

## SURGERY INFORMATION OPENING HOURS

Monday	8 am – 6.30 pm
Tuesday	8 am – 6.30 pm
Wednesday	7 am – 6.30pm
Thursday	8 am – 6.30 pm
Friday	8am – 6.30 pm
Saturday	8am - 12.00 ( <u>Appointments bookable in advance only</u> )

### SURGERY HOURS

Monday	8.20 am – 12.30 am	1.30 pm – 5.30 pm
Tuesday	8.20 am – 12.30 am	1.30 pm – 5.30 pm
Wednesday	7.00 am – 12.30 am	1.30 pm – 5.30 pm
Thursday	8.20 am – 12.30 am	1.30 pm – 5.30 pm
Friday	8.20 am – 12.30 am	1.30 pm – 5.30 pm
Saturday	8.15 am – 11.30 am	<u>Appointments bookable in advance only</u>

The 7am surgery alternates between Mon/Tues/Wed

**The following clinics are all by appointment only –**

Diabetic

Dietician (referral by GP or practice nurse)

Chronic heart disease

Cardiovascular disease

Asthma and Chronic obstructive pulmonary disease

Minor Surgery

**Patients Comments: Suggestions** for improvements and compliments are always welcomed and there is a Patient Participation Group who are happy to receive these. We hope that you will never have cause to complain but if such an occasion arises 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.

**Practice Area/Boundary** – a diagram of the practice area/boundary is on display in the patient waiting area. The area includes the major part of the L31 post code excluding the area East of the railway line.

The practice operates a **zero tolerance policy** and reserves the right to remove violent or abusive patients from its list and will do so in writing in line with NHS England Policy.

Where appropriate the police will be called. The practice has CCTV situated around the building and car park area.

**We observe a non-smoking policy** within the premises and we follow a non-discriminatory policy with regard to patients and staff.

**Translation service:** The Practice has access to translation services – please contact reception for details.

**Our CCG is:** South Sefton Commissioning Group based at  
Merton House, Stanley Road, Bootle Liverpool L20 3DL  
Tel. 0151 247 7000

**Other Information:**

**PALS – 0800 218 2333 ([pals@sefton.nhs.uk](mailto:pals@sefton.nhs.uk))**

**Community Clinics** – facilities are available to all patients in the district in the Community Clinics (to the left of the main Health Centre entrance) Ring 0151 531 8118 for further information.

**NHS Direct – 0845 4647 ([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))** – for free advice and information on any health matter, 24 hours a day, 7 days a week. For non-urgent medical advice please call 111.

**Litherland Town Hall Medical Centre Walk-In Service** – 0151 475 4667/8 – open Monday to Friday 8 am to 8pm and Saturday and Sunday 9 am to 6pm – opening times may vary according to staff availability, please telephone first.

# WESTWAY MEDICAL CENTRE

(established c.1811)

**Westway,**

**Maghull,**

**Liverpool L31 0DJ**

Tel: 0151 526 1121 Fax: 0151 527 2631

## **The Partnership:**

Dr. Susan P. Gough (female) M.B., CH.B., (Manchester 1979) M.Sc., M.R.C. Psych.,  
D.R.C.O.G., D.F.S.R.H.

Dr. Ruari Killough (male), M.B., CH.B.,(Manchester 2007) M.R.C.G.P.

Dr. P. Chamberlain (male) *M.B.,CH.B.,B.Sc.,D.R.C.O.G.,M.R.C.P.,M.R.C.G.P.*

## **Associate GP's:**

Dr Victoria A Kelly (female) M.B., CH.B., (Liverpool 1998) M.R.C.G.P.

Dr Alasdair Patrick (male) M.B., CH.B., M.R.C.G.P.

Dr Suzanne Elliott (female) .M.B.CH.B M.P.H. M.R.C.G.P.

<b>Practice Manager:</b>	Gillian Stuart
<b>Deputy Manager:</b>	Carol Howard
<b>Senior Administrator:</b>	Claire McKnight
<b>Nurse Practitioner</b>	Amanda Richards
<b>Practice Nurses:</b>	Emma Jackson Alexandra Lewis
<b>Administration:</b>	Karen Dickson Jean Ely Karen Hurn Jill Scarisbrick Karen Adkins Ashleigh Rimmer Carol Stanley Angela Devlin Emma Gregoire Pauline Barlow Lucy Rees Melissa Tomlinson
<b>Medical Secretaries</b>	Nadine Brady Jackie Byers
<b>House Keeper</b>	Karen Cole

## **Welcome to Westway Medical Centre**

We have an excellent Primary Health Care Team consisting of Doctors, Practice Nurses, District Nurses, Midwives, Health Visitors. This Primary Health Care Team is supported by an Administrative Team consisting of a Practice Manager, Deputy Manager, Medical Secretaries and Receptionists.

Our aim is to provide a complete Primary Health Care service. We hope that our patients will make full use of our facilities, especially with regard to cervical smears, immunisations, contraception and health screening.  
We do have students from various disciplines from time to time.

### **WESTWAY PATIENT GROUP**

This is a patient run group to help patients in the practice. Mr. Colin Pickles is Chairperson of the group. If you would like further information on the group please ask at reception. All patients of the practice are welcome to join the group.

### **HOW TO SEE YOUR DOCTOR**

Consultations are by appointment only and can be arranged by telephone or in person at reception. If your problem cannot wait, you can be seen by one of the doctors the same day, though this may not necessarily be your usual doctor.

