

REGISTRATION

Anyone wishing to join our Practice list can fill out a registration form from Reception, or complete an online registration form on our website where you can also check to live within our practice boundary. Completed forms must be handed back and an appointment will be given for a health check with the nurse which will ensure you receive the most appropriate service to meet your health needs. Should your registration not be accepted the practice will provide a reason in writing within 10 working days

APPOINTMENTS

- ◇ Appointments can be booked on the day via telephone, in person or online via Patient Access, ask at reception for details. Please make a separate appointment for each person who wishes to see the Doctor.
- ◇ **Medically urgent** problems developed within 48 hours will be seen the same day if an urgent appointment is available, but not necessarily by the doctor of your choice.
- ◇ **If you cannot keep your appointment, please let us know!**

TELEPHONE ADVICE

- ◇ It may be possible to save an appointment or a visit by speaking to a doctor or nurse over the telephone. **If you are on holiday or out of the country the Doctor is unable to give health advice, and this should be sought from a doctor at your location.**

HOME VISITS - are reserved for patients who are housebound or so incapacitated they cannot be brought to the surgery. (Lack of transport does not warrant a home visit)

- ◇ If you are too ill to come to the surgery, please telephone before 10.30 am where possible.
- ◇ Please give the receptionist as much information as possible. The Doctor may ring you first. This will help the doctor decide how urgent a visit is.

◇ **WHEN THE SURGERY IS CLOSED**

There is always a doctor on call, in an **emergency** please telephone 111. If the doctors are not available themselves an “out of hours” service is provided by GTD at Litherland Town Hall. This is a GP co-operative run by local doctors based at Litherland Town Hall and you may

be invited to attend the centre. This is not a “walk-in” service and attendance **MUST** be by invitation only.

PRESCRIPTIONS

- ◇ You can order your medication online, please ask for your login details at reception.
- ◇ You can obtain a repeat prescription in person by using the tear-off slip from your last prescription.
- ◇ After a specified number of repeats, you will need to see the doctor for a review to ensure that all is well before further prescriptions are issued.
- ◇ Your prescription will be sent electronically to your nominated chemist and be ready to collect within 2 working days (excluding weekends).
- ◇ Please enclose a stamped addressed envelope if you are unable to collect your prescription and wish it to be posted out.
- ◇ Prescription requests will **not** be taken over the telephone, or from chemists as this can lead to mistakes and blocks the telephone lines.

LABORATORY TEST RESULTS

- ◇ Please telephone the surgery between **after 2pm** Monday to Friday.

PRACTICE STAFF

- ◇ **990Practice Lead** - Mrs Sharon Smith
- ◇ **Reception Manager** - Valerie Thomas is available to assist you with any non-medical problems, complaints or queries you have.
- ◇ **Reception Staff:** The practice employs six receptionists, and one administrator and one secretary. They are fully trained and are here to help you. When telephoning the surgery, you may be asked for a few details so they can help you in the most appropriate way. All information is treated in absolute confidence.
- ◇ **Advanced Nurse Practitioner** - Debbie Warren has clinics from 8am Monday, Tuesday, Thursday and Friday for minor ailments, she can examine and prescribe.

Practice Nurses - Sandra Holder, Pauline Dwyer and Bridget Moran are available by appointment only.

You may be referred by the doctor or you may make your own appointment through the receptionist. Services they provide include **Immunisations, Chronic Disease**

management, New Patient health checks, Travel Advice, Cervical Screening checks. They also offer smoking advice and can inform you of smoking cessation support services available in the area

Phlebotomist 2 days a week, appointments bookable at the reception desk.

ATTACHED STAFF

Attached staff are employed by the Primary Care Trust and work with the Doctors and Nurses at the surgery.

- ◇ **District Nurses:** Provide nursing care for the acutely and chronically sick patients. Usually in the patient’s own home.
- ◇ **Health Visitors:** Provide health advice to families with young children
- ◇ **Community Midwives:** Provide ante-natal, post-natal care and attend some hospital deliveries. Ante natal clinics are on a Wednesday morning by appointment only.

PERSONAL HEALTH INFORMATION

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will not be given without the consent of the patient or guardian. Access to information by the patient is dealt with under the Freedom of Information Act.

- ◆ Non-NHS Examinations - by appointment only
A fee is charged for non-NHS examinations and Medical Reports

TRANSLATION SERVICES ARE AVAILABLE.
For further information please ask at reception

RIGHTS AND RESPONSIBILITIES OF PATIENTS

Patients have a responsibility to the practice including keeping appointments and respect for all staff. There is a Zero Tolerance policy in force for all violent and abusive patients which could result in a patient being removed from the Practice list.

