



(2021)

THE VILLA MEDICAL CENTRE
ROMAN ROAD
PRENTON
WIRRAL
CH43 3DB
TEL:0151-608 4702
FAX:0151-609 0067

www.villamedicalcentrewirral.nhs.uk

DOCTORS:

Dr J Perkins MB.Ch.B, M.R.C.G.P D.R.C.O.G. (female) - Partner
Dr J R J Cockrell – MB.Ch.B, M.R.C.G.P (male) – Partner
Dr S Bennett MB.Ch.B. M.R.C.G.P. (female) – Partner
Dr C James MB.Ch.B., D.F.F.P., M.R.C.G.P., P.G.Cert (female)
Dr E Tate MB.Ch.B., MR.C.G.P. (female)

We are a training practice, which means we sometimes have fifth and sixth year Doctors working with us for up to twelve months. These qualified Doctor will have had experience working in hospitals and has then opted to undertake further training to become General Practitioner.

The Practice currently uses the Cerner IT system (data link to local hospitals to ensure we have up to date test results) and we are signed up for GPES

extraction (a system used by NHS England to ensure funding). If you wish to opt-out of these please speak to reception.

HOW TO REGISTER:



All patients living inside our Practice boundary are welcome to register. Two forms need to be completed; these can be obtained from the reception desk. We also require a photographic ID or a recently dated utility bill (not a mobile phone). Although Patients' will be registered with the Practice, and not individual Doctors, all patients will be given a named GP. If you have a preference, we will do our best to accommodate this, however, this may not always be possible. Please make this preference known to the receptionist. You will be asked to make an appointment for a new patient health check. This check enables us to obtain your medical history and carry out a few basic health checks such as blood pressure, height, weight etc., and before we receive your full medical records. Patients living outside our catchment area are welcome to register as "out of area" patients. This means that the Practice is not obliged to offer out of hours care or home visits. If this is needed, this service will be provided by the local Commissioning Group, via NHS 111.

SUGGESTIONS/COMMENTS/COMPLAINTS:

If you have any comments, suggestions or complaints about the Practice and the services that we offer, please fill in a suggestions slip/complaint form or discuss the matter with a member of staff.



We hope that you will not need to make a complaint, but in this event, please address them to Mrs Carolyn Brennan, Practice Manager.

In line with other NHS Services, the Practice operates a zero tolerance policy on abusive behaviour. We will not tolerate patients being rude, abusive or aggressive to our staff. If this happens, your name may be removed from our Practice Register. In the rare instances when patients are removed from our list for aggressive or violent behaviour, we shall share details of the patient

and the incident concerned with other health/welfare agencies insofar as it is necessary to protect other health/welfare agency staff.

TELEPHONE:

Please do not ring for test results until after 2.00pm. For general enquiries please ring after 10.30am as the phone lines are extremely busy.



Both Nurses and Doctors are available daily to speak to patients on the telephone. Please arrange this with reception. Please try and use our online services as much as possible, to ensure the phone lines are free for our most poorly patients. We receive a large number of calls unnecessarily, e.g. to check if a prescription has been sent to the chemist, to check opening times of local chemists. Please only call if you are experiencing a problem, checks with the chemist in the first instance. This will help reduce the waiting time for others trying to get through via the phone.

REPEAT PRESCRIPTIONS:



All our repeat prescriptions are recorded on the computer.

We use an electronic prescribing system, which means you can nominate a pharmacy for your prescription to be sent to automatically after it has been authorized by the GP. When you collect your medications from the Pharmacy, you will receive a print-out of your repeat items to use to order your next prescription here at the Practice when due. This system has been found to reduce errors and safeguards against loss as you will no longer be handed a paper prescription. For any other items please provide a request through our online consultation service econsult. It is currently not possible to order repeat prescriptions by telephone unless you are housebound, and you have received authorization from the GP. Pharmacies are not permitted to order your medication on your behalf unless authorized to do so by one of the GP's. Prescription requests received before 12.00 pm will be sent to the pharmacy after 3.00 pm the next working day, however, if your request is of an urgent nature please make this clear to the Receptionist. Any items requested that we have previously prescribed for you, but is not on your list of repeat medication, will take

48hours to process. Please note that it is a fraudulent offence to order and post medication to friends or relatives residing abroad. If this is brought to our attention, you may be referred to the NHS Fraud Service.

HOME VISITS:

These are available for patients who are housebound, seriously ill or frail. Unfortunately home visits cannot be granted due to transport issues. Please make your request before 10.00am so that the Doctors can plan their rounds. It is Practice Policy that children are brought to the surgery by an adult, enabling them to be seen and assessed promptly.



