

ST HILARY GROUP PRACTICE



PATIENT LEAFLET

BROADWAY, WALLASEY, MERSEYSIDE
CH45 3NA

Telephone: 0151 638 2216
www.sthilarygrouppractice.co.uk

ABOUT

Welcome to St Hilary Group Practice. Drs Wictome, Malpas, Middleton and Mercer work in a partnership in purpose built premises on Broadway. The practice provides medical services to patients in the local area.

The site is shared with North Meols Pharmacy.

Surgery Opening Hours:

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

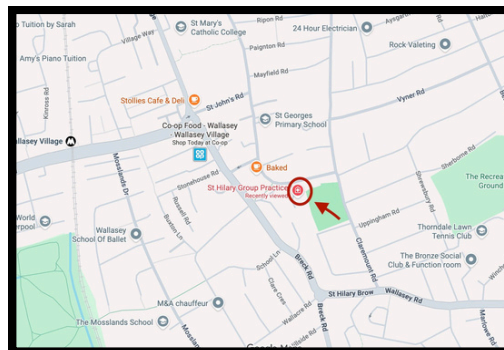
Friday 8.00am – 6.30pm

Telephone lines are open Monday – Friday from 8.00am



Parking: The car park is designated for patients and disabled badge holders. There is also street parking on Broadway and the surrounding roads. Please do not park across residents' driveways.

Public Transport: Bus 413/423 along Wallasey Village
Check our transport board for times of local buses and taxi numbers



Access for Wheelchair Users: The surgery has disabled access and toilet facilities

Breastfeeding Mums: We support breastfeeding mums and can offer a comfortable, private room if required. Just ask at reception.

APPOINTMENTS

We are encouraging all patients to register for our online appointments system called Patchs. This will also allow you to contact us quicker and easier than by telephone. **Please scan the QR code to sign up.**



We are pleased to share some exciting news about an important change to our appointment system, designed to enhance how we provide care to all our patients.

Across the UK, GP surgeries are adopting a 'Modern General Practice' model. This national NHS initiative aims to make it easier for patients to access care and treatment while improving overall satisfaction. All practices will be required to transition to this approach in due course.

WHAT IS TOTAL TRIAGE?

Total triage is a new way of working in general practice. Whenever a patient contacts the surgery, we will first ask for some brief information about the reason for contact. This request will then be reviewed (triaged) by one of our experienced clinicians before any appointment is arranged. You could be given a face-to-face or telephone appointment, a reply from the GP with self-care advice, or you could be signposted to a more appropriate service.

Please note that nurse appointments are not affected by this change. Services such as cervical screening, wound care, blood tests, and similar clinics will continue as usual.

The main purpose of the total triage model is to:

- improve the quality of care patients receive
- ensure everyone is offered the most appropriate appointment or advice for their needs
- communicate with patients promptly
- move away from a "first come, first served" model to one based on medical need

DOCTOR AVAILABILITY

Dr Wictome - Monday, Tuesday, Wednesday,
Dr Malpas - Monday, Tuesday
Dr Middleton - Monday, Tuesday, Thursday, Friday
Dr Mercer - Tuesday, Wednesday, Thursday, Friday
Dr Wills - Wednesday, Thursday, Friday

Please note that all doctors carry out a triage doctor or supervising doctor role in a rota which involves triaging Patches or supervision of our trainee doctors and therefore have less appointments than our trainee doctors

PRACTICE STAFF

Practice Nurse: Sr Kerri Keilty, Sr Katherine Burton

Healthcare Assistant: Sue Noonan, Sarah Michell

Practice Manager: Mrs Monika Doyle

Assistant Practice Manager: Sam

Admin Officer: Jo

Senior Receptionists: Angela, Paula

Receptionists: Julie, Sandy, Caroline, Sue, Jill, Katie

Prescribing Administrator: Angela

Counsellor: Debbie Capper

PCN Clinical Team

Pharmacists: Kate and Andrew

The other PCN team members include health and wellbeing coaches, paramedics, pharmacy technicians, physician associates, physiotherapists, and podiatrists

To know more about the PCN please follow this link:
www.arnoandnorthcoastalliance.co.uk

TEST RESULTS

You may call the practice for results and reception staff will be able to give you the results as long as they have been seen and actioned by the doctors. You will not normally be contacted if your result is normal. We cannot give results to any other member of the family or friend so please do not ask them to ring on your behalf.

