisors, Administrative and Secretarial staff

## **OPENING HOURS**

### Core Hours (appointments)

Monday to Friday 8:30am to 6.30pm

### Extended Hours (appointments)

To improve patient access to appointments, the practice offers extended opening hours on Wednesday & Thursday evenings until 8.00pm and Saturday 9.00am to 5.00pm

### Opening Hours

**Medi Centre:** Mon to Fri - 8:00am to 6.30pm

**Orford Park:** Mon to Fri - 8:30am to 6:30pm

Telephone lines open at 8:30am.

The Practice can be contacted 8am – 8:30am Mon – Fri via its emergency mobile on 07871 913834

## Surgeries/Clinics

**Appointments:** We continue to provide face to face consultations at the practice. **Please complete an eConsult if you need an appointment** with a GP or Advanced Nurse Practitioner. The clinician will arrange to see you in person for a consultation if this is required. Practice Nurse and Health Care Assistant appointments can be booked over the telephone.

**Online Services:** SystmOnline enables patients to book appointments and order repeat prescriptions online, 24hrs a day. If you are not yet registered for SystmOnline but would like access to this service, please discuss this with a member of the reception team.

NOTE: ID is required for security purposes.

**Cancellations:** If you need to cancel your appointment for any reason please give as much notice as possible so that your appointment can be made available for another patient. If you do not inform us that you won't be attending your appointment, this will be recorded as a 'DNA' (Did Not Attend). If you DNA 3 consecutive appointments, we will consider removing you from our registered patient list.

## How to Register as a Patient

- Registration packs can be collected from reception, or alternatively these can be downloaded via the practice website at [www.ericmoorepartnership.co.uk](http://www.ericmoorepartnership.co.uk) (New Patient Tab)
- You will be asked to make a telephone appointment for a new patient health check with one of our Healthcare Assistants. It is **VERY IMPORTANT** that you have your new patient Health check. If you are unable to take the call you should **TELEPHONE THE SURGERY on 01925 303199** and make another appointment as soon as possible.
- We recommend signing up for Online Services, via which you can access an overview of your clinical records, order repeat medication and book appointments.

## Home Visits

- Please note home visits are for patients who are housebound only.
- Please contact the surgery before 10.30am if possible, giving the patient's name, address, telephone number and symptoms.
- The Doctor will decide whether a home visit is required and may telephone the patient to help make this decision.

## Telephone Advice Requests

The Doctors and the Nurses are happy to speak to you on the phone by pre-booked telephone appointment where appropriate if you need advice.

If you have an **URGENT** problem, you can be seen on the same day.

### **Disabled Access & Baby Changing Facilities**

Both premises are easily accessible and disabled toilet facilities and baby changing facilities are available.

### **Practice Chaperone Policy**

A chaperone is available for both male & female patients if required. Please ask at reception when arranging your appointment or booking in on arrival.

### **Repeat Prescriptions**

We **cannot** accept prescription requests over the phone. All prescriptions must be ordered in writing, either by post, in person or by email at [emp.prescriptions@nhs.net](mailto:emp.prescriptions@nhs.net) giving your name, address and date of birth and full details of your medication, three working days before they are due.

Prescriptions can be sent electronically to a pharmacy of your choice, meaning that you no longer need to come into the practice to collect your prescription before collecting your medication from the pharmacy – please speak to reception for more details.

Please allow two full working days before collection of your prescription.

You may also be asked to see a Clinician or the Clinical Pharmacist for a medication review after 6 months' supply of medication has been issued.

### **Test Results**

Please telephone the surgery after 11am Monday-Friday to enquire about the results of your test.

### **The following services / clinics are available:**

Baby clinic, childhood immunisations, Cervical Smears, family planning, antenatal & postnatal, counselling, Minor Surgery, Chronic Disease Management reviews (Asthma, COPD, Diabetes, Heart Disease, Heart Disease, Hypertension), Weight Management, Smoking Cessation, Travel Vaccinations, Well man/Woman, Ultrasound clinics

### **Out of Hours Assistance & Emergencies**

If you need to speak to a Doctor or if you require **EMERGENCY MEDICAL ATTENTION** out of hours when the surgery is closed (between 8.00pm and 8.00am Monday to Friday or from 12 Noon Saturday to 8am Monday), or on a Bank Holiday, please speak to the NHS111 service by calling **111**.

Your local pharmacy may also be able to help you.

### **Rights & Responsibilities of Patients**

\* Patients can expect to be given the medical care that they require and be treated in a polite and efficient manner.

\* Patients are entitled to see any GP.

\* Staff can access patient information; however, this will not be divulged to other individuals including relatives without the consent of the patient.

\* We expect our patients to keep all their appointments, arrive promptly & treat all staff politely.

\* It is important for patients to attend for all reviews when they are due, especially those with chronic diseases.

We operate a **Zero Tolerance Policy** towards patients who are abusive, threatening, or violent towards staff.

### **Complaints Procedures / Suggestions**

We value constructive comments or complaints and will act on these to improve our service to you. Please contact:

**Jessica Jones (Patient Experience Co-Ordinator)**

**Tel: 01925 303199**

or by writing to:

**Eric Moore Partnership**

**Medi Centre**

**Tanners Lane**

**Warrington, WA2 7NJ**

Or by email to: [emp.admin@nhs.net](mailto:emp.admin@nhs.net)

### **Patient Participation Group (PPG)**

Eric Moore Partnership values the opinions of its patients, and welcome patients who would like to share their opinions and get involved in our PPG. If you would be interested in joining the PPG, please contact Jessica Jones on 01925 303199.



### **INFORMATION LEAFLET**

#### **MAIN SITE**

**Medi Centre  
Tanners Lane  
Warrington  
WA2 7NJ**

**Tel: 01925 303199  
Email: [emp.admin@nhs.net](mailto:emp.admin@nhs.net)**

#### **BRANCH SITE**

**Orford Jubilee Health Centre  
Jubilee Way  
Orford  
Warrington  
WA2 8HE**

[www.ericmoorepartnership.co.uk](http://www.ericmoorepartnership.co.uk)

