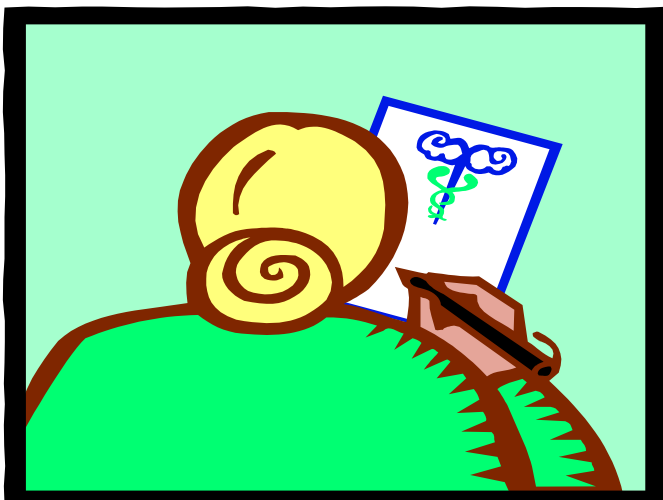


Practice Leaflet

Dr's Bird and Kassha Crosby and Bootle



133 Liverpool Road

Crosby

Liverpool

L23 5TE

Tel: 0151 931 3197

Fax: 0151 317 8528

41 - 43 Moss Lane

Bootle

Merseyside

L20 0EA

Tel: 0151 525 1179

Fax: 0151 317 8529

The Partners:

Dr Graham Bird BSc (Hons) MBChB DRCOG - Senior Partner (male)

Qualified in Liverpool in 1986 and joined the Practice in 1998. Dr Bird has special interests in Minor Surgery and Thoracic medicine.

Dr Kays Kassha. MRCGP DFSRH MBChB (male)

Qualified in Liverpool in 2012, he joined the Practice in 2013. Dr Kassha has special interests in Minor surgery, Paediatrics and Medical Education. He is a trainer for junior doctors.

Practice Manager

Maureen Guy, Lorraine Hogg

Practice Nurses

Lorraine McGlynn RGN
Rachel Boylan RGN

Health Care Assistant

Sarah Betts

Medical Secretary

Helen Magee

Reception/Administration

Carole Bligh
Linda Keoghan
Danielle White
Debra Bousfield
Linda Forsyth
Christopher Guy
Jodie Hodgkinson

Gill White
Georgia Bligh
Sarah Campbell
Ashleigh Warwick
Lorna Radford
Connor Hogg

Surgery Opening Times

Liverpool Rd

Moss Lane

	Liverpool Rd	Moss Lane
Monday	8am-6.30pm	8am-6.30pm
Tuesday	8am-6.30pm	8am-6.30pm
Wednesday	8am-1pm	8am-6.30pm
Thursday	8am-6.30pm	8am-1pm
Friday	8am-6.30pm	8am-6.30pm

We are closed Saturday and Sunday

Practice Boundary

The Practice boundary encompasses Crosby, Waterloo, Thornton, Bootle, and a small area of Walton. If you

Appointments

Consultations are made by appointment only. Appointments can be made by telephoning the surgery or in person at Reception. Patients can also book and cancel appointments with the Doctor over the internet (see the section on "Patient Access on" page 8).

The Practice is required to provide all patients with a named and accountable GP, who will have overall responsibility for the care and support that our surgery provides for them. This does not prevent patients from seeing any GP in the Practice. Patients may express a preference to see a particular doctor when making an appointment (including their named GP) but should be aware that this may have an impact on how long they have to wait for an appointment. Should the doctor of choice be unavailable, however, you will be offered an appointment with another doctor. If we have your mobile phone number on our system you will be sent an immediate text confirming your appointment and a further reminder text 48 hours before your appointment is due.

Should you be unable to keep an appointment, please contact the surgery to advise cancellation giving as much notice as possible, so that the appointment may be offered to another patient.

7 Day Extended Access Service

The 7 Day Extended Access Service provides additional GP Surgery appointments over and above those offered by a patient's own Practice. Anyone who is registered with a Sefton or Southport & Formby GP may book a routine appointment with a GP, Advanced Nurse Practitioner, Practice Nurse, Health Care Assistant or Physiotherapist. These appointments can be made by contacting Reception. Clinicians at the service, which will operate from Litherland Town Hall Centre, will be able to access your full medical record.

Emergency Appointments

If you need to be seen urgently and there are no appointments available we will do our best to fit you in on that day. However, you should be aware that we will not be able to give you an exact time and when you are seen will be dependant on the Practitioner being able to make time between patients who have booked appointments. You could find, therefore, that you may have to wait for some considerable time. As an alternative you may wish to attend one of the local Walk In Centres and our Reception staff will be happy to give you details of those Centres.

