

St Georges Medical Centre Practice Leaflet



**Field Road
New Brighton
Wirral
CH45 5LN**

Dr Lesley Hodgson (MBChB, MRCGP)
Dr Paul Sedgwick (MBChB, MRCGP)
Dr Dip Halder (MBChB, MRCGP)
Dr Matthew James (MBChB, MRCGP)
Dr Osborne (MBChB, MRCGP, Dip DM)
Dr Rebecca Sinfield (MBChB, MRCPCH,
DFSRH, MRCGP)



Our doors are open between
8.00am-6.30pm Monday-Friday and
our telephone lines are reserved for
emergency calls between 8-8.30am,
12-1pm and 6-6.30pm Monday-Friday.

Welcome

This leaflet has been designed to keep
you and your family up-to-date with
information you require regarding the
practice. Please keep this leaflet in a
safe place for easy reference. All
information can be found at our website
as this information is subject to change.

Opening Times

Monday	8am – 7pm
Tuesday	8am – 7pm
Wednesday	8am – 7pm
Thursday	7.30am – 7pm
Friday	8am – 6.30pm

Extended Hours

Monday – Thursday	6.30pm – 7pm
Thursday	7.30am – 8am

These appointments are pre-bookable
for patients who have difficulty attending
during normal working hours.

Practice Staff

Dr Lesley Hodgson (f) Mon, Tue, Thu, Fri
MBChB, MRCP, Sheffield 1987

Dr Paul Sedgwick (m) Mon, Tue, Thu, Fri
MBChB, MRCP, Liverpool 1993

Dr Dip Halder (m) Mon, Tue, Wed, Fri
MBChB, MRCP, Liverpool 1995

Dr Matthew James (m) Mon, Wed, Thu
MBChB, MRCP, Leicester 1999

Dr Jennifer Osborne (f) Mon, Tue,
Wed, Thu MBChB, MRCP, Dip DM, Leeds
2004

Dr Rebecca Sinfield (f) Mon, Tue, Thu
MBChB, MRCPCH, DFSRH, MRCP,
Sheffield 1999

Nurses

Sister Sue McGuire (f) Specialist
Practitioner EN, RGN, AMC, Asthma/COPD
Dip, BSC Hons, Diabetic Dip.

Sister Deborah Bowers (f) RN,
Asthma Dip COPD Dip

Sister Louise Carragher (f) RN,
Asthma Dip COPD Dip

Sister Sharon Fadden (f) RN

Hannah McGowan (f) RN

Jo Trout (f) Health Care Assistant

Jill Doyle (f) Health Care Assistant

Practice Business Manager

Phil Eagle

Reception & Patient Liaison Manager

Susan Weare

Reception Deputy Manager

Sue Eccles

IT and Administrative Team Manager

Natasha Dixon

New Patients

We serve patients who reside in New Brighton, Wallasey, Liscard, Leasowe and Seacombe. We also have the ability to register patients outside of these boundaries under an Out of Area contract. To find out more information about this service, please speak to a member of our reception team

Named GP

All of our patients have been allocated a Named GP who is in charge of their overall care. Having a Named GP does not prevent you seeing another doctor in the Practice as your named GP will not be available at all times. For more information please contact a member of the reception team.

Appointments

All consultations are by appointment only; unless stated otherwise. Appointments can be made by telephone, at reception, or online via Patient Access. If you wish to consult with one particular doctor or nurse you may have to wait slightly longer for an appointment. Pre-bookable extended hour appointments are available Monday to Thursday. The receptionist may ask what the nature of your problem is so that they are able to signpost you to the correct healthcare professional to help ensure you receive the quickest and most effective care possible.

If you are unable to attend your appointment please let us know so that we can offer this to another patient.

Telephone Appointments

Telephone appointments can be pre-booked up to two weeks in advance by calling our 24hr automated booking line, **0151 630 2080**, and selecting '1' on your telephone keypad or by speaking to a receptionist either in person or over the telephone. Doctors are available for telephone appointments each day. These appointments- should be used for advice or minor complaints, which could be dealt with over the phone. If you are unsure if a telephone appointment- is appropriate please ask a member of our reception team.

Pre-Bookable, Routine appointments

These are for non-urgent matters and

can be pre-booked two to four weeks in advance, when available.

Book on the Day Appointments

A limited number of book on the day appointments are available by ringing **0151 630 2080** each morning from 8.30am. These are usually for more urgent matters that cannot wait until a routine appointment. We cannot guarantee that you will be able to see the doctor of your choice, although we will try to accommodate your request.

Emergency Duty

Doctor Appointments

Every day one of our doctors is the Duty Doctor and deals with all requests for emergency advice and treatment that day. Due to the nature of these appointments we cannot guarantee that you will be seen by your usual practitioner or at a specified time.

Home Visits

If you are housebound or too unwell to come to the surgery please call the surgery before 10:00am to arrange a home visit. A doctor may call you to discuss your problem. If the doctor decides that a visit is necessary this will usually occur after morning or evening surgery.

Practice Nurse, Healthcare Assistant and Pharmacist Appointments

Appointments with these practitioners can be booked up to four weeks in advance. To enable us to book you in

with the most appropriate healthcare professional the receptionist will ask you what type of appointment you require.

Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present i.e. trained member of staff. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

GP Registrar and Foundation Doctors

We are a teaching practice and may have GP Registrars and/or Foundation Doctors on placement with us as part of their training. These doctors are fully registered with the General Medical Council and will have a trained GP mentor based at the practice. These doctors generally hold surgeries, make home visits and take part in the emergency duty doctor rota.

Medical Students

We train medical students for the University of Liverpool. Placement at a GP surgery is a vital part of their training. The students may simply be observing our GPs or nurses. However,

they may ask to take a history and examine you before you see the doctor for your appointment.

