

## Repeat Prescriptions

Prescription requests take **two working days** to process.

- Order your repeat medication online using the NHS App or another online patient account.
- Tick the medication you are requesting on the right side of your last prescription and post in our reception box or through our letter box.
- Request via PATCHS on our website

[www.pennylane.surgery.nhs.uk](http://www.pennylane.surgery.nhs.uk)

**We are unable to accept prescriptions requests via telephone for any patients aged under 70 years old.**

We strive to be the most trusted, compassionate, and outstanding GP practice—where care is personal, patients feel valued, and communities thrive.

## What to do when the practice is closed

Outside surgery opening times, including weekends and Bank Holidays, please contact NHS 111 out of hours service by ringing 111 or online at [www.111.nhs.uk](http://www.111.nhs.uk)

## Test Results

Please allow 5–10 days for results to be returned to surgery. We ask patients to contact us after 11am for test results.

## Complaints, Comments and Suggestions

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 complete a complaints form or speak to our Practice Manager, who will investigate your concerns.



**“We Welcome New Patients”**

**Dr Felicity Mattocks (GP Partner)**  
**Dr Kyle Egan (GP Partner)**

[www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)

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

**Switchboard - 0151-733-2800**  
**8am - 6.30pm**

## **Penny Lane Surgery**

### **Exceptional care.**

**Every patient.**

**Every time.**

We are a friendly and accessible NHS GP practice serving over 6,000 patients in Wavertree and Childwall, delivering first-class, patient-centred care from our historic Penny Lane premises. Our wide range of services ensures personalised care at every stage of life.

We are committed to respecting and supporting both our patients and our team. Compassion, dignity, and safety are at the heart of everything we do, especially in caring for vulnerable patients. Working closely with the Childwall and Wavertree Primary Care Network and local partners, we provide integrated, respectful, and exceptional care where patients always come first.

## **Booking An Appointment**

### **Booking a routine GP appointment:**

PATCHS:

Complete an online request on our website

[www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)

A clinician will contact you the next working day.

### **Booking an urgent GP appointment:**

Telephone surgery 0151 733 2800 at 8am for a morning appointment or 1pm for an afternoon appointment.

### **Booking a Nurse appointment:**

Patients can see a Practice Nurse by pre-booking an appointment in advance via reception.

## **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 as soon as possible.

The cost of travel to the surgery cannot be a consideration in requests for home visits.

## **Telephone Triage**

We operate a telephone triage system. This means you will be asked to provide some brief information about your healthcare needs to a member of our team to allow us to book an appointment with the most appropriate person.