



HILLSIDE HOUSE SURGERY

THIS IS A PRACTICE INFORMATION
LEAFLET FOR PATIENTS



THE BLUE BELL CENTRE | BLUE BELL LANE | HUYTON | L36 7XY



0151 489 4539 or 0151 511 5930



gpn83621@nhs.net



www.hillsidehousesurgery.nhs.uk



Dr Eftekhari (Male)

MBBS MRCS (UK)

The Accountable GP for all registered patients at Hillside House Surgery

Useful Contacts



www.nhsdirect.nhs.uk



Mersey and West
Lancashire Teaching
Hospital Including:
Whiston Hospital
St Helens Hospital



0151 426 1600



University Hospital of
Liverpool Including:
Broadgreen Hospital
Royal Liverpool Hospital
Aintree Hospital
Liverpool Women's Hospital



0151 706 2000



Mental Health Crisis Team



0800 051 1508



The Walton Centre



0151 525 3611



Alder Hey Hospital



0151 228 4811



Huyton Walk-in Centre



0151 351 8580



St Helens Walk-in Centre



01744 627 400



Citizens Advice Bureau



0151 426 4585



Local Police



0151 709 6010



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Practice Staff

Our team also comprises of
the following staff:



Clinical Staff

Principle GP

Dr Behzad Eftekhari

Locum GP

Dr Ahmer Aziz

Locum GP

Dr Babak Shokouhi

Practice Nurse

Sheila Skinley (SRN)

Advanced Nurse Practitioner

Josie Dillon RGN/GPN

HCA/GP Assistant

Benice Baxendale

Pharmacist

Zumred Bazzaz

First Contact Physiotherapist

(FCP)

Vivek Saboo

Midwife

Leanne Dickson



Admin Staff

Practice Manager

Lisa Shacklock

Reception/ Care Navigators

Sarah Hodgson

Lori Carr

Katherine Skinley



Disabled Access

The practice has suitable access
for people with disabilities.

Repeat Prescriptions

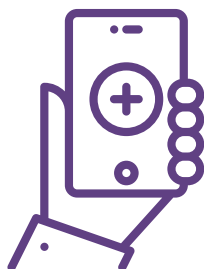


Patients on regular medication do not
always need to see the doctor for a
repeat prescription. They can be
ordered in writing or by completing
the tear off slip on your previous
prescription. You can also download
the NHS app on your mobile phone
and order from there.

www.nhsapp.service.nhs.uk

Please give 48 hours notice for
prescription requests.

Telephone requests will not be accepted.



Health Checks



Health Checks are now available
to patients between the age of
16 and 75 who have not seen the
doctor in the last three years.
NHS health checks are available
for patients 40+. Patients over
75 years old are entitled to an
annual health check.

Zero Tolerance

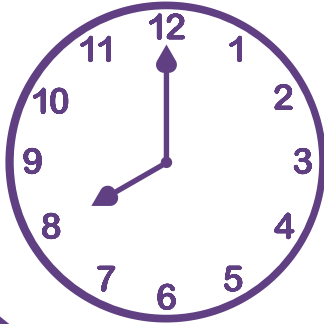
The practice operates a policy of withholding
treatment from violent and abusive patients. Any
form of violent, aggressive or abusive behaviour
towards any of our staff will not be tolerated.
Individuals behaving violently towards staff will be
reported to the police.



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Surgery Opening Times



Morning and Evening surgeries are by appointment only. These appointments can be made by telephone or face to face from **8:00am – 6.30pm.**

If you have a preference to see a particular clinician, please make your request known to reception.

If you cannot keep your appointment or no longer require it please let us know - someone else may need it.



Home Visits

If a home visit is needed, please telephone the surgery before 10am, where possible. You may be contacted by one of the doctors for further information. Every effort should be made to attend the surgery.

Out of Hours

When the surgery is closed emergency care can be obtained by dialling:



Pharmacy First Services

The following 7 conditions can be managed at your local pharmacy.
You will need to be referred by your GP surgery.

Acute Otitis media

(1 to 17 years)

Impetigo

(1 year and over)

Infected insect bite

(1 year and over)

Shingles

(18 years and over)

Sore throat

(5 years and over)

Uncomplicated Urine Infections

(Woman 16-64 years)



**HILLSIDE HOUSE
SURGERY**

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Confidentiality



Why we collect information about you

We keep records of any care or treatment you receive from the NHS. These records contain basic information about you. It is important for us to keep these records to ensure you receive the best possible treatment from us.

How we keep your records confidential

We keep records of any care or treatment you receive from the NHS. These records contain basic information about you. It is important for us to keep these records to ensure you receive the best possible treatment from us.

Other Agencies

On the odd occasion you may be receiving treatment from other agencies, we may need to share some information so that we can work together for your benefit. We cannot give details without your permission.

We will not, without good reason, give your medical details over the phone unless we are certain of who we are talking to.

Our Clinics & Services

- Child Health Surveillance Services
- Contraceptive Services
- Cervical Screening
- Maternity Medical Services
- Health Screening
- Holiday Vaccinations
- Immunisations
- Chronic Disease Lead Clinics
- Asthma
- Diabetes
- Chronic Heart Disease
- *Chronic Obstructive Pulmonary Diseases*
- Dietary and Slimming advice
- Physiotherapy

Huyton Walk-In Centre

 **0151 351 8580**



Opening hours: 8am - 9pm
(Monday- Saturday)
10am - 9pm (Sunday and Bank holidays)

A nurse led service, staffed by experienced nurses, offering treatment and advice for minor illnesses and injuries including:

Cuts and bruises
Diarrhoea and Vomiting
Bites and Stings
Abdominal Pain
Burns and Scalds
Sore Throats
Sprains and Strains
Coughs, Colds, Flu like symptoms



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New Patients

New patients wishing to be registered must live within the practice boundary. To register please visit: www.hillsidehousesurgery.nhs.uk and click **Register** on the home page.

You may also register by using the NHS app: www.nhsapp.service.nhs.uk

An appointment with the practice nurse (HCA) for a medical is required before registration is complete.

Practice Boundary



We endeavour to provide a high standard for our patients. If you have any complaints, concerns or can suggest any improvements please contact **Lisa Shacklock (Practice Manager)** in writing. We operate a practice complaint procedure as part of the NHS system of dealing with complaints.

Alternatively, you can ring PALS (Patient Advice Liaison Service) on:



0800 073 0578