

Health Promotion

Self Treatment:

Many common aches & pains can be simply treated at home and without need to consult a Doctor. You might be able to be treated by your local pharmacist. Information and advice can be obtained from the **NHS 111 service.** This is a national health line providing expert health advice, information and re-assurance.

Dial 111 from any phone to be connected to the NHS 111 service 24 hours a day, 7 days a week.

NHS Choices:

For general medical advice and health tools, please visit the following websites

<http://www.nhs.uk>
or
www.patients.co.uk

Test Results

It is your responsibility to follow up the results of any test you may have had arranged by a GP or Practice Nurse. **Please allow 5-10 days for the results to be returned to surgery. We ask patients to contact us after 11am for test results.**

Due to patient confidentiality, test results can only be given to the patient to whom they relate.

Comments, complaints and suggestions

We aim to give our patients the best service possible, and that means always trying to do better.

You can help us by telling us when we please you and also when we don't.

"If we can change things for the better we will."

You can discuss any comments, complaints or suggestions with a member of our reception team or leave a written note in our suggestions box, however if you would like to make a formal complaint, please ask to speak to our Practice Manager who investigate your concerns.

We need you.....



If you would be interested in joining our Patient Participation Group (PPG) please speak to reception for further details.

Confidentiality

The confidentiality of patient information is maintained at all times in accordance with NHS guidelines and all staff receive regular training and updates regarding their consent, confidentiality and their responsibilities.

The same standards of confidentiality are applied to information held on our computer system and, in this respect, we are registered under the Data Protection Act.

Penny Lane Surgery Patient Information Leaflet



"We Welcome New Patients"

Dr Paul Mullen MBChB

Dr Lyn Hamlett MBChB, MRCP, DRCOG DCH, DFPP, Bsc(Hons)

Dr Felicity Mattocks MBChB(Hons), DFPP

www.pennylanesurgery.nhs.uk

**Penny Lane Surgery
7 Smithdown Place
Wavertree
Liverpool
L15 9EH**

**Switchboard - 0151-733-2800
Fax – 0151-734-3418**

A Warm Welcome

Penny Lane Surgery is a well established and highly regarded family Practice.

We have been described by our patients as a "warm, welcoming and caring practice"

Our guiding principles are;

- ✓ To treat patients with dignity & respect
- ✓ To provide patients with an assured quality of preventative, curative and palliative care as well as health education & promotion
- ✓ To develop and enhance the range of services and care of residents within our Practice area. To meet the changing health needs of the future in close co-operation with our Clinical Commissioning Group (CCG) and other local community & professional groups
- ✓ To operate an ethical, efficient and successful Practice to resource the provision and development of health care.

A reminder of some of the services we offer.....

- ✓ Open access GP surgeries
- ✓ Cervical Cytology
- ✓ Child health surveillance
- ✓ Family planning advice
- ✓ Long term condition management clinics & advice
- ✓ Immunisation and vaccinations
- ✓ Travel vaccinations
- ✓ Pre-conceptual advice
- ✓ Help for carers
- ✓ Practice Nurse appointments

Reception Opening Hours

| | Door Open | | Phones Open |
|-----------------------|-----------|------|-------------|
| Monday (OA) | 8.30 | 6.00 | 8-6.30 |
| Tuesday | 8.30 | 6.00 | 8-6.30 |
| Wednesday (OA) | 8.30 | 6.00 | 8-6.30 |
| Thursday | 8.30 | 6.00 | 8-6.30 |
| Friday (OA) | 8.30 | 6.00 | 8-6.30 |
| Saturday | Closed | | |
| Sunday | Closed | | |

OA = Open Access

Accessing A GP

Open Access:

Every Monday, Wednesday and Friday morning we offer **open access surgeries**.

This means that any patient who arrives in the surgery before 10am will be seen by a Doctor working that morning.

On arrival patients are given an appointment time and can choose to either wait in the Surgery or leave and return in time for their appointment. Ensure you check in with reception or use the arrivals screen if you decide to leave and then return at your given appointment time.

Please note we are unable to offer patients their choice of Doctor at our open access sessions however patients who would prefer to see a specific GP can pre-book their appointment up to two weeks in advance.

Booking appointments with Doctors:

Patients can call into Surgery, book online or contact us via telephone to pre-book a routine appointment with a GP of their choice up to two weeks in advance.

Home Visits:

Home visits are reserved for patients who are housebound or who are too ill or incapacitated that they cannot come, or be brought, to the Surgery.

If you need a home visit please **telephone the surgery before 10am**

The cost of travel to the surgery cannot be a consideration in requests for home visits so please ensure that you have a system whereby you can access transport by family, friends or taxi in an emergency.

Repeat Prescriptions

There are many options for patients when ordering their repeat medications;

- ✓ Order your repeat medication online using "patient online access" via www.patient.emisaccess.co.uk
- ✓ Tick the appropriate medication on the computer counterfoil of your last prescription. Then hand this in to reception.
- ✓ Request via the practice website at www.pennylanesurgery.nhs.uk
- ✓ We will send a prescription to you if you provide an SAE

Please ensure you allow **two working days** for your repeat prescription request to be processed and for the prescription to be available for collection.

Please be aware that we are unable to accept requests for prescriptions via telephone.

Who do I contact when the practice is closed?

Outside surgery opening times, including weekends and Bank Holidays, please contact the NHS 111 out of hours service by ringing 111 who will treat you as necessary.