

Surgery opening hours	
Monday	8.00 am to 8.00 pm (by appointment only after 6.30pm)
Tuesday	7.00 am to 6.30 pm (by appointment only before 8.00am)
Wednesday	8.00 am to 6.30 pm
Thursday	8.00 am to 6.30 pm
Friday	8.00 am to 6.30 pm
Sat/Sun	Closed

Telephone lines open 8.00am to 6.30 pm daily (Monday to Friday)

History of the Elms Medical Centre

The Park Road Group Practice has developed out of a longstanding practice originally based at **363 Park Road** and dating well back to the beginning of the NHS, with past principals including **Dr Bolger** and **Dr Hughes**.

Dr Godfrey Yates then took over the practice in partnership with his wife, **Muriel**. **Dr Len Ratoff** soon joined them and together they created a forward thinking group involved in GP education and founded on the first multidisciplinary teams.

In 1985 both **Drs Yates** were approaching retirement and they recruited Dr John Hussey and later Dr Denis O'Brien to replace them. By the time **Dr Ratoff** retired in 1990 the practice had taken over the lists of 2 local single-handed doctors (**Drs Canter and Macken**) and had outgrown the Park Road premises.

The Elms Medical Centre was conceived and opened in 1989. Since then the partnership has grown and diversified to respond to the changing face and requirements of modern general practice. Partners have come and gone, most notably **Dr Hussey** retiring from the Partnership in late 2018.

Partners – Our Partners are **Dr Davenport** and **Dr Payne**. GP training has remained a major focus of the practice, currently hosting up to 3 GP Registrars at any one time. Many past “trainees” (Registrars) remain in Liverpool working as Principals in other local practices.

Changes to primary care structure and funding have also allowed for the influx of Associate GPs. Current Associates are **Drs Peterson, O'Brien, Harrison, Jeffries, Lewis, Jackson, Dunphy and Duffield**.

The multidisciplinary team approach to providing primary care continues to be the ethos of the practice, which works closely with the CCG to provide all aspects of services appropriate to the modern requirements. Every member of the team has a vital role to play and we are very lucky to have been blessed with excellent nursing, managerial and administrative staff through the years. Several nursing and managerial staff have gone on to hold important positions within Liverpool's Health economy. We have recently joined the Liverpool Central Primary Care Network along with local practices Dingle Park, Abercromby, Edge Hill St James and Brownlow Group.

At the heart of all of this change is of course the patient. **Drs Yates & Ratoff** set the scene for modernising the practice to accommodate the needs of our patient population and we hope that the successive changes through the current generation continue to deliver that aim.

How We Work

Appointment booking system:

The surgery offers a Triage system on all GP/ANP appointments, if you need to see a GP/ANP you will be asked to leave a contact number and brief description of your problem and a GP/ANP will call you back within a specified time and “triage” your problem. You may not have to attend the surgery dependant on your problem you may just need advice or be asked to come and collect a prescription. The GP will make this decision based on their discussion with you.

The Elms is a group practice, which means you can consult with the doctor or advanced nurse practitioner of your choice, we do however prefer patients to see the same doctor whenever possible to ensure continuity of care. If one of the doctors is unavailable, maybe due to holidays or meetings the other doctors at the practice will normally cover for them.

From time to time a Registrar GP may see you. He/she will be a fully trained doctor who has chosen General Practice as their career. They seek to gain valuable experience from being based at The Elms, you may be asked to consent to a registrar videoing your consultation; this is for training purpose and will be viewed by the registrar and their trainer. Videoing will be applicable to verbal consultations only. Likewise you may also be asked to allow a medical student to sit in during your consultation with a GP or undertake your consultation, you are under no obligation to agree, but the experience will be of great value to the student. We also have a number of students on placement within the practice at any one time. These could be medical study students or practice nurse students.

Healthcare services provided:

- Chronic Disease monitoring & management (Asthma/Diabetes/Hypertension/COPD/CHD)
- General Lifestyle advice) (smoking/diet/exercise)
- Family Planning/Smear clinic, (IUD fitting & removal/contraceptives).
- Pre pregnancy advice/ante/post natal clinic
- Well baby/child health /childhood immunisation programme
- Referral to outside agencies (counselling)
- Choose and Book (a choice of hospitals for out patient appointments)
- Interpreter booking/Language Line for non-English speaking patients
- Selected Minor surgery (e.g. small skin tag removal/joint injections)
- In-house services (ABPI, H-Pylori testing via internal referral)

CLPCN

We are now a part of the Central Liverpool Primary Care Network. This is a group of GP practices that work together to tackle health inequalities as well as providing off site clinics for various appointments. We are lucky enough to have a team provided from the network to assist us with our work here at The Elms. They are;

- Pharmacists- We have 4 pharmacists that are available to speak to patients to review their medications.
- First Contact Physio Therapist (FCP) - We have 3 FCPs spread across 9 sites. Patients may be seen at a practice that they are not registered at. You may be booked in with one of our FCPs as an alternative to seeing a GP.
- Care Coordinators- We have 2 Care Coordinators assigned to The Elms. Part of there is to ensure the continuity of care for our patients.

