

Confidentiality

Why we collect information about you

The Dr's and staff and others who are caring for you, keep records about your health and any care or treatment you receive from the NHS. It is important to keep records to help ensure that you receive the best possible care from us. Your record will contain basic details on you.

How we keep your records confidential

Your records are kept in a safe place in the surgery either on computer or paper files. Receptionists and secretarial staff are responsible for keeping your records in order and will, from time to time access your records.

Confidentiality/Data Sharing

The Practice complies with Data Protection and Access to Medical Records Legislation.

Identifiable information about you will be shared with others in the following circumstances:

- 1 - To provide further medical treatment for you eg Hospital referrals
- 2 – To help you get support from other services eg from the social work department. This requires your Consent.
- 3 – Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.
- 4 – For Safeguarding reasons, to ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in some limited circumstances where it is legally required for the safety of the individuals concern.

We will not, without good reason.....

Give your medical details over the phone, unless we are certain of who we are talking to. Give details about you to anyone else without your permission.

Disabled Persons



Our premises have suitable access for disabled persons and ample parking is available.

Practice Area

L34 and L35 Post Codes only – catchment area map being reviewed will show shortly

*Together we will care, regardless
of the time it takes.
Remember that Prevention is better
than Cure.
Look after your health.*

Useful Contact

Huyton Walk In Centre
Nutmog Villa
Westmorlands Road
Huyton L36 6GA 0151 244 3150

Kirkby Walk In Centre
St Chads Clinic
St Chads Drive
Kirkby L32 8RE 0151 244 3180

Halewood Walk In Centre
Roseheath Drive
Halewood L26 9UH 0151 244 3532

Prescot Medical Centre

prescotmedicalcentre.nhs.uk – web address



**Prescot Primary Care
Resource Centre
Sewell Street**

Prescot L34 1ND

Tel: 0151 426 5277 Fax: 0151 430 6080

Dr Dawn Heath *MB BS, BSc, DCH, DRCOG, MRCGP, DFSRH. (PARTNER)*

Dr Barnaby Finlayson *MBCbB MRCP RCGP (PARTNER)*

Dr Saima Rashid *(PARTNER)*

Dr Francesco De Giovanni *(PARTNER)*

Dr Natasha Horwood *(PARTNER)*

Gemma Akrigg *(Practice Nurse)*

Joanne Ince *(HCA)*

Knowsley Clinical Commissioning Group (CCG)

Details of primary medical services in the area may be obtained from the CCG whose head office is at Nutmogue Villa Westmorland Road Huyton Merseyside L36 6GA 0151 244 4126

knowsley.ccgcommunications@knowsley.nhs.uk

Practice Team

As well as our Doctors the practice team includes our Practice Administrator, Practice Nurse and Health Care

Assistant, also our Reception Team. The extended team includes the District Nurses, District Midwives, Health Visitors to provide the best medical care for our patients. You may not always see the doctor first – you can use the help of all the practice team.

There may be occasions when a nurse or other health professional will be able to attend to you sooner, rather than having to wait to see your doctor.

Surgery Opening Times

Monday 8.00-6.30pm

Tuesday 8.00-8.00pm **Thursday** 8.00-6.30pm

Wednesday 8.00-6.30pm **Friday** 8.00-6.30pm

Patients are seen by appointment in normal surgery hours. We also offer emergency appointments, these are book on the day. Patients can now be seen **evening** and **weekends** by the OOH Service – speak to reception for more details.



Home Visits

If you are housebound and are unable to attend the surgery home visits can be requested Monday to Friday. Please contact the surgery before 10.00am. **In general all Home Visits should be reported to surgery before 12 mid-day.**



Out of Hours Calls

If the surgery is closed and you require medical advice phone NHS 111 on **111 (www.nhs.uk)**. Our out of hours primary care provider is **St Helens Rota**.

Message Texting Service

You need to update your mobile telephone number for us to use the Message Texting Service.

Teaching

We currently take medical students, foundation doctors and doctors training for general practice.

Prescriptions

Repeat prescriptions can be ordered in writing or by completing the repeat prescription tear-



off slip with the drugs you require. Please give 48hrs notice for prescription requests. Housebound/elderly requests will be accepted over the telephone.

ELECTRONIC PRESCRIBING – 14th November 2013 the practice will go live with this service.

Repeat Dispensing

Repeat dispensing is available for prescriptions. This allows those on regular repeat prescriptions to be able to collect prescriptions direct from the chemist for a period of up to 6 month without the need to reorder from the surgery

Clinics

The following clinics are held weekly. Please ring for an appointment.



Respiratory Clinic (Asthma/COPD)

Diabetes

Antenatal/Postnatal

Travel Immunisation

Child Surveillance and Immunisation

Cardiac Clinic

Smears

Hypertension

Minor Surgery

is performed and will be arranged by individual appointments.

New Patients

If you would like to join the practice and you live within our practice boundaries please enquire at reception. The staff will give you a Registration Form to complete. All new patients will be offered a medical examination on joining the practice

Health Checks

We offer annual health checks to patients over the age of 75 years. Health Checks are also extended to any patient who has not been seen in the last three years. Our Practice Nurse is available to perform these checks by appointment.

Comments / Suggestions & Complaints

If you have any complaints, comments or suggestion to make about any aspects of our service please speak or write to Dr Dawn Heath.

Our Responsibility To You

You will greeted courteously and have a right to confidentiality. You will receive an appointment with a doctor within 48 hours. For routine appointments you can request a doctor of your choice. You have a right to see your medical records subject to the limitations of the law. You will be seen the same day if you have an urgent problem.

Your Responsibility To Us

Tell us of any change of name, address and telephone number so our records are accurate. Please treat all surgery staff with respect, we are doing our job. Violent behaviour will not be tolerated. If you cannot keep your appointment please let us know someone else may need it. Please use the tear off slip to request a repeat prescription

Zero Tolerance

The practice operates a policy of withholding treatment from violent and abusive patients. Any form of violent, aggressive or abusive behaviour towards any of our staff will not be tolerated. Individuals behaving violently towards staff will be reported to the police and removed from the practice list..

Accountable GP

All patients must be informed of their named accountable GP – this will be **Dr D Heath**

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