 **MILLBROOK**

MEDICAL CENTRE

**New Patients**

To register at this Practice:

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You should obtain a registration form from our Reception Staff

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You will be given an appointment with our Health Care Assistant for a New Patient Health Screen

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You will be given a Patient Health Questionnaire, which you should bring along to your appointment with the Health Care Assistant.

It is necessary to offer new patients a health screen, as it can take some time to obtain your medical records from your previous Doctor. Please make sure you attend this initial appointment, as this will provide the Doctor with

**Enquiries and Test Results**

All general enquiries and requests for test results must be made between 12 noon and 2.00pm. At this time the telephone lines are not so busy and the staff will have more time to help you. To maintain confidentially, results will only be given to patients themselves or the parents/ guardians of children and only clinical staff are able to discuss test results with you.

**Repeat Prescriptions**

Patients on regular medication do not need to see the Doctor for a repeat of medicines. You will be issued with a computer slip attached to your prescription. **The Practice requires 48 hours notice**

**(NOT including weekends and bank holidays) to**

**We will not, without good reason......**

Give your medical details over the phone, unless we are certain of who we are taking to. Give details about you to anyone else without your permission.

**Other Agencies**

On the odd occasion you may be receiving care from other people such as Social Services. We may need to share some information about you so that we can work together for your benefit. We will pass on information about you if they have a genuine need for it.

***You have a ‘Named GP’ at this Practice...***

As one of our patients you have been allocated a named GP who is responsible for your overall care at the Practice. This does not mean you have to see this GP, you are entitled to book an appointment with any GP of

**Walk in Centre**

Kirkby Walk in Centre provides quick, convenient treatment for common illnesses and injuries:

**Details:** 8am to 9pm Mon to Sat

10am to 9pm on Sunday and Bank Holidays

**St. Chads Centre,**

St Chads Drive, Kirkby L32 0RE Tel: 0151 244 3180

**Useful Contacts Hospitals:**

some background information should you become ill. Please bring with you any medication you are currently taking.

Health checks are also available for our existing patients, who have not attended surgery for three years or more. These checks are by appointment, with one of our Practice Nurses. Patients over 75 years old are entitled to an annual health check.

**Home Visits**

Please telephone requests for home visits before 10.00am. You may be contacted by one of the Doctors for further information. Remember that in the time it takes to visit you at home, the Doctor can see several patients in the surgery.

**Out of Hours (6.30pm - 8.00am)**

If it is not a medical emergency but you need medical help fast, please call NHS 111. Calls are free including mobiles 24 hours a day. **You only need to dial 111 to access this Service**

**arrange your prescription.**

Sometimes you may be required to come in and see the doctor before a prescription is issued. Prescription requests **cannot be taken over the telephone.**

**Requests for non-repeat medication or “one off” prescriptions have to be authorised by the Doctor and may take longer to process. We have pharmacists working within our team that will contact you regarding any medication issues.**

**GP Registrars**

We have GP registrars at the practice. GP registrars are fully qualified Doctors who have chosen general practice as the career that they wish to pursue, and who will be gaining valuable experience by being based at our practice. At all times they provide care of the same standard provided by the other Doctors at the practice

**Confidentiality**

**Why we collect information about you** The Doctors,

your choice.

Please ask a member of staff if you wish to know who your named GP is. If for any reason, you would like your named GP changing then please inform a member of staff and the Practice will make reasonable efforts to accommodate this request.

**Help us to help you**

� Please let us know if you change your name, address or telephone number, this is very important.

Please advise us if you change your mobile number as we send text messages to confirm your

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appointment bookings.

Please do everything you can to keep appointments. Tell us as soon as possible if you

 cannot attend. If you do not attend on 3 occasions we will need to contact you to discuss if we can support you to attend your appointments.

