

Repeat Prescriptions

When requesting a repeat prescriptions please tick the items that you need and hand it in or post the list to the surgery. Only items on your list will be prescribed this way. If you require other items, you should make an appointment to see the doctor. Please allow the surgery two full working days to process prescription requests. We can send your prescription to you by post if a self-addressed envelope is included. We do not accept prescription requests over the telephone. Prescriptions are available for collection after 2.00pm each day during the week.

Please visit our web site and click the link to order prescriptions online.

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 Steering 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

Once you have booked an appointment, it is your responsibility to attend at that time. If you are unable to attend an appointment, please ring the Practice as soon as possible to rearrange or cancel. Please do not miss appointments.

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.

Out of Hours

Out of Hours Service provides urgent medical care or advice when the surgery is closed Mondays to Friday between 6.30pm and 8.00am, and on Saturdays, Sundays and Bank Holidays.

You should call the Out of Hours service when the Practice is closed if you have an urgent health care problem, or feel that the problem cannot safely wait until the next routine surgery.

For Out of Hours Service please call
111.

Please note that Out of Hours is not a drop-in service; you must phone first.

The local Walk in Centre can be found

at: Victoria Central Hospital
Mill Lane
Wallasey, CH44 5UF
Tel: **0151 6047296**

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.

Wirral Clinical Commissioning Group

St. Georges Medical Centre is contracted to provide personal medical services by:

Wirral Clinical Commissioning Group,
Old Market House,
Hamilton Square,
Birkenhead, CH41 5AL

Disabled Access

We have electronic doors, a looped system and lifts to our second floor. If you are concerned please contact the practice before your visit.

Complaints

If you are unhappy with any aspect of the medical care you have received, please address all complaints in writing to our Practice Business Manager Mr. P Eagle.

Alternatively you can contact Customer Solution Centre (Formally PALS) for confidential advice and support about any concerns you may have about the care we provide on **01244 650368**

St Georges Medical Centre Practice Leaflet



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

Field Road
New Brighton
Wirral
CH45 5LN

Opening Times

| | |
|-----------|--------------|
| Monday | 8am – 6.30pm |
| Tuesday | 8am – 6.30pm |
| Wednesday | 8am – 6.30pm |
| Thursday | 8am – 6.30pm |
| Friday | 8am – 6.30pm |


Our doors are open between 8.30am-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.

Extended Hours

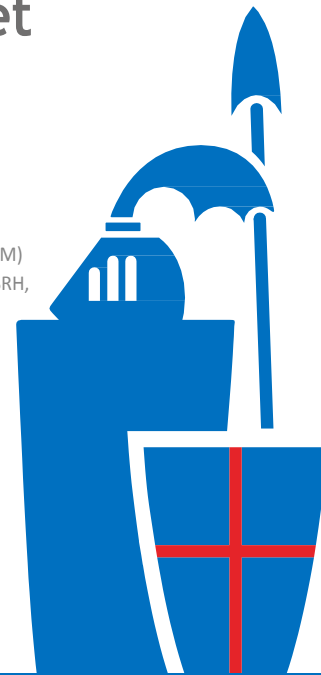
These appointments are pre-bookable for patients who have difficulty attending during normal working hours.

| | |
|-------------------|------------|
| Monday - Thursday | 6.30pm-7pm |
| Thursday | 7.30am-8am |

 **0151 6302080**

 **0151 6370370**

 stgeorgesmedicalcentre.com



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.

Practice Staff

GP/Doctors

Dr Lesley Hodgson (f)
MBChB, MRCP, Sheffield 1987
MBChB, Sheffield 1996
Dr Paul Sedgwick (m)
MBChB, MRCP, Liverpool 1993

Dr Dip Halder (m)
MBChB, MRCP, Liverpool 1995

Dr Matthew James (m)
MBChB, MRCP, Leicester 1999

Dr Jennifer Osborne (f)
MBChB, MRCP, Dip DM, Leeds 2004

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

Nurses

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

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

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

Sister Hannah McGowan (f) RN, Asthma Dip COPD Dip

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 Manager

Natasha Dixon

Normal Working Days

M, Tu, Th, F

M, Tu, Th, F

M, Tu, W, F

M, W, Th

M, Tu, W, Th

M, Tu, Th

GP Registrar (Trainee GP)

This doctor will have experience of working in a hospital and is attached to our practice before obtaining a practice of his/her own. Patients may occasionally be asked for their permission to video record the consultation for training purposes.

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.

New Patients

We serve patients who reside in New Brighton, Wallasey, Liscard, Leasowe and Seacombe. Please see our website for map of practice area. A registration form and online medical questionnaire is available on our website or at reception.

Appointments

All consultations are by appointment. You may request to be seen by a GP or nurse of your choice, for the purposes of continuing care, care of particular conditions, gender or ethnicity. If you wish to exercise this right, you may have to wait longer to see your preferred practitioner.

If you need to see a doctor urgently, you may be asked to see the next available doctor to make the delay as short as possible. It would be appreciated if patients could attend the surgery in the morning whenever possible. This would enable the afternoon and evening appointments to be made available to people at work or children at school.

Booking an Appointment

Appointments can be pre-booked up to two weeks in advance by calling our 24hr automated booking line, **0151 630 2080**, or by speaking to a receptionist either in person or over the telephone.

Telephone Appointments

The 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 staff.

Home Visits

If you are in need of a doctor and are too ill to travel to The Practice, please make your request before 10.00am. We ask for your cooperation in ensuring that any visits requested after this time are urgent cases only. It may not always be possible for your own doctor to call and we will not normally be able to say precisely what time the doctor will visit.

Results of Investigations

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

Children and Young People

- New baby checks are conducted along with post-natal review at 6 weeks. Your health visitors run a drop in clinic on a Thursday afternoon between 2–4pm to provide advice and undergo health checks.
- An immunisation clinic is held on Thursday afternoons between 2.00pm and 4.00pm. Appointments are made through a district computer system, which notifies parents through the post and by telephone when immunisations are due. If your child misses 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
- Counselling Service
- Ophthalmology
- Family Planning
- Dietetics: Dietary advice
- Smoking Cessation Clinic*
- Alcohol Clinic
- C.A.B
- Age Concern
- Health Trainers
- Drug Dependency Clinic
- Minor Operations
- Joint Injections

*Clinics are based at Field Road Surgery (opposite)

