

## Welcome To Our Practice

**Minor Cuts and Grazes:** Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.

**Diarrhoea:** In adults diarrhoea is usually caused by a virus infection and is therefore unable to be treated directly. The symptoms can usually be relieved by taking only clear fluids for 24 hours. Holiday diarrhoea is often due to a bacteria. Again the treatment is as above. In both cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first 6 months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding clear fluids or rehydrating mixtures (Dioralyte). If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

**Gastroenteritis:** Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice, or thin soup should be taken to counter the effects of de-hydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, 6 hours.

For further information about the practice or services we offer please visit our website or speak to a member of the practice team.

For the latest information visit [www.moretonmcwirral.nhs.uk](http://www.moretonmcwirral.nhs.uk)

### Statement Of Purpose

We are a group of individuals with different skills and knowledge working as a team towards the achievement of our joint objective. To promote and maintain the best possible physical, psychological and social health of Individuals, the community and ourselves within the resources available.

### Surgery Opening Hours

**Monday, Wednesday, Friday 8.00am – 6.30pm**

**Tuesday & Thursday 8am - 7.30pm**

*Late evening appointments are available with both doctors and nurses and are pre-bookable in advance.*

### The Team

#### General Practitioners

<b>Dr Albert Pereira</b>	MB Ch B MRCGP DRCOG FPA Liverpool 1991
<b>Dr Barkha Randev</b>	MB Ch B DFFP DRCOG LoCIUT Liverpool 1998
<b>Dr Diane Atherton</b>	MB Ch B Liverpool 1999
<b>Dr Amrit Mahai</b>	MB Ch B MRCGP DFFP DRCOG Southampton

#### Nursing Team

Sister Trish Byrne	RGN
Sister Glenys Perry	RGN
Danielle Fahy	RGN
Carol Morgan	Trainee Assistant Practitioner

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## **PRACTICE STAFF**

### **Practice Manager**

Mrs Michelle Barr is our Practice Manager and is responsible for the overall running of the practice. She is always happy to assist you with any non-medical aspects of your treatment or health and to discuss any suggestions which may help us to improve the service we offer.

### **Reception staff**

Our team of five reception staff, led by reception manager Carole Ward, is here to assist you in making routine and emergency appointments to see your doctor, organise repeat prescriptions and to answer your various requests and queries. When you telephone they may need to ask you for further details to enable us to assist you as quickly as possible.

***Please remember that they are not simply being nosy! They are bound by the same strict rules of confidentiality as the doctors and nurses.***

## **ATTACHED STAFF**

### **Community Nursing Team**

We have a community nursing team attached to the practice. Their duties include visiting patients in their own homes, providing practical assistance and professional advice.

### **Health Visitors**

Our team of health visitors is available to provide advice on all aspects of health care for all ages. The health visitors can always be contacted via the practice.

### **Community Midwives**

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## **SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS**

***Many common aches and pains can be simply treated at home without the need to consult a doctor.***

**Back Pain:** Back pain causes 13 million working days to be lost in Britain each year. The spine, being made up of 24 fragile bones and associated cartilage and tendons, supports the whole weight of the upper body and, therefore, it is understandable that it sometimes goes wrong. Because of the complex nature of the spine, it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take Paracetamol which will relieve the pain.

**Burns:** Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult your doctor as soon as possible.

**Colds:** Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take Paracetamol. Do not bother to take any antibiotics you may have in the house - these will have no effect!

**Chickenpox:** On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 days further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2 or 3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last 'crusts' have dropped off

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## FLU VACCINATION

An annual flu vaccination is available for all patients in any of the 'at risk' groups and for all patients aged 65 or over.

Please contact the reception staff for more details or visit our website.

## INTERPRETER SERVICE

We are able to offer a language interpreter if English is not your chosen language. The services of an interpreter from the Royal National Institute for the Deaf are also available. Please enquire at reception.

## DISABLED ACCESS

All patient services are located on the ground floor. The entrance doors are automatic to allow easy access into the building. There are specially designed toilet facilities on the ground floor.

Reception staff are trained in evacuation procedures to assist the egress of disabled patients in the event of an emergency.

## ZERO TOLERANCE POLICY

The practice operates a 'Zero tolerance' policy to aggressive and abusive behaviour. This includes any personal, abusive and aggressive gestures. Any incident of verbal abuse, whether in person or over the telephone, is reported immediately to the practice manager and the partners. Incidents are discussed by the partners, who will agree a course of action. This may result in the offending patient's removal from the practice list.

