

## Services

### **1. Care at the Chemist**

Care at the Chemist allows you to be treated by your pharmacist in your local area if you are suffering from a minor ailment such as

- Constipation/Diarrhoea/Indigestion
- Cold and coughs/Nasal Congestion
- Hay fever/Allergy
- Head Lice

- Headache and temperature

And many more

All you have to do is visit your local chemist and register. Note that children under the age of one are not eligible for this scheme.

### **2. Practice Nurse Services**

The surgery offers the following services for which you need to book an appointment with our nurse:

- Contraception advice ,
- Hepatitis B and C vaccination
- Pregnancy tests
- Chronic disease management, asthma/diabetes/ etc.
- Advice regarding travel immunisations
- Cervical cytology (Smears)

### **Health Care Assistant**

- New Patient Health Checks
- Sexual Health Screening
- Smoking Cessation Advice

### **3. Test Results**

Please call for test results from 11:00 am-12:00 pm when staff have more time to assist with your enquiries.

### **4. Your Rights and responsibilities**

All our patients are entitled to be offered a health check, receive emergency care at all times and receive appropriate treatment and specialist care if required. Also patients are entitled to choose whether or not to take part in medical research and training.

**Please bear in mind that Violent and Abusive behaviour will not be tolerated. Patients who act in this way will be removed from the doctor's list.**

## The Practice Team

### Practice Manager

Marion McGuinness

### Doctors

Dr S. N. Ramamoorthy

### Practice Nurse

Anne-Marie

**All health care professionals are Registered with the GMC and nursing council and are covered by the Medical Protection**

### Reception Staff

Jackie, Jayne, Donna

### Senior Receptionist

Stephanie. Hannah

### Choose and Book

**Choose and book is a system which enables you to book your hospital appointment while in the doctor's surgery.**

**Referrals are at the doctor's discretion and appointments are subject to availability.**

**Bigham Road  
Medical Centre  
Dr S N Ramamoorthy**



### Opening Times

Monday 8.00am -6:30 pm

Tuesday 8.00am-6.30pm

Wednesday 8.00am-6.30pm

Thursday 8.00 am- 6.30pm

Friday 8.00am-6.30pm

Please note we are closed half day on the 4th Thursday of every month for staff training except

August & December

**For those patients who require interpreters for their appointment please request the interpreter as well as appointment at least 48 hours in advance**

### Useful Numbers

**Bigham Road Medical Centre**

**Bigham Road**

**Kensington**

**L6 6DW**

**Tel: 0151 263 1737**

**Fax: 0151 260 8307**

**NHS Direct: 08454647**

**Old Swan walk-in-Centre: 285 3565**

**Charlotte Street walk-in-Centre: 285 3535**

**Urgent Care 24: 220 3685**

**Liverpool Health Authority: 296 7000**

## **CONFIDENTIALITY**

### **Who has access to your information?**

All clinical staff members including doctors, nurses and other health professionals need access to your records. But this is on a need-to-know basis and involves only those who are involved in your care. If you are referred to hospital, your health/medical information will need to be transferred from your GP to the hospital, and back again. Secretaries, receptionists and other admin staff need limited access so that they can do administrative tasks such as your letters and booking appointments. NHS staff have a duty of confidence to make sure that your information is not disclosed inappropriately, and they work to a Code of Conduct for handling personal information.

### **Why do we collect information on you?**

We collect information on you to keep an accurate record of your health and any care or treatment that you receive. Please ensure that if there is any change in your personal information such as contact details, telephone number or address, please let us know at the surgery as soon as you can.

### **How do we keep and use all your information confidential?**

Records are kept secure in a safe place at all times and all the admin and clinical members of staff in the surgery respect your confidentiality.

## **HOME VISITS**

Housebound and elderly patients who are unable to attend the surgery are entitled to house visit. You can request a doctor's visit from Monday to Friday by ringing the surgery before 10:00 am on the day.

## **COMPLAINTS**

Please make all complaints to our practice manager, Marion McGuinness. We would also be happy to receive any suggestions on how to improve our service.

## **Frequently Asked Questions**

### **How do I order a repeat prescription?**

There are several ways that you can request a repeat prescription. This can be done in person at the reception desk, by handing in your tick slip or make a list of your medication with your contact details and DOB and put it in the green box. We also accept posted requests, to do this please complete the request form on the right hand side of your prescription and attached a stamped envelope for your prescription to be posted to you.

You need to give 48 hour notice for the repeat prescriptions and you can pick it up between 5:00-6:00 pm. Prescriptions will not be taken over the telephone.

- Always try and use your tick slip to order your repeat prescription. Try not to make handwritten requests as they may be difficult to read and this could delay your prescription being processed.
- If you do not need a particular item just leave it blank
- Check that your prescription is correct before you leave the surgery.
- Always take note of when your medication runs out and if you are due a medication review please book an appointment with one of the GP's .
- If you feel that you should stop taking any medication or unsure about your medication, please ensure that you seek the GP's advice.

### **How do I book an appointment?**

The practice operates a book on the day system and a pre-bookable system. 1/2 of the appointments can be pre-booked. The rest are saved to be booked on the day. Appointments can be made either in person or by telephoning the practice. Both Morning & afternoon appointments are made at 8am, Always state whether you wish to see a Doctor or Nurse. We also offer our patients a telephone triage service that allows the patient to speak to a clinician for advice.

### **How do I cancel an appointment?**

If you have made an appointment that you no longer require we would ask that you either call in to the practice or phone us to cancel. This allows us to improve our access for other patients.

## **Surgery times**

**Monday 10am –12pm, 3pm - 5pm  
Tuesday 10am –12pm, 3pm– 5pm  
Wednesday 10am –12pm, 3pm - 5pm  
Thursday 10am-12pm, 3pm-5pm  
Friday 10am-12pm, 3pm - 5pm**

**\*Please note we are closed half day for training on the 4th Thursday of every month**

### **Telephone Triage**

**You can speak to a doctor over the phone for medical advice Monday to Friday between :  
11.40am to 12.30pm**

### **Practice Nurse**

**Subject to change, please contact surgery for current availability**

### **Other Services**

**Counselling via GP referral**

### **New Patient Registrations**

**Tuesday mornings**

**All staff members at the Surgery do their best to make sure that you are provided with appropriate services and are happy to assist you at all times.**