

### Teaching practice

The practice is a teaching practice and occasionally trainee GPs, medical students and nurses may, as part of their training, be required to sit in with their trainer GP or undertake consultations with patients. A qualified clinician will always review any consultations undertaken.

You will always be asked if you consent to another person being present prior to your consultation. If you do not consent, they will not sit in on your consultation.

### How to register at the practice

The quickest and easiest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website to receive full services. If you are unable to use the website, please contact the practice for information about how to register. If you live outside of the area, please see the NHS website regarding information about registering with a GP of your area.

### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP. We triage all our patients however and try to ensure continuity of care.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

### Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. Please discuss with a member of our administrative staff
- **Minor surgery** – We provide regular joint injection clinics and minor surgery. Your GP will advise on options for minor surgery.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken weekly by the nursing , GP team and primary care network,
- **Womens health clinics** – GP led clinic advising on all aspects of womens health and providing services such as pessary fitting, contraception and menopause alongside the primary care network.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease. You will be recalled every year or 6months for your routine checks. It is important we have your up to date contact details.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

### Opening hours

Mon–Friday	8:00 am	6:30 pm
Saturday	closed	closed
Sunday	closed	closed

### CLPCN – London Road

Mon–Friday	8:30 am	6:30 pm
Saturday	9 am	17:00 pm
Sunday	closed	closed

### Improved access/Extended hours

Specific appointments are available at our practice and within the Central Liverpool Primary care network between 7am - 8am, 18:30 - 20:00 Monday- Friday and Saturday 09:00 -17:00

### Are you using the right service?

<p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
<p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p>  <p>Emergencies only</p> <p>Severe bleeding</p> <p>Choking</p> <p>Breathing difficulties</p> <p>Chest pain</p> <p>Stroke</p>

## Patient Information Leaflet



The Elms Medical Centre is a partnership providing NHS Services under an NHS England General Medical Services Contract.

3 The Elms  
Liverpool  
L8 3SS

Telephone No. 0151 727 5555  
Email address: [GP.N82070@nhs.net](mailto:GP.N82070@nhs.net)  
Website:  
[www.theelmsmedicalcentre.nhs.uk](http://www.theelmsmedicalcentre.nhs.uk)

### GP services are provided to the following areas:



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

## The practice team

This practice operates under a GMS partnership agreement and provide services on behalf of the NHS.

### Partners

Dr Amy Payne MB ChB (Hons) MRCGP

Dr Ella Jefferies MBBS MRCGP

Mrs Fiona Barrett BSc (Hons)

### Salaried Partners

Dr Chris Peterson MB ChB MRCGP

Dr Ben Harrison MB ChB MRCGP

### Salaried GPs

Dr D O'Brien MB ChB DOBST MSc FRCGP

Dr P Jackson MB ChB MRCGP

Dr R Dunphy MB ChB MRCGP

Dr E James MB ChB BMedSci (Hons) MRCGP

Dr T Abdelhamid MB ChB MRCGP

Dr C Henderson MB ChB MRCGP

Dr A Hart MB ChB MRCGP

Dr S Kendall MB ChB MRCGP

### Practice Nurses & Health Care Assistants

Mrs M Brophy-Molyneux (PN)

Miss A Dwyer (PN)

Miss C Rowbotham (PN)

Miss T Ellwell (NP)

Miss T Chor (HCA)

Miss C Pinnington (HCA)

### Business manager

Fiona Barrett BSc Hons

### Operations Manager

Mr L Hancox

## Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at [www.theelmsmedicalcentre.nhs.uk](http://www.theelmsmedicalcentre.nhs.uk). This includes requesting appointments, changing your details, requesting fit notes, requesting repeat prescriptions. Should you be unable to access the website, please ring 0151 727 5555 and a member of our team will be able to assist you. Please use our call back function to automatically hold your place in the queue.

The NHS app is the quickest and best way to order your prescriptions.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online our website.

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

## NHS England Contact

The Elms Medical Centre provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at reception entrance
- Online – Please log in to your NHS app to request your prescription
- Via our website – submit a health form to request a repeat prescription from the digital front door.
- Please ensure you complete a medication review form online and submit via the digital front door on our website to avoid delays.

**Please allow 3-5 days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

## Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, email, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

### Home visits

Home visits are at the discretion of the GPs and are only for those patients who are housebound, have significant long term or an acute health issue preventing attendance at the surgery. Should you think you require a home visit, please use call the surgery before 10:30am and request a call-back. You will be automatically called as soon as a member of the team becomes available. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)