## APPOINTMENTS

Appointments may be made by:-

- Telephoning 0151 677 2327 during opening hours.
- Use our automated telephone booking system 24/7 for routine doctors appointments.
- On-line appointment booking
- Call in to the practice during surgery opening hours.

The appointment system operates for your convenience and also to aid the doctor. A separate appointment should be made for each patient.

**URGENT Appointments:** Any patient requesting an '**on the day urgent**' appointment will receive a telephone triage by the duty doctor. This means that your request will be passed to the duty doctor who will telephone you to discuss your concerns, assess your request and arrange an appointment if necessary. This process ensures that those people who genuinely need to see a doctor on the day are able to do so

Routine appointments are 10 minutes long and the doctors and nurses will try to keep to time as far as possible, however there are occasions when appointments can run over time so please be patient. To keep surgery times running as smoothly as possible please remember the following :-

1. Please arrive on time for your appointment
2. Please let us know if you cannot keep your appointment
3. Please do not bring other family members or friends to be seen in your slot.
4. Please do not save up six problems for one appointment.  
*If you feel you need a longer appointment please speak to a member of the reception team*

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## HOME VISITS

Home visits are available for patients who are housebound or too ill to attend the surgery. A doctor can see four to six patients in the surgery in the time it takes to do one home visit.

Requests for home visits should be made before 10.30am. The decision as to whether a visit is necessary is made only by the doctor who may telephone you to discuss your symptoms before deciding if a visit is necessary. Please be aware that it is not possible to request a visit from a particular doctor

## REPEAT PRESCRIPTIONS

Two working days must be allowed for all repeat prescription requests. For your convenience you can order your repeat by using one of the following methods.

1. Use the repeat slip attached to the right hand side of your prescription and hand in to the practice.
2. Via our website [www.moretonmcwirral.nhs.uk](http://www.moretonmcwirral.nhs.uk)
3. Via email [WICCG.MoretonMC@nhs.net](mailto:WICCG.MoretonMC@nhs.net)
4. Via EPS (electronic prescribing system) please ask your pharmacist or a member of the practice team for further information.

## CONFIDENTIALITY/ACCESS TO INFORMATION

Doctors, nurses and other health professionals need access to your records. Patient confidentiality underpins the structure of the NHS and is a priority. Dedicated teams of professionals make up the NHS and we will normally share your information only with others directly involved in your medical care. We aim to keep your health record confidential and we will continue to improve this. We hope you feel confident that your information is safe.

For further information on your personal medical information, please visit [www.wirralhealth.org.uk/privacy](http://www.wirralhealth.org.uk/privacy)

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## OTHER SERVICES

### CERVICAL SMEAR TESTS

This very important screening test is carried out by the practice nurses and only takes a few minutes. All ladies between the ages of 25 and 64 years of age are advised to have regular tests. This simple test can help in the early detection and treatment of disease.

### FAMILY PLANNING AND REPRODUCTIVE HEALTH CARE SERVICES

This service is not just about contraception but is about how people look after themselves during their reproductive years, including pre-conception and during and after the menopause. A full range of services is provided including advice regarding modern family planning techniques.

### COUNSELLING

Appointments are made by referral from your doctor.

### IMMUNISATION

If you have any worries or queries about children's vaccinations, please feel free to discuss them with your doctor, practice nurse or health visitor. We strongly recommend that all babies and children are fully immunised. Doctors and nurses have been fully trained in immunisation procedures.

### TRAVEL IMMUNISATION/VACCINATION

Please ask at reception for a travel vaccination form which must be completed and handed in at least eight weeks in advance of your holiday. This information will be passed to one of our practice nurses to process, you will then be contacted to arrange a suitable appointment. A charge may be made for certain immunisations which are not covered by the NHS. Please ask at reception for details.

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## PATIENTS RIGHTS & RESPONSIBILITIES

- Patients will be treated with courtesy & respect by all members of staff
- Patients medical conditions will be managed according to the highest standards as defined by the profession
- Patients will receive appropriate information about their condition & treatment
- NHS treatment should be readily available locally where this is feasible
- Patients with problems which are considered urgent will be seen the same day
- Patients will be able to see or speak to a doctor or other healthcare professional within 48 hours
- Patients should attend for their appointments at the arranged time. If this is not possible the surgery should be informed.
- Patients should understand that a separate appointment is needed for each person.
- Requests for help and advice for non urgent matters should be made during surgery hours only
- We would request that patients treat the staff and doctors with courtesy and respect. Please bear in mind that the reception staff have a very difficult job to do and they have may have to ask questions in order to direct you to the appropriate service

## COMPUTERS

We are a computerised practice. Patients should be aware that all practice staff use the computer system to prepare prescriptions, arrange appointments and help with queries. All members of staff are required to treat information in the strictest confidence. Extra security is possible for information of a very sensitive nature. Please be reassured that practice staff have all received training in their responsibilities under the Data Protection Act 1998 and Caldicott Protecting Privacy.