Double Appointments

We understand that you may occasionally need to see the Dr for longer than the standard 10 minutes and for this reason we have a limited availability for you to book a Double appointment. These appointments should only be requested when absolutely necessary but if required please mention this to our Receptionist when booking and we will do our best to accommodate you.

Doctors' Appointment Times

	Liverpool Rd	Moss Lane
Monday	9am-11am 4pm-5.30pm	9am-11am 4.30pm-6pm
Tuesday	9am-11am 4pm-6pm	9am-11am 4.30pm-6pm
Wednesday	9am-11am CLOSED	9am-11am 4pm-6pm
Thursday	9am-11am 4.30pm-6pm	9am-11am CLOSED
Friday	9am-11am 4pm-6pm	9am-11am 4pm-6pm

Nurses Clinics and Other Services

Nurses Clinics

	Liverpool Rd	Moss Lane
Monday	No clinic	8.00am-6.30pm
Tuesday	8.30am-6.30pm	8.00am-6.30pm
Wednesday	8.30am-1pm	10am-5.00pm
Thursday	10.00am-6.30pm	8.30am-1.00pm
Friday	8.30am-6.30pm	No clinic

The **Practice Nurses** specialise in chronic disease management and hold weekly Asthma, Diabetic and Well-person Clinics. Appointments can be made through Reception.

The Practice has its own **District Nursing Team** based at Park Street, which is principally available to give nursing care to patients in their own homes at the request of the Doctor. They can be contacted on 0151 247 6003.

Health Visitors are available for advice and guidance. They have specific expertise with problems relating to children, expectant mothers and the elderly. They can be contacted on

Tel: 0151 934 3084

The **Community Midwife** attends at the surgery on a Monday or Tuesday (fortnightly) when she conducts the antenatal clinic.

There is a **Phlebotomy** service available every morning. These appointments can be made through Reception. The Practice now provides clinics for the community in Phlebotomy, Oral Glucose Tolerance testing and ABPI (Ankle Brachial Pressure Index)

We have a team of fully trained personnel who are available to arrange appointments, deal with your queries and support your Doctor. Any information you give to any member of staff is treated in absolute confidence. Our **Practice Manager** can also help with administrative or non-medical aspects of your healthcare and treatment, or discuss with you any suggestions or complaints.

Results of Investigations

Please telephone between 12 and 2pm for results.

New Registrations

Anyone wishing to register with the Practice is invited to contact Reception during surgery hours.

A form of identification, preferably photo ID, will be requested before registering.

Medical Check-Ups are available for:

All new patients upon registration and patients over the age of 75 can be seen by a member of the Practice Team each year, either at home or in the surgery.

Non NHS Examinations for special purposes, e.g. elderly drivers, fitness to travel, etc are by appointment only and a fee will be payable.

Access For The Disabled

Both surgeries have access for the disabled.

Home Visits are reserved for those patients who are truly housebound or so incapacitated that they cannot be brought to surgery. Please telephone before 10am for a visit. In almost all cases, children can be brought to the surgery where we have the best conditions for examinations.

Telephone Advice. The most convenient time to consult the doctor by telephone for advice is between 11.30am-12 noon and 5pm-6pm on weekdays. The Practice offers telephone consultations instead of face to face if required. Please ask Reception for details.

Emergencies Outside Of Normal Hours. In an emergency you can call 999. Alternatively if you need urgent medical help but it's not a life-threatening situation you should use the NHS 111 service. (see page 9)

Repeat Prescriptions require 48 hours notice in writing please, either by using the reorder form provided with your last prescription or by letter. Please do not telephone with your request unless housebound as this blocks telephone lines.

Electronic Prescription Service (EPS) EPS is an NHS service that gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you collect your repeat prescriptions from your GP you will not have to visit the Practice to pick up a paper prescription. Instead they will be sent electronically to the pharmacy you choose. Please ask Reception for further details.

The Practice Website

We have our own website which you can view at www.misrabirdpractice.nhs.uk

On the site you will find information about the Practice including , details of the Doctors and staff along with opening times, our services etc.

Patient Access

What is Patient Access?

Patient Access provides services from the Practice to patients over the internet. Patients can use the service from a PC or any other device that they use to access the internet, for example a mobile phone.

What services can be accessed?

Once registered for Patient Access, patients will be able to;

- Book and cancel appointments with the Doctor
- Request prescriptions for repeat medication
- Notify the Practice of any changes of name and / or address etc.
- Look at a summary of your medical record.

