STAFF

Practice Manager Pauline Tudor

Nurse Practitioner Joanne Anderson

Pharmacist Jack Smith

Health Care Assistant Kelly Lunt Secretary Suzanne Emmett

Administrator Joanne Whitley

Receptionists Val Latham

Lynn Lacy

Sue Kinney

Hannah Timmins

Tina Bodell

Megan Reinard

OPENING HOURS

Monday to Friday 08:00 to 18:30

*All surgery sessions and clinics are available by appointment only*

SERVICES & CLINICS

Diabetes

Coronary Heart Disease

Vascular Disease

Hypertension

Stroke/CVA

Asthma

COPD

Phlebotomy

Well Women/Cervical Cytology

Family Planning

Sexual Health Screening

H Pylori Screening

Minor Surgery (joint injection/cryotherapy)

Child Health Surveillance

Childhood Immunisation

Travel Vaccines

NHS Health Checks

Non-NHS services inc. Reports and Examination

Townsend Medical Centre

98 Townsend Lane

Liverpool L60BB

Tel: 0151-295-9510

Fax: 0151-295-9511

Practice Leaflet



DR JOS MENDIGUREN LMS, BILBAO SPAIN

DRCOG, DFFP, JCPTGP

DR PRAGYA KUMAR MBBS, BDS MSc

DR SEEMA BALAKRISHNA MBBS INDIA

New Patients

We welcome all requests for new patients to join our list that are resident within the practice boundary (certain parts of L4.L6.L13) Patients are registered with the practice this means you can see any doctor within the practice subject to availability. When you first register you will be asked to complete a questionnaire and a registration form (GMS1), you will be given an appointment for a health admin check and we will record detailed information regarding your past and present medical history, it is essential you tell us as much information as it can take up to 6 weeks for your medical records to arrive.

Making an Appointment

All consultations are by appointment only, unless otherwise stated. Each appointment is booked at 10 minute intervals, 15 minute intervals for the nurse practitioner and practice nurse. Appointments are available on a daily basis or you can book in advance 3 to 4 weeks ahead. On arrival for your appointment please report to reception or use the automated arrivals screen situated in the waiting room. If you feel very poorly while waiting to be seen, please inform a member of staff and we will endeavour to get you seen as soon as possible. We aim to keep the average waiting times to between 10 and 20 minutes, however this cannot always be adhered to due to unforeseen circumstances or emergencies. If you find you have been waiting more than 30 minutes please check back at reception. When a patient requests an urgent appointment and all the appointments are taken for the day, your name will be placed on a triage list and a doctor will telephone you back. Please expect to be asked brief details of your complaint by our admin staff, the doctor needs to know this. The doctor will then telephone you and decide based upon your symptoms the best course of action whether this be an urgent appointment, next day appointment or advice etc.

To make an appointment you can:

* Ring the surgery
* Request an appointment in person (face to face)
* Request an appointment via Patient Access Online (password and pin required) please ask at reception

The doctors at the practice are happy to speak to patients via the telephone with non-urgent queries regarding medication; investigations etc please ask the receptionist if you require this service. We aim to return your call on the same day as your request.

The practice also uses SMS to remind you of your appointment. Please keep your telephone numbers up to date and if you change it let us know.

Home Visits

Home visits are available for those patients who are housebound. If you require a home visit, if possible, please telephone the surgery before 11am as this is the time when the doctors plan their home visits. Please expect to be asked by staff the nature of your illness and a contact telephone number. Out of hours emergencies 18:30 to 08:00 and Weekends, are covered by the deputising service, UC24.

Repeat Prescriptions

All prescriptions are computer generated, and if the doctor agrees you may order your prescription by indicated the items you require on your computerised order form. Orders for repeat items can be made in the following way:

* Place your request in the prescription box at reception
* Via fax to 0151295 9511
* Via post enclosing a stamped addressed envelope
* Direct online via Patient Access (please ask for a registration form at reception)
* Via a local pharmacy who provide order and collection services

We do not take prescription requests via the telephone as errors can easily be made.

**We require 48 hours’ notice to process your order, this excluding weekends**

**The Practice participates in Electronic Prescribing, this is when the patient nominates a pharmacy, and your prescription is then sent electronically to your nominated pharmacy, this saves not having to collect from the surgery and saves time**

Complaints and Suggestions

Your views and ideas are very welcome. Please place any suggestions or ideas you may have in the suggestion box at reception. If you have a complaint please ask at reception for a copy of our complaints procedure.

Patient Participation Group

The practice welcomes patients to join our ‘Patient Participation Group’ if you are interested in becoming a member of the group please ask at reception for details on joining.

Patient Confidentiality

Information about you, your medical treatment and family background may be recorded either on paper or on computer files. This information is vital to the proper operation of the NHS and is needed to give you and others the best possible healthcare. More information regarding how we use this information is available on a separate leaflet which is available at reception.

Do you need help communicating?

Please inform our reception staff if you have any communication needs e.g

BSL Interpreter, Language Interpreter or information in braille or large print.

We will do our very best to meet your needs and we will ensure that any other health services that we may refer you to will be aware of your needs