If you would prefer the student to vacate the room during your consultation, please advise reception.

Results of Investigations

The results of hospital tests may be obtained by calling in or by telephoning after 10.00am. The doctor will advise you when it is appropriate to do this. If you have a query about a result please ring after 10.00am.

Children and Young People

- New baby checks are conducted along with post-natal review at 6 weeks.
- Health visitors run a drop in clinic on a Thursday afternoon between 2 – 4pm to provide advice and undergo health checks.
- Child immunisation clinics are generally held on Thursday mornings. Letters for these appointments are sent from an external child health computer system to notify parents and guardian when immunisations are due. If your child is not able to attend their appointment, please contact the Practice Nurse for advice.
- Child Health Reviews are available at eight months, two years and three-and-a-half years of age.

Health Promotion Clinics

Special clinics are held for the purpose of promoting better health and preventing illness. The majority of clinics are run by Practice Nurses. The following list is not exhaustive:

- Hypertension/Cardiac Disease
- Diabetic Clinic
- Chronic Kidney Disease
- Cervical Smear Clinic
- Asthma & Chronic Lung Disease Clinic
- Travel Clinic
- Phlebotomy
- Family Planning
- Dietetics: Dietary advice
- Smoking Cessation Clinic
- C.A.B
- Age Concern
- Minor Operations
- Joint Injections

Private Medical and Non– NHS Fees

Some services you may require are not covered by the National Health Service. These include certain certificates, examinations, and fitness to participate in sports, pre-employment examinations and HGV/PSV licences. A list of our fees is available in reception and can be found online.

Prescriptions

Prescriptions can be ordered online through Patient Access or by returning the tear-off slip on the right hand side of your prescription, either in person or by post to the surgery. Two working days are required to process your prescription Requests are not accepted over the telephone.

Repeat Prescriptions

Repeat prescriptions can be ordered online through Patient Facing Services, by fax or by returning the tear-off slip on the right hand side of your prescription, either in person or by post. We do not accept prescription requests over the telephone.

Two full working days are required to process your prescription. If you have not nominated a pharmacy to collect or receive your prescriptions electronically (see section below) and would like to collect your prescriptions direct from the surgery please do so after 2pm Monday to Friday. If a stamped address envelope is attached to your request we can send you your prescription in the post.

If you require any items that are not on your repeat prescriptions list but you may have had in the past, please be aware that your request may not be processed until you are reviewed by a GP, Nurse or Pharmacist. In these circumstances, we recommend that you contact the surgery to review the outcome of your non-repeat prescription

request before you plan to collect your prescription.

Electronic Prescription Service (EPS)

What does this mean for you? The Electronic Prescription Service (EPS) is an NHS service. If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. If you're interested in signing up to the service ask at reception or your chosen pharmacy.

Patient Participation Group

Would you like to have a say about the services provided at the practice?

We would like to hear your views. Please ask at reception for further information or email wiccg.stgeorgesppg@nhs.net.

Patient Rights and Responsibilities

When you join any GP surgery, there are certain services, referrals to other services and treatment you can expect as a right. You are entitled to receive health care on the basis of your clinical need rather than how much you can afford. The Patients Charter (copy available at reception or online) outlines these rights but please note that all patients have responsibilities as well as rights, towards the practice, towards other patients and towards our staff.

Text messaging Service

A text messaging service has been set up to avoid missed appointments. Please give your mobile number in at reception to begin using this service. More information can be found online.

Zero Tolerance Campaign

This practice supports the Government's Zero Tolerance Zone Campaign. GPs and their staff have the right to care for others without the fear of being attacked or abused. The Government asks that you treat your GP and practice staff properly, without violence and abuse. Violent patients will be reported to the police and removed from the practice list.

When we are closed

NHS 111 provides urgent medical care or advice when the surgery is closed Monday to Friday between 6.30pm and 8.00am, and on Saturdays, Sundays and Bank Holidays.

If you have an urgent health care problem or feel that the problem cannot safely wait until the surgery is next open you should contact NHS 111.

For Out of Hours Service please call 111

The local walk in centre can be found at:

Victoria Central Hospital
Mill Lane
Wallasey, CH44 5UF
Tel: **0151 604 7296**

Your information is Safe with Us

Our practice is registered under the Data Protection Act (1984) and we apply the rules of this Act to maintain confidentiality and integrity of all data within the practice. Under the terms of this Act, you are entitled to have access to your medical records. Please ask at reception for a leaflet explaining the procedure for this.

PMS (Personal Medical Services)

Dr Hodgson and Partners are contracted to provide personal medical services by NHS England.

NHS England - Cheshire and Merseyside Regatta Place,
Summers Road Brunswick Business Park Liverpool, Merseyside, L3 4BL
Tel: **0151 285 4777**
Email: **regatta.reception@liverpoolpct.nhs.uk**

Disabled Access

Our premises are suitable for disabled patients. All patient areas including the waiting room, consulting rooms and toilets are suitable for wheelchairs. We have double automatic entrance doors, designated disabled parking spaces and a lift to our first floor. All leaflets are available in large print and other formats; we also have a hearing loop located in reception. If access represents a problem for you, please let our

Reception team know who will do their best to help you.

Interpreter Services

If you require an interpreter please let a receptionist know when booking an appointment. We can organise a telephone translation service in advance to help you during your consultation with the Doctor or Nurse.

Complaints

If you are unhappy with any aspect of the service or medical care you have received, please address all complaints in writing to our Practice Business Manager, Phil Eagle who will discuss these with the practice's nominated Complaints Lead Dr Matthew James.

Alternatively you can contact Patient Advice & Liaison Service (PALS) for confidential advice and support on **0800 054 2137**