How to register

If you would like to use the Patient Access service please ask any of our Reception staff who will update your records and provide a letter which will give you all the details you will need to create a Patient Access account at home via the appropriate website. Please remember you will need to let the Receptionist know your e-mail address and mobile number for our records.

Complaints Procedure

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints which meets national criteria. All complaints are thoroughly investigated.

The Practice endeavours at all times to provide a “quality service” and accepts that complaints often highlight potential areas for improvement and therefore are a valuable resource.

The Practice Manager can give you further information and our Practice Complaints Leaflet, giving details of the procedure, is available from Reception.

Our aim is to give you the highest possible standard of service and we will try to deal swiftly with any problems that may occur. However, you also have the right to approach other services (detailed in the “Other Information” section of this leaflet) if you feel you cannot raise your complaint against us or you are dissatisfied with the result of our investigation.

PLEASE HELP US TO HELP YOU

Patient's Comments

Suggestions for improvements and complaints are always welcomed and there is a Suggestion Box in the Reception area. We hope that you will never have a cause to complain, either with regard to your medical treatment or for any other reason.

The Practice reserves the right to remove violent or abusive patients from its List and will do so in writing in line with NHS and Sefton Primary Care Trust policy.

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will only be made with the written permission of the patient or their parent or guardian in the case of children under the age of 16. Access to information by the patient is dealt with under the Freedom Of Information Act.

We observe a non-smoking policy within the premises and follow a non-discriminatory policy with regards to patients and staff.

Cheshire & Merseyside Integrated Care Board

NHS Cheshire & Merseyside

No 1 Lakeside

920 Centre Park

Warrington

WAI IQY

Tel: 0151 317 8456

NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from land-lines and mobile phones.

NHS ENGLAND

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 2233 Monday—Friday 8am-6pm

e-mail: england.contactus@nhs.net

If your enquiry is relating to a complaint please quote

“fao complaints manager” in the subject line.

Litherland Town Hall Health Centre

Healthy living and Walk In treatment centre.

Open Monday - Friday 8am - 8pm and Saturday/Sunday 9am - 6pm

Patient Advocacy Service (PALS)

Patient Experience Team

NHS Cheshire & Merseyside

No 1 Lakeside

920 Centre Park Square

WAI IQY

enquiries@cheshireandmerseyside.nhs.uk

0800 132 996

Healthwatch Sefton

Suite 3b, North Wing

3rd Floor Burlington House

Crosby Road North

Waterloo

Liverpool, L22 0LG

Tel: 0800 2061304 or 0151 920 0726 (ext 240)

e-mail: enquiries@healthwatch.co.uk

Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank

London, SW1P 4QD

Tel: 0345 0154033

e-mail: phso.enquiries@ombudsman.org.uk

**Care Quality Commission (CQC)**

CQC is the independent regulator of health and adult social care in England.

Their purpose is to make sure health and social care services provide people with safe, effective, compassionate, high quality care and they encourage care services to improve

Their role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings to help people choose care.

Contact details; email enquiries@cqc.org.uk
03000616161

Website www.cqc.org.uk

Or write to CQC at Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

National Association For Patient Participation (N.A.P.P.)

N.A.P.P. Supports and promotes patient participation in primary care (see page 12 for details of the Patient Participation Group for our Practice).

Telephone 01932 242350
Email admin@napp.org.uk
Website www.napp.org.uk

**Your Information, Your Rights**

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR).

If you would like more information about your rights in respect of the above legislation you can ask our Reception staff for a copy of our Fair Processing policy.

If you would like more general information about your rights and responsibilities as a patient please ask Reception for a copy of the leaflet

“It’s Your Practice”

Access to your records

You are entitled to access your medical records and can do this on-line (via Patient Access) or you by completing a Subject Access request which you can get from Reception

The Accessible Information Standard (NHS England)

The Accessible Information Standard is an NHS England initiative that tells organisations how to ensure that disabled patients and their carers receive information in formats that they can understand as well as receiving appropriate support to help them communicate.

If you need assistance in this respect please speak to our Reception staff who will be happy to help.



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PATIENT PARTICIPATION GROUP (PPG)

Are you interested in finding out more about your
GP Practice?

Would you like to contribute your ideas on the
development of our services?

Our PPG consists of members of the Practice staff , including a GP, and a number of patients interested in how services are provided by the Practice and how they might be improved.

We meet every 3 months or you can participate on-line if you prefer, and we will be pleased to hear your views via e-mail.

Minutes of meetings will be published on our website

www.misrabirdpractice.nhs.uk

along with details of any plans/changes to services etc. that the PPG is considering.

If you are interested in joining the PPG please ask for a sign up leaflet from our Reception staff

