

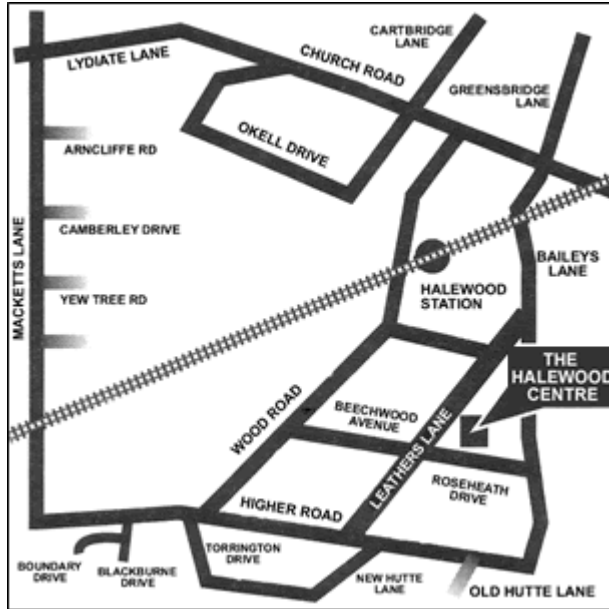
How to Register with us

Ask at reception for an application form to fill in with your details.

Practice Boundary

The Practice area includes L26 and parts of L25.

The boundary roads for the practice area are Higher Road, Mackets Lane (Halewood side), Lydiate Lane, Church Road, Cartridge Lane, Greensbridge Lane and Baileys Lane.



Feedback

We aim to provide the best service to all of our patients at all times. However, occasionally we get it wrong. Any suggestions regarding improvement will be willingly received. If you are dissatisfied with the Practice in any way or if you have a complaint, please write to our Practice Manager. We will take your comments seriously and we will do our best to resolve the problem as soon as possible.

Complaints

Please address all written complaints to:

Vicki Rowe, Practice Manager
The Health Centre Surgery, The Halewood Centre
Roseheath Drive, Halewood, L26 9UH
Tel: 0151 486 3780 vicki.rowe@knowsleyccg.nhs.uk

Patient Participation Group

For more information about our Patient Participation Group, look on our web site or talk to our Practice Manager

USEFUL CONTACT DETAILS

Walk in Centres

Walk in centres are NHS Nurse led services which provide treatment for minor ailments and injuries, health promotion and self help advice without the need for an appointment.

The nearest to the practice are:

The Halewood Centre (8am-9pm Mon-Sat else 10am-9pm)

Garston Walk-in-Centre at South Liverpool NHS Treatment Centre, Church Road, Garston L19 2LW (Tel. 295 9010)

Smithdown Children's (0-15) Walk-in Centre (Tel: 2854820)
Smithdown Road (By Asda), Liverpool L15 2LF

Huyton Primary Care Treatment Centre (Tel. 244 3150)
Westmorland Road, Huyton, Knowsley

Hospitals

ALDER HEY	228 4811
AINTREE	525 5980
BROADGREEN	282 6000
LIVERPOOL WOMEN'S	708 9988
SPIRE LIVERPOOL	733 7123
ROYAL LIVERPOOL	706 2000
SEFTON GENERAL - TheYORK CENTRE	300 8950
ST HELENS HOSPITAL	01744 26633
WHISTON	426 1600

Other

D.W.P. (Bell Vale)...	801 8000
Relate	0300 100 1234
Samaritans	0845 7909090
British Pregnancy Advisory Service	0845 7304030
Alcoholics Anonymous (08:00-midnight)	709 2900
National help line (08:00-midnight)	0845 769 7555
Halewood Social Services Adults	443 2600
Children	443 2600
Knowsley Drug & Alcohol Integrated Recovery Service (CRI)	482 6291

Web Site

For more information about the Practice visit:

www.thcsurgery.uk

The Health Centre Surgery

Dr. CARMEN SIMO

LMS, tGP (Valencia)
Senior Partner and
Partner

Dr. Manoj Wijesinghe

Bsc., MBChB (Hon), MRCGP, DFSRH

providing general medical services
assisted by

Dr. Matt Cullen

M.B.B.S., M.R.C.G.P.

Dr. Christine McGovern

MBChB (Hons), MRCGP, DRCOG, DFSRH

And

JULIE DALY (RN)

(Nurse Prescriber)

**THE HEALTH CENTRE SURGERY,
THE HALEWOOD CENTRE,
ROSEHEATH DRIVE,
HALEWOOD,
L26 9UH**

**Tel : 0151 486 3780
or 0151 511 5919**

Fax : 0151 448 0650

www.thcsurgery.uk

For Map of Practice Boundary, see inside.

Named GP

You may already be aware that all GP practices are required to provide all registered patients with a named GP who will have overall responsibility for the care and support that our surgery provides to you.

Your named GPs are : Dr C Simo and Dr M Wijesinghe
Having a named GP does not prevent you from seeing any other GP at this practice.

Clinical Commissioning Group

For further information about primary care medical services in the area, contact Knowsley CCG, at Nutgrove Villa, Westmorland Road, Huyton L36 6GA (Tel. 443 4900).

The Surgery is Open:

Mon – Fri 8.00 am to 6.30 pm (except Bank Hols.)

