

# **Practice Information Leaflet**

## **The Marshside Surgery**

117 Fylde Road  
Southport  
PR9 9XP

**Tel: 01704 505555**

Accessibility: Wheelchair access, patient services ground floor, hearing loop device and disabled parking.

**Dr Robert Caudwell - MBChB, DRCOG  
Qualified in 2000 – General Practitioner**

**Dr Emma Bouskill – MBChB, MRCP, MRCGP  
Qualified in 2000 – General Practitioner**

**Dr Catherine Lloyd MB BS  
Qualified in 1990 – General Practitioner**

**Corrine Lang RGN – Advanced Nurse Practitioner**

**Our Primary Health Care Team Consists of: -**

Isobel Howard (RGN) – Practice Nurse

Helen Gillon (NVQ-L3) – Healthcare Assistant

Nicole Marshall (Dip.PCM) – Practice Manager

Daniel Gallagher – Deputy Practice Manager

Katie Caudwell LLB (Hons) – Patient Liaison

Manager

**If you require this information in a different format, please contact reception.**

## **RECEPTIONISTS**

Fully trained personnel who are available to arrange appointments, deal with enquires and support your doctor. Any information you give them is treated in absolute confidence. Reception staff will ask for a reason for your appointment booking, this is to ensure that you are seen by the right healthcare professional at the right time.

## **OPENING HOURS**

The practice is open 8am – 6.30pm Monday to Friday.

## **DOCTORS SURGERY TIMES ARE:-**

Monday	9am-12.30pm	2pm-5.30pm
Tuesday	9am-12.30pm	2pm-5.30pm
Wednesday	9am-12.30pm	2pm-5.30pm
Thursday	9am-12.30pm	2pm-5.30pm
Friday	9am-12.30pm	2pm-5.30pm

General Practice appointments are available to book after 5.30pm – 9pm weekdays, Saturday 9am-5pm and Sunday 9am – 1pm at the 7 Day GP Service at The Family Surgery, Liverpool Road Birkdale. A receptionist at the surgery can book an appointment for you at the service if you would prefer to access GP services during these times.

## **OUT OF HOURS**

A doctor is always on call, should you require a doctor when the surgery is closed, please telephone the surgery on 01704 505555. You will hear a recorded message that will direct you to the out of hours GP service.

Alternatively, you can call NHS 111 for advice.

## **NURSE SERVICES**

Chronic Disease Management (CHD, Diabetic, Stroke, Asthma and COPD)

Blood Pressure advice & monitoring

B12 Injections – a prescription will be given and the B12 will be administered at a community clinic.

Childhood Immunisations

NHS Health Checks

New Patient Health check

Contraception Injections (Depo provera)

Cholesterol Monitoring

Immunisations

Travel Vaccinations (See Separate leaflet)

Cervical Screening

Weight monitoring

## **PRACTICE SERVICES**

A **midwife** is available at the practice on **Wednesday afternoons**.

## **HOME VISITS**

Home visits are reserved for patients who are truly housebound or incapacitated and cannot be brought to the surgery. Visits should be telephoned through to the surgery before 10am. In almost all cases children can be brought to the surgery where we have the best conditions for examination. This is safer for your child as urgent problems can be referred to the hospital quickly.

Some visits may not be made until the afternoon so please tell the receptionist if you think the visit cannot wait.

Unfortunately, the cost of travel cannot be a consideration in requests for house calls. Please ensure you have a system so that you can access transport by family, friends or taxi in emergency.

## **TELEPHONE APPOINTMENTS**

The doctors and practice nurse are happy to give telephone advice where appropriate. Some appointments such as an appointment to discuss test results are appropriate for a telephone consultation. Please give your details to the receptionist who will be happy to arrange this for you.