Test results - as a general rule:

- Most bloods test results are available within a week,
- X-Ray results are usually reported on within a week.
- Cervical Smear results are posted to you directly from the CCG within eight weeks.

When ringing for test results, you will be booked in with the requesting GP on their next available telephone clinic.

Please be patient with the receptionists when you call; they are not medically qualified and can only give limited information as guided by a GP. Patients will often be asked to arrange an appointment with a GP or Nurse if an explanation of the result is needed, this does **not** mean there is anything seriously wrong. Alternatively the doctor may write to you about the results.

We will **always** contact you as soon as we receive your results if there is any urgent action needed.

General information:

- Ramp and wide door access for wheelchairs
- Disabled person toilet facilities
- Ground floor consulting rooms
- Induction loop for hearing impaired persons
- Language line interpretation service
- Ambulance booking service
- Side room is available for speaking to a member of reception in private
- Taxi ordering - just ask a member of reception and they will call you one
- Helpful, friendly staff available to give assistance at all times
- **Guide dogs only**, are allowed into the practice, all other animals are prohibited

Chronic Illness Reviews:

All patients who suffer from a **long term chronic condition**, such as asthma, COPD, diabetes, heart failure, hypertension, coronary heart disease, chronic kidney disease, stroke and atrial fibrillation, will be called in at least once a year for an annual review of their condition

A letter will be sent along with a form requesting you to go for any necessary blood tests; you will also be asked to make an appointment with a Practice Nurse or the Healthcare Assistant.

Your review will consist of an overall review of any chronic condition you may have as well as general health checks such as a Blood Pressure reading, smoking status and alcohol/diet/lifestyle discussion, your medication will also be reviewed.

It is very important to attend, we need to review your health regularly so that we can make sure you are receiving the most appropriate care, and that your health is as good as it can be.

Home Visit requests:

If you are too ill to attend the surgery and require a home visit please ring before 10.00am, remember to give your name, address, contact telephone number and brief description of your problem. The GP will normally visit you after morning surgery. Please let the receptionist know if you need a visit sooner.

Out of hours access:

If you need to see a GP when the surgery is closed you should still ring the practice number 0151 727 5555 where you will automatically be transferred to the local "Out of Hours" service.

Repeat Prescriptions:

Repeat prescriptions should be requested in writing via Econsultation, Patient Access App or emailed to GP.N82070@nhs.net . You will have a pre-printed tear off slip attached to your prescription; please use this. A minimum of **48** hours' notice should be given before your medicines are due to run out.

Please mark your request slip clearly with a tick against the items you require. If you wish for your prescription to be posted back to you, please include a stamped addressed envelope with your request. You will be informed when you hand in your request when to pick up your prescription.

Most repeat medications require regular review; this is to ensure that the prescribed medication continues to be appropriate, necessary, effective and safe. Your repeat slip will be highlighted if you need a review before a particular item can be re-issued. Please make an appointment to see a GP/Nurse before you run out of medication. Our Practice Nurses can do asthma, hypertension, heart disease, diabetes, weight management & contraceptive reviews.

Short notice repeat requests are issued at the doctors' discretion. You may be issued with a small supply of medication until the next available appointment.

Patient Access Online:

- We offer **cervical smear** and **baby immunisation** appointments online and during flu season you can also book your flu vaccination online.

- You can order **routine repeat** prescriptions online.
- You can view an online **Summary Care Record** of any medication's you may be on along with any allergies and immunisations you may have recorded.

Please ask at reception for more details on how to register for these services.

Electronic Prescription Service (EPS):

Many pharmacies now offer an electronic prescription service where they will request your prescription from us on your behalf, which we will send them electronically and they will process it ready for you to collect/arrange delivery.

You will need to speak to the pharmacy staff in person if you wish to utilise this service and they will then become your **nominated** pharmacy.

Contacting the practice by phone:

All telephone calls made to and from the practice are recorded and may be monitored, and may be used to improve our service and assist in staff training.

We actively use a "text messaging" service to send reminder texts about your booked appointments to your mobile phone. If you wish to be included in this service please ensure you update your mobile number at reception.