Consultations with a Doctor, available by appointment:

Mon – Fri between 08:30 and 17:20

Extended Hours Mon 18:30 to 20:00 and Thurs 18:30 to 20:00

Consultations with our Practice Nurse,

Mon – Fri 8.30 –4.30pm/10.00-6.00pm - by appointment:

Making appointments

You may make an appointment by telephone, on-line or in person. You are welcome to see any of the Doctors or the Practice Nurse. *Please let us know if you prefer to see one of us in particular.*

If you require an appointment for a problem of a non urgent nature, please help by giving as much notice as possible. Urgent cases will be seen on the same day, but not necessarily by the doctor of choice. Even if all appointments have been taken arrangements will be made to fit in urgent cases. Please tell our receptionists if you have such urgent need. If you cannot keep an appointment, please cancel as early as possible. Failure to attend stops someone else from being seen.

Home visits

If you need to see a doctor but are housebound, you may request a home visit by telephone or by sending a fully informed messenger to the surgery.

Requests for home visits for both urgent and non-urgent problems should be made (where possible) before 10.00 am. Requests for home visits for urgent problems that arise after 10.00 am should be made as early as possible to avoid delay. Requests for home visits will not be unreasonably refused but you may not always be seen by the doctor of your choice.

Repeat Prescriptions and Acute Prescriptions

Once medication has been authorised by your doctor as being available to you by repeat prescription, it may be requested by returning your computer sheet, by letter (enclosing a S.A.E.) or on-line through our Web Site: www.thesurgery.uk.

48 hours notice is normally required.

Regularly taken Medication which has not yet been authorised for issue by repeat prescription, may be requested in a similar manner.

Occasionally, at the Doctor's instruction, you maybe asked to make an appointment for review of your medical condition.

Safeguarding

The practice will be explicit with its registered population about the duty to safeguarding children and other vulnerable groups.

Out of hours calls

Out of hours services are provided by Knowsley Clinical Commissioning Group's out of hours service, *Urgent Care 24*. Up to date contact information is given by our answering machine when we are closed. If you need advice or treatment when the surgery is closed: - **dial 111 for NHS 111 (all calls to 111 are free from landlines and mobiles).**

Staff assisting the Doctors

The are assisted by a Practice Nurse, a Practice Manager, several part-time receptionists/administrators, who help with routine reception and clerical duties, and a Medical Secretary. As well as the Doctors' staff there are Health Visitors, District Nurses, Community Midwives and a Dietician working from the Health Centre with us. The District Nurses hold a Dressings Clinic in the Walk in Centre (next door) Mon – Fri, by appointment.

Practice Nurse

Julie Daly helps run the chronic disease management programme and undertakes duties such as well person health checks, immunisations, cervical smear tests, contraceptive advice and routine health assessments. She is a nurse-prescriber.

Training

The doctors help with the training of medical students from Liverpool University. You can help by allowing them to observe your consultations and / or talk to you if needed. It is your absolute right to decline to see the students if you so wish.

Disabled patients

The surgery is designed with the disabled patient in mind. There is ample room for wheelchairs and special toilet facilities.

Confidentiality

Your medical records will be kept secure by us and our clerical staff. Otherwise, unless you permit it, only clinical professionals working in the Practice will have access to them.

Summary Care Record (SCR)

SCR enables healthcare staff providing care for patients in an emergency and from anywhere in England, to be made aware of any current medications or allergies they may suffer from. Information from every patient record is sent electronically to the Spine. If patients wish their information to be withheld from the SCR they can "opt out". Please refer to www.nhs.uk/your-nhs-data-matters where you can find out more about data sharing and set a national data opt-out.

Accessing your medical records

If you wish to access your medical records please ask at reception who will explain the process.

Services in addition to normal Surgery Consultations, by appointment:

Ante-Natal Clinic

Tuesday am. Maternity Services are provided by the Community Midwives.

Health Promotion

Well man and well woman checks, advice regarding diet, smoking, alcohol, chronic disease, heart and chest disease prevention (including Diabetes, Asthma and COPD) are available from our Practice Nurse.

Childhood Immunisations and development checks

Appointments can be made throughout the week for childhood immunisations and development checks.

Smear Tests and other Women's Checks

These checks are available from the Practice Nurse during normal consulting times, by prior arrangement.

Post natal checks and other special gynaecological examinations are available from all of the Doctors, by prior arrangement.

Please tell us when you are making your appointment if it's for one of these checks and tell us whether you would prefer a female clinician.

Minor Surgery

Cautery and some soft tissue or joint injections are available during normal surgery, by prior arrangement.

Contraception Advice

Available from the Doctors or the Practice Nurse, at normal consultation times.

Holiday Vaccinations

Where possible please make initial contact with our Practice Nurse who has access to up-to-date information on travel requirements. A vaccination programme will then be arranged.

Private Medical Examinations

For insurance, driving, sports etc., are available from the doctors by prior arrangement.

Diabetes / Respiratory patients

The Practice has systems involving the Practice Nurse and Doctors either in surgery to give diabetic and respiratory patients access to the special care required by their condition.

New Patient Health Checks

All newly registered patients are welcome to come for a routine Health Check with our Practice Nurse.

Zero tolerance

The practice has a Zero tolerance policy regarding violent and abusive behaviour towards staff or fellow professionals.

Patients exhibiting unacceptable behaviour will be removed from the practice patient list with immediate effect.