## **APPOINTMENTS**

We continue to look at ways of improving telephone access for urgent same day appointments. In common with many other practices, difficulty getting through on the telephone in the mornings is a problem which comes up repeatedly. To enable the receptionist to concentrate on answering the telephone during these busy periods and to ensure equal access, **patients are not able to make appointments in person at the desk between 8.10am and 9.30am.**

We offer 2 types of appointments to our patients:-

- 1) **Pre-bookable appointments** which can be booked up to 4 weeks in advance and are for routine follow ups, blood pressure checks, contraception and any other non-urgent medical problem.
- 2) **On the day appointments** booked by ringing at **8.10am** for the same day which are for urgent medical appointments only. **Routine consultations SHOULD NOT be booked in this way.**

It is the patient's responsibility to keep their appointment and if for any reason they are unable to do so, to let the reception staff know as soon as possible to enable the appointment to be taken by another patient. In the event a patient fails to keep their appointment without cancellation on 3 consecutive occasions, then that patient must speak to the doctor before being able to make any further appointments.

## **REPEAT PRESCRIPTIONS- Requests will take 72 hours**

The most efficient and safest way of ordering a repeat prescriptions is via online services, such as the NHS App. You can also order by visiting the surgery, or by posting your request to us. **WE ARE UNABLE TO TAKE REPEAT PRESCRIPTIONS OVER THE TELEPHONE.** If ordering by visiting the surgery or by post, we would ask that you use the tear off slip attached to your prescription when re-ordering medication so this will provide accurate information for the surgery. For other repeat medications, please ensure that you give details of the drug, dosage and strength so as to avoid confusion.

Almost all prescriptions are now sent electronically to the chemist, if you have difficulty attending the chemist to collect your repeat prescription, then most of the local chemists provide a collect and delivery service. You should contact one of them to arrange this for you.

## **EMERGENCY CONTRACEPTION**

Patients who require emergency contraception can obtain this free of charge from the chemist where a pharmacist is present.

## **ACCIDENT AND EMERGENCIES**

In an emergency an ambulance can be summoned by dialling 999.

**Adult accident and emergencies** are seen at Southport A&E Department at Southport District General Hospital, Town Lane, Kew, 01704 547471.

**Children involved in an accident or who require emergency treatment** are seen at Ormskirk Children's A&E Department, Ormskirk District General Hospital, Wigan Road, Ormskirk, 01695 577111.

## **ZERO TOLERANCE OF VIOLENCE AND AGGRESSION**

The surgery operates a policy of zero tolerance of violence and aggression. This means that any patient who is aggressive or violent towards staff in this surgery will lose the right to be registered with a GP of their choice. The incident will be reported to the police and the patient (and possibly members of their family) will immediately be transferred to a designated practice for a period of at least 12 months.

## **CONFIDENTIALITY**

All our patients' records and details are treated in the strictest of confidence and the practice takes responsibility for those records. Please be assured that only healthcare professionals have access to these records. No other persons, unless instructed by the patient, will have sight of these records.

We observe a no-smoking policy within the premises, and we follow a non-discriminatory policy with regard to patients and staff. The surgery complies with the Data Protection Act; full details can be requested by writing to the practice manager.

## **COMPLAINTS**

We hope you never have cause to complain, either regarding your treatment or for any other reason. However, if such an occasion arises, we would hope that an informal discussion with the practice manager or deputy practice manager would enable any situation to be resolved. We do have a complaints procedure in common with all primary health care teams and a **leaflet explaining this procedure is available in reception.**

## **PRACTICE BOUNDARY**

Our practice area covers Crossens, Marshside and Churchtown as far as Park Road West.

## **DISABLED ACCESS**

The surgery has disabled access and facilities for its patients. Should patients require an interpreter then this can be organised by prior arrangement or by telephone on the same day. Animals are not permitted on the premises other than those accompanying our patients who are blind, or who have dogs to assist them with hearing impairment.

## **DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL OR DISABLED?**

If you are a carer, please notify us at reception we can also refer you for further support and assessment.

## **PERSONS WISHING TO JOIN THE PRACTICE**

All persons making an application to join the practice must do so by requesting an application form from our reception staff. Please check with our reception staff to ensure you live within the catchment area. Upon full completion the form should be returned to reception with proof of address and ID. A new patient health check appointment will be made with the practice nurse.

From the 1<sup>st</sup> April 2004 all patients will be registered with the practice and not with a specific doctor, patients may express a preference to see a particular healthcare professional when making appointments. In the event that the healthcare professional of your choice is unavailable, then we will offer you an appointment with another appropriate healthcare professional. If a patient insists on seeing a specific healthcare professional, then this may result in waiting longer for an available appointment.