All patients are registered with the practice and not with specific doctors, but patients may express a preference to see a particular doctor when making an appointment. Where possible, try to see the same doctor throughout one illness so that he or she is familiar with your treatment and progress. This is particularly important for patients on long-term medication who will be asked to see their usual doctor every so often for review of their case. Telephone consultations are also available.

Patients are now able to book an appointment online. Please speak to a member of reception to register for this service or for any further information.

**IF YOU ARE UNABLE TO KEEP AN APPOINTMENT**, please phone the receptionist so that someone else can be offered your place.

### **TELEPHONE ENQUIRIES**

Mornings are a very busy time to telephone the surgery and we ask that anything other than appointments or home visit requests are telephoned in after 10.30am. Please be patient when contacting the surgery, a call queuing system is in operation.

### **WHEN THE SURGERY IS CLOSED**

After 6.30pm weekdays and weekends, if you need a doctor telephone 0151-526 1121. Your call will automatically be transferred to the Out of Hours service. The Out of Hours cover is provided by Go To Doc.

### **HOME VISITS**

Home visits are reserved for patients who are truly housebound or so incapacitated they cannot be brought to the surgery. Home visits are based on medical need. If you are too unwell to come to the surgery it is important that you telephone for a visit before 10.30 am so that the doctor can plan his round. In almost all cases children can be safely brought to the surgery where we have the best conditions for examination. If you come to the surgery during normal hours you will be seen, treated and if necessary referred more quickly. It would be helpful if you would explain to the receptionist what the problem is so that the more urgent calls can be seen first. There is always a doctor on call. If you need a doctor urgently at any time please telephone the surgery on 0151 526 1121 for non-urgent medical advice call 111.

### **REPEAT PRESCRIPTIONS**

If you take certain medicines on a regular basis, your doctor may authorise you to obtain repeat prescriptions from the surgery. Your prescriptions will come with a counterfoil, the 'prescription request form' which lists the names and doses of your medicines. Tick off those medicines which you require and place the form in the box in the waiting room before 3.30 pm – a prescription will be ready for you after two working days (48 hours) or 3 working days (72 hours) if there are any queries or amendments that require attention. We regret that requests made later than 3.30 pm cannot be attended to until the following working day. If you post the repeat prescription form with a stamped addressed envelope, the prescription will be posted back to you. Repeat prescriptions will generally be provided for up to six months before you are asked to see your doctor or a practice nurse to re-authorise further supplies. Please make an appointment in good time so that you can be reviewed by your

usual doctor. To avoid dangerous errors, we regret that we cannot take requests for repeat prescriptions over the phone but we can via our website - [www.westwavmcmaghull.nhs.uk](http://www.westwavmcmaghull.nhs.uk)  
Or register for patient access on line; contact the surgery for more information.

## **TEST RESULTS**

Please note that you can now telephone the surgery for your test results. You should contact the surgery between the hours of 2pm and 5pm. Please note that you will need to wait to contact the surgery following your tests as follows: -

- Urine results – please ring after 4 days
- All other tests – please leave 7-10 days. Please note that some results can take up to 14 days to reach the surgery.

## **REGISTRATION**

All persons making application to join our Practice List must do so by requesting an application form from our reception staff. Please check with our reception staff that you live within our practice boundary – a diagram is available at reception. Completed forms should be returned to reception together with two documents of ID. All newly registered patients will be asked to make an appointment with the practice nurse. Patients may make an appointment with their doctor prior to a new patient check appointment.

### **Other health professionals in the surgery:**

**Practice Nurses** – for immunisations, cervical smears, blood pressure checks, chronic disease management etc. Make an appointment through the receptionist.

**Health Visitor** – telephone 0151 222 0788 for advice on health care especially for pregnant mothers, children and the elderly.

**Midwives** – for help and advice during pregnancy.

**District Nurses** – (0151 531 0228) for the nursing of people in their own home including those with long term illnesses and those requiring continuing care after hospitalisation.

**Practice Manager** – for any enquiries or problems concerning the practice.

**Disabled Access** – A car space for the disabled is marked in the patient car park near the entrance. Wheelchair access to the building is via a ramp from the patient car park. Patient services are provided at ground floor level and the patient toilet provided is a disabled W.C.

**Computer Data** – Patients details are held in strict confidence on the practice computer. Under the Data Protection Act 1998 disclosure to a third party will only be made with the written permission of the patient or their parent or guardian in the case of children under the age of 16. Patients are allowed access to their own personal details under the Data Protection Act. Patient information can only be accessed by healthcare professionals involved in the delivery of care and treatment and by administrative staff in connection with matters such as operation of appointment system, repeat prescribing and secretarial work. SSCCG staff may access data for audit purposes in limited circumstances.

**Antenatal Clinic** – Thursdays 1.30 – 3.45 pm. This clinic is run by Community Midwives.

**New Patient Medicals** – are available with the practice nurse by appointment.

**Cervical Smear Clinic** – Appointments may be made with the Practice Nurse.

**Vaccinations for Foreign Travel** – consult the Practice Nurse at least six weeks beforehand.

**Insurance and other Medical Examinations** – not covered by the NHS – by special appointment with your doctor. If there is a fee involved, the receptionist can tell you how much.

**Baby Clinic** – Tuesday afternoons 1.30 – 3.30 pm. The Health Visitors, Practice Nurse and Doctor run this clinic. Routine vaccinations, physical and developmental assessments are arranged by appointment.

General advice on health problems in children under five can be obtained from the Health Visitor at this clinic. If your child has recently become unwell please consult during normal surgery hours rather than in the clinic – this avoids the possibility of spreading infections.