

**The Village Medical Centre
20 Quarry Street
LIVERPOOL L25 6HE
TEL: 0151 428 4282
FAX: 0151 421 0884**

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 Angela Wilson (Female)
MB Bs (Hons) London (1994)
MRCGP - 2002**

This leaflet can also be made available on request in braille, on audio cassette on disk and in large print.

The Village Medical Centre is now a Training Practice.

This means 4th year Medical Students will spend 1 day a fortnight with us as part of their training.

You may be asked if you mind the students sitting in on your consultation, 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 (see boundaries on back of folder) and would like to register with us, please complete one of our registration forms that are available from reception. You will be registering with the practice rather than an individual GP.

SURGERY OPENING HOURS

Monday 8.00am - 6.30pm

Tuesday 8.00am - 6.30pm

Wednesday 8.00am - 6.30pm

Thursday 8.00am - 6.30pm

Friday 8.00am - 6.30pm

The surgery provides early morning appointments with Trish, 1 of our practice nurses on a Monday 7am -8am and there are late GP appointments each week, 6.30pm – 7.30pm, the day alternates over a 3 week period between all the GPs.

Out of Hours on-call arrangements

If you are in need of medical advice or treatment when the surgery is closed, please telephone NHS 111 on 111 or you can call the numbers below:

0151 428 4282 / 428 3488 please listen to the entire message.

Our out of hours cover is with Urgent Care 24

They will be able to offer you the following services.

- Telephone advice
- An appointment at the primary care treatment centre
- A home visit if deemed necessary

HOME VISITS

We will visit you at home if you are really too ill or infirm to be brought to surgery. A temperature does not prevent patients coming to the surgery and will not endanger others. Simply tell the receptionist on arrival.

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

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 print out, ticking the items that you require.

Repeat prescription requests may be made in person, at the surgery, or by post or fax 0151 421 0884.

If you would like us to post your prescription to you, please provide a stamped addressed envelope.

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 1.00pm – 3.00pm.

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

If you feel you need to see a doctor urgently, please ask the receptionist for an emergency appointment. This will enable you to come to the surgery the same day.

Obviously, it will not always be possible to see a particular doctor in these circumstances. If you wish to see a particular doctor or have a less urgent condition, please make a routine appointment.

Length of Consultations

The length of appointments with the doctors in the practice is 10 minutes. This covers routine and emergency appointments.

Practice nurse appointments are 15minutes long. For Chronic Disease review this is 30 minutes.

We now have the NHS Health Check for patients who are 40-74 years of age and have not got a Chronic Disease. Patients will be invited to see our Healthcare Assistant Gaille This will include your blood pressure, cholesterol and lifestyle.

ACCESS FOR THE DISABLED

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

There is a Ramp and hand rail to entrance.

Accessible toilets for the disabled with back rest and hand rail.

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.

THE PRACTICE TEAM

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 Assistant/Receptionist - Gaille

Receptionists – Tina, Lorraine, Marjorie, Clair, Monica and Julie

Sometimes our receptionists 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 receptionists are bound by the same rules of confidentiality as the doctors

Practice Nurses

Trish Welsh & Sandra Davies

Our nurses provide 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**

Well Baby clinic

Alternate Wednesdays Mornings – By appointment

This clinic is staffed by the health visitors attached to the practice; this clinic is for immunisations only.

If you are working and cannot make the clinic please book a routine appointment with the practice nurse for your child's immunisation.

For a six week baby check and Post Natal you can book a double appointment with Dr Nielsen (male) or Dr Brown (female) or Dr Wilson (female). Please ask for an end of clinic double appointment.

Health Visitors can be contacted at Belle Vale Health Centre on 234 1269

Ante natal care

Each of the doctors provides maternity care, during pregnancy and after delivery. Our practice midwife Karla Burke holds an ante natal clinic on

Alternate Mondays – 9-11am – by appointment

If you are planning to have a baby, it is important to consider checking if you are immune to Rubella (German measles). Also stop smoking and take a small amount of folic acid before becoming pregnant. It has been shown to be beneficial to the health of your baby. You may wish to discuss this with either the midwife or the doctors.

Our Community midwives are Team M based at the Liverpool Women's Hospital.

Patient rights and responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times 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 complaints 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.

Under NHS Complaints Regulations 2009, patients can either choose the service provider (The Village Medical Centre), however, they may want NHS England to deal with their complaint as they commission the service that has caused them to complain. The choice about who they want to deal with their complaint remains their decision.

To complain to NHS England
T: 0300 311 2233
Email: england.contactus@nhs.net
Address: NHS England
PO Box 16738
Redditch
B97 9PT

You can contact Healthwatch Liverpool who can help you make this complaint, by providing a free, confidential and independent service designed to help you understand your rights and make informed choices. They can also help you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Telephone 0300 7777 007
or email – enquiries@healthwatchliverpool.co.uk

USEFUL TELEPHONE NUMBERS

District Nurses	234 1094
Health Visitor	295 9700
Royal Liverpool Hospital	706 2000
Broadgreen Hospital	282 6000
The Heart and Chest Hospital	228 1616
South Liverpool Treatment Centre	295 9000
Smithdown Minor Injury Centre	733 4644
Alder Hey Hospital	228 4811
Whiston Hospital	426 1600
Fag Ends advice and help To stop smoking	0800 195 2131

LOCAL CHEMISTS

Lloyds	428 1087
Sainsburys	421 1375
Tesco	268 1847
Vithlani	428 4771
HA Late Night Chemist Belle Vale Rd	487 7618

Walk in Centres

Old Swan NHS Walk in Centre
Crystal Close, off St Oswald Street

Liverpool L13 3GA
Tel 285 3565

Liverpool City NHS Walk in Centre
Unit 4 Charlotte Row,
52 Great Charlotte Street,
Liverpool L1 1HU
Tel 285 3535

South Liverpool Treatment Centre
Church Road
Garston
Liverpool L19 2LP
Tel 295 9000

Access to patient information

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.**