We ask for your co-operation in ensuring that any visits requested after this time are for urgent cases only. If you are an “out of area” patient then you need to telephone NHS 111 for information regarding home visits.

SURGERY HOURS:

Monday, Wednesday & Thursday 8.30am-12.30pm and 1.30pm-6.30pm

Tuesday & Friday 7.00am-12.30pm and 1.30pm-6.30pm

We also offer pre-bookable appointments with GP’s at other surgeries within the locality under the extended access scheme.

APPOINTMENTS:



Appointments are available to see Doctors every morning and afternoon, Nurses appointments are available Monday-Thursday. Each Doctor/Nurse starts their clinics at varying times, please contact reception for details. Please remember that an appointment is for **ONE patient** only and that it is of 10 minutes duration. This means that if you have several problems to discuss, it may not be possible for the doctor to deal properly with all of them at that time and you

may be asked to book another appointment. If the GP is running late, this will be because a patient before you has needed additional time. We ask you to be patient with us as this time as this would also be given to you if needed. All requests for medical assistance are triaged by a GP and it is the GP who decides which Healthcare Professional is best suited to deal with the issue and whether a face to face appointment is needed, or whether assistance can be given via other means such as telephone or video consult.

You can make appointments to see any of our Healthcare Professionals by telephoning us or completing an online request via our website (eConsult). Online access to your medical records and medication can be arranged by downloading and registering with the **NHS app**.

CLINICS: (daily, unless stated – **by appointment only**)

New Patient Health Checks
Ante-natal (Tuesday AM)
Child Immunisation

Women's Health Clinic with the Nurses - They can help with such things as contraceptive injections, pill/HRT checks, comprehensive well woman checks, cervical smears, breast examinations, teenage sexual health, emergency contraception, full range of sexually transmitted infection screening, vaginal discharge, contraception methods,

- Pessary fitting and removal
- Kidney & Heart Disease Monitoring
- Asthma/COPD Monitoring
- Diabetes Checks, including foot checks
- NHS Health Checks/Heart Disease Risk Assessment
- Well Woman/Well Man
- INR/Warfarin Clinic
- Holiday Travel Vaccinations
- MMR , HPV and Meningitis vaccinations (to those eligible on the NHS)
- Influenza & Pneumonia Vaccination

- Shingles vaccination
- Smoking Cessation
- Lifestyle Advice
- Learning Disability Checks
- Phlebotomy

Once a month, the surgery will be closed in the afternoon for essential staff training. During this time, the surgery will be covered, by the out of hour's service.

OUT OF HOURS AND NIGHT CALLS:

Please telephone NHS 111

CHILD DEVELOPMENT AND POST-NATAL CHECKS:

Daily by appointment.

CONTRACEPTIVE ADVICE:

Available from the Practice Nurses, including the “morning-after pill”.

WART CLINIC/MINOR OPERATIONS

We hold cryotherapy (freezing treatment) sessions on a regular basis. Your Doctor will list you for treatment if necessary and an appointment will be sent automatically. If you require a minor operation, i.e. mole removal, then you will be given the option to be referred to a local surgery for this procedure to be carried out. We hold a steroid joint injection monthly, your GP will list you for the next clinic if required.

NHS HEALTH CHECKS:

If you wish to have your height, weight, blood pressure and urine checked you can make an appointment to see the Healthcare Assistant.



If you wish to discuss any other health matters you can book in to see one of the Practice Nurses. All new patients are advised to have a health check in order to obtain background health information before medical records arrive.

New patients on regular medication will also be asked to make an appointment to see a doctor.

DNA POLICY:



The Practice operates a policy for patients who repeatedly fail to attend appointments. A copy is held at the reception desk. If you arrive 10 minutes or later, for an appointment, this will be recorded as a **missed appointment**. In urgent cases only, the GP may agree to see you but you will have to wait, possibly until the end of surgery.