Aintree Hospital

Alder Hey Hospital Royal Liverpool Hospital

Liverpool Womens Hospital Ormskirk Hospital Broadgreen Hospital Whiston Hospital

**Clinics:**

St Chad’s Clinic Towerhill Clinic

**Chemists:**

Broad Lane

Harvel (Town Centre) Tony’s (Town Centre) Towerhill

525 5980

228 4811

706 2000

708 9988

01695 577111

282 6000

426 1600

244 4591

548 3966

546 6016

549 1818

546 6454

549 1308

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you should use the NHS 111 service if:

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you need medical help fast, **but it is not a 999 emergency**

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you think you need to go to A&E or Emergency

Department or another NHS urgent care service

* you don’t know who to call for medical help
* you require health information or reassurance of what to do next

staff and others who are caring for you, keep records

about your health and care or treatment you receive from the NHS. It is important to keep records to help ensure that you receive the best

**Medical Records**

You may request to see your medical record.

**Chaperone**

You may request a suitably trained chaperone for any procedure, test or examination.

**Carers**

If you are a carer, please advise a member of staff. We can offer referral for support.**Comments, Suggestions & Complaints**

We operate a practice complaints procedure in line with NHS regulations. We endeavour to provide a high standard of service for our patients. If you experience any difficulties or can suggest any improvements to our Surgery Services please contact our Practice Manager.

Details of our complaints procedure are available upon request and at reception areas.

You may also contact NHS England regarding your complaint

Tel: 0300 311 2233

Email: england.contactus@nhs.net

# Additional Non-NHS Services

MEDICAL CENTRE

**Practice Leaflet**

**MILLBROOK**

Private Sickness Certificates - for the first 7 days of illness are not provided by the Doctors

Forms/Letters - e.g. Holiday cancellations, Fitness to fly, Sickness insurance should be left at reception

Examinations - e.g. Employment, Fitness to drive are not undertaken during surgery times. Special arrangements can be made to accommodate such requests.

**PLEASE NOTE THAT CHARGES ARE MADE FOR THE ABOVE NON-NHS SERVICES.**

Please ask for a list of current charges.

 **Healthwatch Knowsley**  ...  Have your say on Health &

 Social Care in Knowsley - visit www.healthwatchknowsley.co.uk

Details of Primary Medical Services available in this area may be obtained from:

**Cheshire and Merseyside ICB** Tel: 0151 244 4126

**MILLBROOK**

MEDICAL CENTRE

**Towerhill Primary Care Resource Centre**

Ebony Way, Kirkby L33 1XT

Tel: 0151 546 2480

Email: gp.n83032@nhs.net

[**www.millbrookmedicalcentre.nhs.uk**](http://www.millbrookmedicalcentre.nhs.uk/)

# Practice Details

The Practice is available for appointments from 8.00am - 6.30pm, Monday to Friday.

We have full disabled access at both sites.

We have male and female Clinicians at our Practice, they work across both surgeries. Patients can book appointments with any Clinician or the Clinician of their choice depending on their availability.

**Practice Boundary**

The Practice can only accept patients who live within the Practice boundary. The following postcodes are included:

L32/L33/L31 (Melling only) /L9 (up to and including Field Lane Estate)

**Southdene Primary Care Resource Centre**

Bewley Drive, Kirkby L32 9PF

Tel: 0151 546 2480

Email: gp.n83032@nhs.net

[**www.millbrookmedicalcentre.nhs.uk**](http://www.millbrookmedicalcentre.nhs.uk/)

# The Practice Team

## Partners

**Dr Mike Merriman** - MBChB, FRCGP, DRCOG

**Dr Mohan Segarajassinghe** - MBChB, MRCGP

**Dr Andrew Fisher -** MBChB

## Salaried GPs

**Dr Ori Abrahamson** - MBChB(Hons) MRCGP

**Dr Sharon King –** MBBS, MRCGP, DRCOG

**Dr Michael Jones –** MBChB. MRCGP

**Dr Allwyn Mammen –** MBBS. MRCGP

**Dr James Holdsworth –** MBChB

## Practice Manager: Claire Gould

**Other Services**

Clinical Pharmacist Services Phlebotomy

Anticoagulation Clinics Antenatal Clinic Sexual Health Clinics Mum and Baby Clinic Cervical Smears

Chronic Disease Management Clinics

* Asthma /COPD
* Diabetes
* Blood Pressure
* Heart Disease

## This Practice will not tolerate abuse or violence towards any member of staff. Such behaviour will result in removal from our Practice