

The Village Medical Centre
20 Quarry Street
Liverpool L25 6HE

Tel: 0151 428 4282

Website: www.villagemedicalcentre.co.uk



SURGERY OPENING HOURS

Monday 8am-6.30pm

Tuesday 8am-6.30pm

Wednesday 8am-6.30pm

Thursday 8am-6.30pm

Friday 8am-6.30pm

The partners at the Village Medical Centre hold a contract with NHS England to provide General Medical Services. These are provided by medically qualified partners who are.

**Dr Hugh J Nielsen (Male)
BM Bch 1979 MA 1980
MRCGP (UK) 1986
Member of Faculty of homeopathy 1990**

**Dr Ruth Brown (Female)
MB ChB 2003 Liverpool
Interests: Family Planning and Women's Health**

**Dr Matt Wong (Male)
MBChB (Liverpool) 2008
MRCGP 2017
Interests: Paediatrics**

Practice Manager

Mrs Karen Hewitt is the Practice Manager. She may be able to help you with any administrative or non-medical aspects of your health care and treatment. She is also available to discuss any suggestions or complaints that you may wish to raise. Please ask at reception if you wish to make an appointment to see her.

Practice Staff

Healthcare Assistants/Receptionist - Nicola
Services offered by HCAs
Flu injections/Pneumonia injections/Shingles injections and B12 injections (not loading dose)
Blood pressure monitoring
Lifestyle advice
NHS health check/new patient health checks

Care Navigators

Lorraine, Nicky, Monica, Ann, Rachel, Shaune & Cathy
Sometimes our Care Navigators need to ask for details of your illness. They have been trained to make these enquiries so that we can help you in the most appropriate way. Any information you give will be treated in the strictest confidence as the Care Navigators are bound by the same rules of confidentiality as the doctors.

Practice Nurse

Rhona Smith

Our nurse provides the following services

- Chronic Disease Management and prevention
- Cytology (smears)
- Contraceptive Advice/Pill checks
- Foreign Travel advice and vaccinations
- Occupational Vaccinations/childhood catch up immunisations/Flu vaccinations

Health Visitors

Health Visitors can be contacted on 0151 295-9700

The Village Medical Centre is now a Training Practice.
This means 4th year Medical Students will spend either 2 weeks or 1 month with us as part of their training.
We also have 1st year students nurse on placement throughout the year.

You may be asked if you mind the students sitting in on your consultation or you may be asked to see the student first before seeing the GP, this will not happen without your full consent.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our Practice operates.

If you live in our Practice area and would like to register with us, please complete one of our registration forms that are available either online or from reception. You will be registering with the practice rather than an individual GP.

HOME VISITS

We will visit you at home if you are **HOUSEBOUND** Where the condition of the patient does require a home visit, please advise us before 10am were possible. However, we can examine and treat you more safely at the health centre if you are able to attend. The receptionist will ask for full details, name, address, age, telephone number and reason for the visit. This enables the doctors to plan their calls and allows urgent visits to be dealt with promptly.

REPEAT PRESCRIPTIONS

The surgery **DO NOT ACCEPT** repeat prescriptions over the telephone

If you are on regular medication, a computer printout of all your current medication accompanies each prescription. When you require a repeat prescription, please return the printout, ticking the items that you require.

Repeat prescription requests may be made online using our **PATCHS**, using online access either MyGP or NHS app, or in person at the surgery, by post or you can sign up to patient

access and have your prescription sent to a nominated pharmacy of your choice (please ask at reception for details)

Each repeat prescription will be checked by one of the doctors, so please allow two working days (48 hrs) for each prescription. You will be offered an appointment for a review of your current treatment if this is thought advisable.

TEST RESULTS

When ringing for results please ring between 1pm – 3pm.

If the doctor has asked you to make a follow up appointment, please ring to make sure your results are in, before making your appointment.

Confidentiality is very important, so we only give the results to the patient or guardian, unless you have given prior permission for the disclosure of your results.

Please don't ask the receptionists to explain your results as they are not trained to do this.

APPOINTMENTS

We provide morning telephone consultations to a maximum of 15 patients or until 11am, whichever comes first, we cannot specify an exact time that our GP's will call you back, you will need to keep your line open through the day. We will try to contact you twice before asking you to make a new appointment on another day. We also have a morning open access clinic depending on demand to a maximum of 15 patients or till 11am, again whichever comes first, PLEASE NOTE THIS IS A SIT AND WAIT CLINIC, DOORS OPEN FROM

8AM AND THE OPEN ACCESS WILL START AT AROUND 9AM.
You can pre book an afternoon face to face consultation with our GP's, these are a couple of weeks in advance. If you prefer you can fill out a PATCHS online at <https://patchs.ai/practice/thevillagemedicalcentre> You will receive a response from one of our clinicians within 3 working days.

Out of Hours on-call arrangements

If you need medical advice or treatment when the surgery is closed, please telephone NHS 111 or attend your local walk-in centre

ACCESS FOR THE DISABLED

The building has wheelchair access to entrance and all consultation rooms.

There is a Ramp and handrail to entrance.

Accessible toilets for the disabled with back rest and handrail.

Button and pull panic alarm in toilet.

If you have difficulty hearing please tell the receptionist when you arrive, she will then let you know when the doctor has called you.

Patient rights and responsibilities

You have a right to expect a high standard of medical care from our practice and we will always try to provide the very best possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure you keep appointments and follow the advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal. Information on how to find a new practice will be given to you.

Complaints/Suggestions

This practice follows the NHS complaints procedure when dealing with complaints. A copy of our complaint's procedure is available at reception.

You may also comment on the service direct to our Practice Manager, who will follow up any concerns appropriately, or if you have a suggestion, please ask to speak to the practice manager.

Access to patient information (please find attached our privacy notice)

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care, and for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless.

- **It is a matter of life and death or serious harm to you or to another individual.**
- **It is overwhelmingly in the public interest to do so**
- **There is a legal obligation to do so.**

Further information on our privacy policies can be found on our website www.villagemedicalcentre.co.uk