There is a 'self check in screen' in the waiting room for patients to check themselves in for their booked appointment. Clear step by step on screen instructions will guide you. A receptionist will be happy to give you further information / demonstration.

Please note if you are late for your booked appointment you may have to be seen by another Doctor or be asked to book another appointment.

Fit Note requests:

Fit notes issued by a GP will require how long you need the fit note for and the reason for the note. If it is a continuing sick note a task will be sent to one of our GPs with all of the information to issue the note. If it is a new request then you will be added to the triage list where a GP will call you to discuss the request in detail.

Extended Hours:

The Elms provides extended hours between usually on a Monday evening between 6.30pm and 8.00pm, and Tuesday morning Between 7.00am and 8.00am. There will be no telephone access available between these two hours and appointments will have been pre-booked. This service is being offered in line with government recommendations to provide a wider appointment access/availability to all patients.

Medical reports/Insurance reports:

A service is offered for signing insurance/medical/passport forms etc. A fee is payable and it will normally take at least **15** working days for completion. Please hand your form(s) into reception for the attention of the GP who knows you best; these forms **will not** be dealt with in a normal booked appointment slot. When you hand your form to reception they will inform you of the cost and the date you can expect to collect your completed form. Please contact Reception on **727 5555** or visit the website for further information.

Compliments / Complaints:

We endeavour to provide our patients with the best possible service and care level. We would like to know your views. If you are unhappy about us we hope you will tell us first. We also welcome practical suggestions on how we may improve our services.

A copy of our complaints policy is available at reception, and there is a Friends & Family survey available at reception, which can be completed to give feedback on your experience of using our services'.

Aggressive/abusive behaviour:

The Elms has a zero tolerance approach to aggressive and/or violent behaviour to any member of staff. All incidents will be reported and shared within the CCG; this may lead to a patient being removed from the Practice list.

Equality:

The Elms does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance or disability and welcomes registration applications from any individual.

Patient Participation Group (PPG):

The Elms now has its own PPG up and running. The group meet once a month normally the 1st Wednesday of every other month; the meeting starts at 10.00am and runs until 11.30am. (No meetings January or August)

The purpose of the PPG is to provide a forum to consult with patients about any proposed changes within the practice. On a wider level it gives patients the opportunity to engage with the local population to gather views and suggestions for the provision of future healthcare services. It also communicates to patients' future plans for their healthcare services.

The meeting is informal and refreshments (tea/coffee) are provided, please contact reception on **727 5555** if you are interested in joining or for details of the next meeting date/time.

Why not come along and join in.

Patient Survey

Your opinion counts.

The Elms undertakes regular patient surveys. We encourage patients to participate in filling in a questionnaire. The results will be available for patient viewing (*see notice boards in waiting room area*), along with practicable improvement recommendations to be undertaken.

Practice Newsletter

Our newsletter is produced quarterly and contains information about practice updates and topics current at time of printing. We welcome any suggestions for Newsletter items (please post in comments & suggestions box in waiting room)

Healthwatch:

Healthwatch provides confidential information and support. They can help you to sort out any concerns that you may have about the care we provide and they can give you information about the different services which are available from the NHS.

Healthwatch collects feedback on people's experiences of using health and care services and provides advocacy to people who are making a complaint about an NHS funded service.

The contact details are: 0300 77 77 007 (Calls cost the same as to a local landline)

enquiries@healthwatchliverpool.co.uk

Healthwatch Information, 1st floor, 151 Dale Street, Liverpool, L2 2AH

Research Data Collection

Staff at this practice records information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again. We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone. We are currently involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment. These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details

such as your name and address, initials or your full date of birth. The researchers are not given information on the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected or used in research. This will not affect your care in any way. If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part; you will not be identified in any published results.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Louise Burgess or Danielle Callan on **727 5555**

Freedom of Information Act 2000

The Act granted full access from 1st January 2005. It deals with access to official information, while parallel regulations provide access to environmental information. Any individual or organisation can request any information (by letter or e-mail), which is held by a Public authority.

The Elms complies with the Freedom of Information Act.

What do we do with this information?

Some GP's receive payments for services they provide, like contraception services and cervical screening. The doctor has to notify the Clinical Commissioning Group about which patient has had which service.

Your GP might need to ask the CCG to fund certain elements of your care and for this we may need to give the CCG details of your personal and clinical records. Your health records will be sent to the CCG when you change your GP for onward transmission to your new practice.

The law demands that details of patients with certain infectious diseases have to be passed on to the CCG so action can be taken to protect the public's health. Information about you may also be needed to review the care you receive to make sure it is of the highest standard. Information is used for managing and planning of the NHS, so that services can meet patient needs in the future, accounts can be audited and the NHS performance and activity analysed.