PATIENT COMMENTS

Suggestions for improvements and compliments are welcomed and there is a suggestion box in Reception Area. We hope you

will never have cause to complain, either regarding your medical treatment or for any other reason. However, if such an occasion arises, we would hope that an informal discussion with the Reception Manager would enable any situation to be resolved. We do have an in-house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception.

USEFUL ADDRESSES & TELEPHONE NO's

Hospital Accident & Emergency Departments

Aintree Hospital 0151 525 5980
Longmoor Lane L9 7AL

Royal Liverpool University 0151 706 2000
Hospital, Mount Vernon Street
L7 8YE

Alder Hey Children's Hospital 0151 228 4811
Eaton Road L12 2AP

Advice on Travel Vaccinations

School of Tropical Medicine 09067088807
Pembroke Place L3 5QA

District Nurse 0151 247 6014

Bootle Health Centre 0151 247 6000

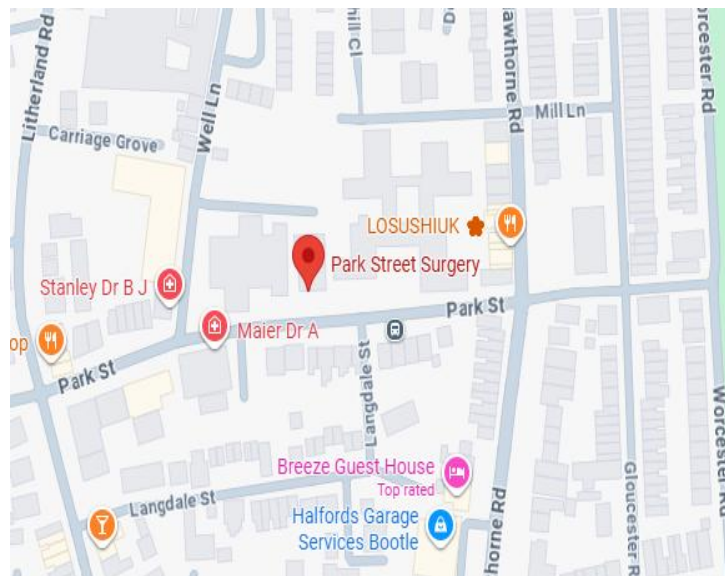
Blood Test Appointment 0151 285 4548

Litherland Town Hall 0151 475 4667/8

Walk in treatment centre
(Opening times Mon-Fri 8.00am – 8.00pm
Sat & Sun 9.00am – 6.00pm
Bank Holidays 9.00am-6.00pm)

THE PRACTICE AREA

- ◇ The practice area is shown on the map.
- ◇ Please let us know if you change your address.
- ◇ If you move out of the practice area you may need to register with another practice.



OPENING HOURS

**Monday -Friday
8.00am – 6.30pm**

DISABLED PATIENTS

There is an access ramp and car parking facilities at the main entrance and toilet facilities on the ground floor and an automatic door entrance

We observe a non-smoking and no vaping policy within the premises and follow a non-discriminatory policy regarding patients and staff.

We hope you have found these notes helpful

For further information on services provided in the Sefton area contact:

**NHS Cheshire and Merseyside
No 1 Lakeside
920 Centre Park
Warrington
WA1 1QY**

Tel: 0151 317 8456

Web: <https://www.cheshireandmerseyside.nhs.uk/about/>

PRACTICE INFORMATION LEAFLET

**Finalist Practice Team of the Year
General Practice Awards 2024**

PARK STREET SURGERY

PARK STREET

BOOTLE

LIVERPOOL L20 3DF

TELEPHONE: 0151 922 3577

Email: gp.n84034@nhs.net

Dr Navaid Alam (Male)

Registered 2003

University of Karachi M.B.B.S

Dr Joanne Cross (Female)

Registered 2004

Liverpool MBChB, MRCGP, DFRESH

Dr Catherine Locke (Female)

Registered 2010

Liverpool MBChB, MRCGP, DRCOG

Dr Matthew Jones (Male)

Registered 2009

Liverpool MBChB, BMSc

Dr Hira Javed (Female)

Registered 2011

**Kind Edward Medical University, MBBS,
MRCG**

Dr Saqib Saleem (Male)

Registered 2016

**King Edward Medical University, MBBS,
MRCGP 2013 UK**