PRACTICE STAFF:

Practice Manager – Mrs. Carolyn Brennan BA (Hons)
IT/ Data Coordinator – Mr. Zubair Qureshi
Office/Reception Manager – Mr. Jose De La o
Senior Receptionist – Miss Donna Sudlow



Admin Staff:

Miss Kristen Corkish
Mrs Sarah Roberts
Mrs Hardeep Kaur
Mrs Marion Roberts
Mr Jordan Taylor
Miss Katie Brennan
Miss Annabelle Robson

NURSING STAFF:

Practice Nurse Manager – Mrs Rachel Ridgway RGN
Practice Nurse – Mrs Katherine Burton RGN
Healthcare Assistant – Mrs Suzie Lewis NVQ Level 3
Healthcare Assistant – Mrs Kelly Richardson NVQ Level 3
Apprentice Healthcare Assistant – Miss Lucy Watterson

ATTACHED STAFF:

Midwife – Katie Holmes

Health Visitor – Moira Lavelle

District Nurses: Charlotte Scott, Heather Cross, Kate Bell, Hayley Smith, Michaela Whitehouse, Terry Harrison, Tracey Lawler, Wendy Doswell, Louise Bayley, Stephanie Fry

Community Matron: Gilbert Ngatia

Health Coach: Victoria Fisher

Cancer Co-ordinator: Chris Taverner

Practice Pharmacists: Michelle O’Neill

Health & Wellbeing Practitioner: Vicky Sambrook

PRACTICE BOUNDARY:

The surgery covers some areas of Prenton, Oxton and Bebington. A practice boundary map is held at reception.

OTHER LOCAL NHS SERVICES YOU CAN MAKE USE OF:

- **ARROWE PARK WALK-IN CENTRE:** Your local Centre is situated at Arroe Park Hospital, within the GP Out of Hours Unit. Anybody can use the walk-in centre for minor injuries, dressings, ear syringing, urine infections, suture removal, emergency contraception etc. Opening Hours 8am-10pm every day, including Bank Holidays.
- **VICTORIA CENTRAL HOSPITAL (VCH),:** Minor Injuries unit. No appointment required. It is open Monday to Friday 8am to 10pm and Weekends and Bank Holidays 8am to 10pm. (VCH has x-ray facilities for suspected broken bones Mon-Fri 9.00am-8.30pm, and it will be less busy than A&E).

- **BIRKENHEAD MEDICAL BUILDING:** 31 Laird Street, CH41 8DB. Opening hours Monday to Thursday 10am-8pm, Friday 10am-6.30pm, weekends and Bank Holidays 10am-5pm.
- **PARKFIELD MEDICAL CENTRE:** Sefton Road, New Ferry, CH62 5HS. Opening hours Monday to Friday 2-6pm.
- **MORETON HEALTH CLINIC:** 8-14 Chadwick Street, CH46 7XA. Opening hours Monday and Tuesday 10am-7pm, Wednesday and Thursday 10a,-8pm, Friday 10am-6pm
- **ANY LOCAL PHARMACY:** Self care and treatment should always be the first option when appropriate. Items such as paracetamol, ibuprofen, head lice lotion, canesten etc. should be purchased from a local pharmacy or a large supermarket. Such items are no longer available on prescription.

A&E SHOULD ONLY BE USED FOR SERIOUS AND LIFE THREATENING ILLNESSES/INJURIES – THE PRACTICE IS CHARGED A MINIMUM OF £83 FOR EACH PATIENT ATTENDANCE – EVEN FOR THOSE PATIENTS WHO CHECK IN AND THEN DO NOT WAIT TO BE SEEN! THE DEPARTMENT IS VERY BUSY DEALING WITH EXTREMELY ILL PATIENTS.

PATIENT PARTICIPATION GROUP:

If you are interested in joining the group, or would simply like to be kept informed via email, please complete the slip included in the new patient registration pack or give your details in at reception.



The Villa Medical Centre is part of:
Wirral Commissioning Consortium Group
Old Market House, Hamilton Street,
Birkenhead
Tel: 0151-651 0011

CARE.DATA: The NHS is changing and services are being restructured. These reforms will impact upon the way that clinical data are collected, shared and analysed. Under the powers of Health & Social Care Act 2012 (HSCA), the Health and Social Care Information Centre (HSCIC) can, under certain circumstances, require personal confidential data (PCD) from GP Practices without seeking patient consent. One of the first initiatives using these new powers is the care data service. Care data will make increased use of information from medical records with the intention of improving healthcare. **IF YOU WISH TO OPT OUT OF DATA SHARING, PLEASE INFORM RECEPTION WHO WILL CODE YOUR MEDICAL RECORDS ACCORDINGLY.**

USEFUL CONTACTS:

NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33 (Mon-Fri 8am-6pm, excluding bank hols)
Email: England.contactus@nhs.net

PALS (Patient Advice Liaison Service) - Wired
Telephone: 0800 054 2137/0151 363 3948
Email: WirralPals@Wired.me.uk

PRACTICE BOUNDARY