You can check test results by using the NHS app.
Enquiries regarding test results or referrals will be dealt with after 10.30am

HOME VISITS

For patients who are housebound or too ill to attend the surgery, please make your request before 10.30am. The doctor may contact you to assess the urgency and necessity for a home visit.



CHAPERONES

A chaperone is an impartial observer present during an intimate examination of a patient. If you wish for a chaperone to be present at your appointment, please let staff know. For appointments involving intimate examination the clinician will offer you the choice of having a chaperone present.

CARERS

If you are a carer please let reception or the doctor know. There may be support or help that the practice or Carer organisations can provide you with.

For information on support contact WIRED Carers Helpline 0151 522 7990

REPEAT PRESCRIPTIONS

If you need a repeat prescription, please use your computer printed request form and allow 48 hours notice. We regret that telephone requests cannot be accepted. You can order prescriptions:

- Via NHS app
- Email cmicb-wi.shgpscripts@nhs.net
- At reception or prescription box by reception
- By Post

If you have any queries regarding prescriptions, ask to speak to Angela (Prescribing Administrator) who will help resolve any queries. Out of surgery hours, you can use the post box by the practice front gates.

We'll send your prescription to any pharmacy you choose. Our reception team can help you change your pharmacy, or you can do it through the NHS App.

HOW TO REGISTER AS A PATIENT ?

Our practice serves a population of just under 6000 patients. We accept patients from within our catchment area. If you have any questions about your eligibility to register, please call us on **0151 638 2216** or email us at cmicb-wi.shgpadmin@nhs.net.



THE REGISTRATION PROCESS

Registering to be a patient at our surgery is simple and only requires you to complete a single form online. If you're unable to use the online registration option below, please contact us and we can offer you a paper-based registration form.

Once you have registered, we may ask you to attend for a new patient health check. This is an important part of the registration process and helps us ensure that we are providing the correct levels of care for any conditions you may have.

You will be assigned an accountable GP when you register. You have the right to see any GP of your choosing even if they are not your accountable GP. Please speak to our reception team for more information.

PRACTICE FACILITIES

- External automatic doors
- External ramp
- Parking including disabled parking spaces
- Toilets including toilet for wheelchair users
- Baby changing facility
- Private room available for breastfeeding
- Private room for confidential discussion
- Portable induction loop system
- Pharmacy on site



NON-NHS WORK

We can carry out various non-NHS work eg medical examinations, completion of insurance forms, holiday cancellation forms etc. Each service has a fee payable and the list of fees is available at reception or on our website.

IN-HOUSE SERVICES

24 hour blood pressure monitoring
Antenatal & postnatal care
Asthma
Baby and toddler immunisations
Cervical smears
Child health services
Counselling
Diabetes
Family planning
Heart disease
Hypertension
Hypothyroid
Immunisation and vaccination clinics
INR monitoring
Joint injections
Lifestyle checks
Medical examination eg HGV, taxi
Minor surgery
New patient screening
Phlebotomy
Physiotherapy
Podiatry
Sexual health & contraception
Smoking cessation
Spirometry
Travel advice
Well man/well woman

GENERAL PRACTICE TEACHING

We are an accredited Postgraduate Teaching Practice. Fully registered doctors undergoing training in general practice are attached to the practice. We are also a University Teaching practice for both Liverpool University and Chester Medical School. Medical students in their third year of training attend this surgery for tuition in general practice throughout the year. With your agreement, these student doctors sit in surgery with the doctors.