The law demands that information is passed on if a serious crime can be **prevented**.

At all times everyone working for the NHS and anyone to whom information is passed about you is under a legal duty to keep it confidential

Removal of Patients from Practice List

We would remove patients from our list in the following circumstances:

- Living outside the Practice area
- Irretrievable breakdown of doctor-patient relationship
- Violence or threatening behaviour to any Practice staff
- Persistent non-attendance without cancelling booked appointments

We will not remove patients from our list because of

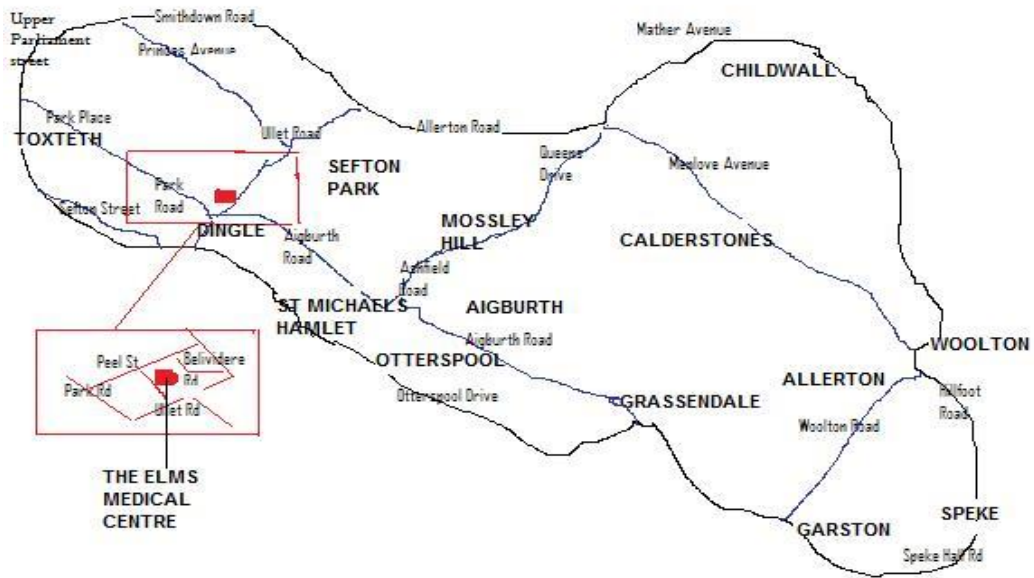
- Costly treatment
- Suffering from any particular medical condition
- Their age/religion/race or sex

Registration

To register at the Elms you must be within the catchment area. You will then to complete a patient registration form either reception or from our website. You will then need to pass the forms into a receptionist who will register you whilst you wait.

Practice Area

The surgery is situated in The Elms which runs between Wellesley Road and Park Road. Patients may register with the practice if they are living within the geographical boundaries as highlighted below.



Useful telephone numbers

Liverpool CCG	0151 296 7000
NHS England	0300 311 2233
NHS Direct (24 hr (Calls charged at local rate)	0845 4647
Royal Liverpool & Broadgreen Hospital	0151 706 2000
Liverpool Women's Hospital	0151 708 9988
Alder Hey Children's Hospital	0151 228 4811
Old Swan Walk in Centre 7am – 10pm Every Day	0151 285 3565
South Liverpool Treatment Centre (Garston) Mon – Fri 9am – 9pm / Sat/Sun/BH 9am – 5pm	0151 295 9010
Smithdown Minor Injuries (for children) Mon – Fri 8am – 8pm / Sat/Sun/BH 10am – 4pm	0151 285 4820
Liverpool City Walk in Centre Monday – Friday 7am – 10pm Weekends and Bank Holidays 9am – 10pm (entrance on David Lewis Street)	0151 247 6500
Abacus Community Sexual Health Services opening hours: (formerly @ Dale Street) Monday–Thursday 10am - 6pm / Friday 10am - 4pm Saturday 11am – 4pm / Sunday 12 noon – 3pm	0151 247 6555

Useful Web addresses

http://www.theelmsmedicalcentre.nhs.uk/
www.nhsdirect.nhs.uk
www.doh.gov.uk
www.patient.co.uk

It is vital that we have your correct details on record Please make sure you inform us if you change your address or telephone number



Tell us if you move address



Tell us if you go to stay with someone temporarily or go away for a long period of time (college or gap year)



Tell us your current home/work or emergency contact number



Tell us your current mobile number



Tell us your e-mail address