Moreton Medical Centre is registered under the Data Protection Act & Freedom of Information publication scheme.

For the latest information visit [www.moretonmcwirral.nhs.uk](http://www.moretonmcwirral.nhs.uk)

## EMERGENCIES OUTSIDE SURGERY HOURS

### GETTING THE RIGHT TREATMENT

**The GP Out of Hours Service**, based at Arrowe Park Hospital, provides urgent medical care or advice when the surgery is closed: **Monday to Friday 6.30pm – 8am , Saturday, Sunday & Bank Holidays.**

If you have an **URGENT** health care problem when the surgery is closed, which you feel cannot safely wait until the next routine surgery, telephone NHS Out of Hours on **111**.

***Please remember that GP Out of Hours is not a drop in service you must telephone first.***

### NHS Walk-in Centres

These centres offer fast & convenient access to local NHS advice, information & treatment. You do not need to make an appointment & they are open 7 days a week. They do not replace your local GP or hospital services but compliment existing services. Local centres can be found at Arrowe Park Hospital & Mill Lane, Wallasey.

### Minor Illness Centres

Clinics are based at Chadwick Street Moreton, The Birkenhead Medical Building, Laird Street, Birkenhead and Parkfield Medical centre, Sefton Road, New Ferry.

Chadwick Street is open 10am to 7pm Monday & Tuesday, 10am to 8pm Wednesday & Thursday and 10am to 6pm Friday.  
Birkenhead Medical Building & Sefton Road run from 10am until 8pm (Monday - Thursday) and 10am 6:30pm (Friday) Birkenhead Medical Building is also open Saturday and Sunday 10am until 5pm.

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## GENERAL INFORMATION

### TELEPHONE ENQUIRIES

General enquiries can be made by telephoning **677 2327** or by calling at the practice. For routine calls to the surgery please telephone **after 2.00pm**, if possible, as the reception staff are very busy before this time dealing with patients requesting appointments and home visits.

### LABORATORY TESTS AND RESULTS - TELEPHONE 677 2327

All specimens for processing at the hospital laboratory are collected daily (excluding weekends) from the practice. Please ensure that specimens for testing are handed into reception before 11am and that the container is clearly marked with the patient's name address and date of birth.

Please allow 7 days before telephoning for test results as they do take time to be processed and viewed by a doctor. When ringing for results please telephone **after 2.00pm**

Enquiries about tests ordered by the hospital should be directed to the hospital and not the practice. In order to maintain confidentiality test results will only be given to the patient or to parents/guardians of minors if appropriate.

### FEES

Some services provided by your doctor are not covered by the NHS and you will be asked to pay a fee.

- Eg Insurance claims
- Private medicals
- Pre-employment medicals
- Private certificates
- Fitness to drive medicals

Ask at reception for details of fees. If you have any queries please see the Reception Manager.

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## TEACHING

Moreton Medical Centre is a teaching centre for all aspects of medical education and has close ties with the Medical School of Liverpool University. Fully qualified doctors with extra hospital training spend time at this surgery to gain experience in general practice. They are at all times under the supervision of the partners.

Because we are a teaching practice, you may be asked if you would mind your consultation being recorded on video. This recording will be used to teach the doctors involved and will be destroyed after use. This will be fully explained at the time, but if you have any objections please say so at reception. We are most grateful to all our patients for their help in our training programme, remember efficient training means efficient doctors of the future.

## REGISTERING WITH THE PRACTICE

All new patients are registered with Moreton Medical Centre rather than with an individual doctor, although a preference can always be stated which will be kept on record. We cannot guarantee that you will always be able to see the doctor of your choice if you need to be seen urgently.

New patients will be asked to complete a questionnaire of their past and future needs, and to book an appointment for a new patient health check with one of our nursing team.

## SUGGESTIONS/COMPLAINTS

We will be pleased to listen to any suggestions or concerns you may have about the care we offer. We want to improve services, and we will therefore welcome any comments you may have. Such comments should be made to practice manager or reception manager. Special forms are available from staff if you have a complaint which you want to bring to the attention of the practice. Your complaint will be dealt with promptly.

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