COMPLAINTS, COMMENTS AND SUGGESTIONS

We encourage comments on any aspect of the practice. Please use our suggestion box or pass any comments to either the Practice Manager, Monika Doyle or in her absence the Assistant Practice Manager, Sam Lacy .

Written complaints should be passed to Monika Doyle. Please ask for our Complaints Leaflet for further information or submit via our website.

PRACTICE WEBSITE

www.sthilarygrouppractice.co.uk

The surgery website contains complete information about all our services. You can also register on the website to request prescriptions or access to your medical record. Please add our website address in your favourites folder today.

To know more about the PCN please follow this link:
www.arnoandnorthcoastalliance.co.uk

INFORMATION ABOUT YOU

We need to collect and maintain information about your health, treatment and care, so you can have the best possible care. Every member of staff who works for the Practice or another NHS organisation has a legal obligation to keep information about you confidential.

The personal information we hold about you is processed for the purposes of provision of health or social care or treatment or the management of health or social care systems and services under chapter 2 – section 9 of the Data Protection Act 2018.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number (home and mobile), please inform us as soon as possible

ZERO TOLERANCE

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The Practice has the right to remove patients from the list with immediate effect in order to safeguard staff, patients and visitors.

This includes actual or threatened physical violence or verbal abuse, which leads to fear for a person's safety.

We notify the PCSE about the removal and they are informed of the circumstances.

PATIENT PARTICIPATION GROUP

A group of practice patients who meet on a monthly basis independently of the Practice Partners and staff to discuss issues that may affect patients of the practice and help the surgery to deliver the best service it can. The formal meeting of the panel is held on the second Friday of each month at the practice commencing at 12.30pm. An open Annual General Meeting is held each year for patients, panel and staff.

If you would like to join the group or have any comments and suggestions for the Representation Panel can be given to reception or for further details please contact **Mr David Bowe - Chairperson.**

You can also leave details with Monika Doyle, Practice Manager. See PRG noticeboard or our website for more details.

USE YOUR PHARMACY

If you want healthcare advice on how to treat your symptoms visit your local pharmacy or chemist for free, expert advice. Many pharmacies even have private consultation rooms and are open in the evenings and weekends.

Pharmacists can advise on how to treat the following:

- skin conditions, such as mild acne and mild eczema
- coughs and colds, including nasal congestion and sore throat
- minor cuts and bruises
- constipation and haemorrhoids (piles)
- hay fever and allergies
- aches and pains, such as headaches, earache and back pain
- indigestion, diarrhoea and threadworms
- period pain and thrush
- warts and verrucas, mouth ulcers and cold sores
- athlete's foot
- nappy rash and teething

If you have any unused medicines at your home, you can take them to your pharmacist who will dispose of them safely.

EMERGENCIES OUTSIDE NORMAL WORKING HOURS

NHS Direct 111:

From 6.30pm until 8.00am weekdays
24hrs weekends and bank holidays.

Out of Hours service cover emergency care only.

A&E: Arrowe Park Hospital, Upton
Telephone: 0151 488 3706

Walk-In Centre: Mill Lane, Wallasey, Call: 111
(Mon-Fri 7.00am-10.00pm, Weekends 9.00am-10.00pm)

OTHER USEFUL NUMBERS

Arrowe Park Hospital - 0151 678 5111

Age UK Wirral 0151 482 3456

CALM - 0800 585 858.

Citizens Advice Centre - 0808 278 7848

Childline - 0800 1111

Clatterbridge Hospital - 0151 334 4000

Healthy Homes - 0151 691 8132.

Koala North West - 0151 608 8288

National Suicide Prevention Helpline UK - 0800 689
5652

NHS Talking Therapies Wirral - 0151 649 1859

RASA (Rape & Sexual Abuse) - 0151 558 1801

Relate - 0300 100 1234

Samaritans - 116 123

The Martin Gallier Project - 0151 644 0294

Urgent Mental Health Support - 0800 145 6485

THANK YOU

**This leaflet can be available on
request in LARGE PRINT
and is also available to view on
www.sthiliarygrouppractice.co.uk**