

REPEAT PRESCRIPTIONS - PLEASE ALLOW 48 HOURS NOTICE

To assist in the smooth running of the Practice and make the prescription process more efficient please post your requests in the following ways:

1. By using the appropriate computer slip, ticking each item required and dropping this into the RED BOX situated just inside the main waiting room.
2. If you have internet access you can order your prescription on-line (repeats only)- Ask at reception for details to register.
3. Electronic Prescriptions are now available direct to your nominated pharmacy—register with your pharmacy today.
4. **IF ABSOLUTLEY NECESSARY** by telephoning the surgery on 0151 424 6221 but please ring after 11:30 am so that staff can deal with urgent appointments .

From time to time you may receive with your prescription a request to see your Doctor or Nurse. This is because most medications require reviews to ensure their greatest benefits.

APPOINTMENTS

Although you are registered with one of the Doctors by name, you can by choice consult any of the Doctors provided that there is an available appointment.

APPOINTMENT TIMES

The opening hours of the surgery are:

Monday : 08:00-20:00 (08:00-08:30 by phone only)
Tuesday-Friday: 08:00-18:30 (08:00-08:30 by phone only)

Appointments for both GP's and Nurses are available from 08.40 to 17.50 Tuesday Wednesday, Thursday & Friday and 08:40 to 19:20 Monday .

NOTE: GP Appointments 18:30-19:20 Monday are pre-bookable only.

We offer an appointment reminder direct to your mobile phone, please ensure we have an up-to-date contact number for you and your family. You can opt-out of this service should you wish to see a receptionist who can arrange this for you. Some appointments are available to book on-line.

CANCELLATIONS

If you are unable to keep your appointment, please phone the surgery as soon as possible- we are a very busy Practice and someone else will always want to take advantage of your cancellation.

HOME VISITS

Please note that we can see up to 3 or 4 more patients in the surgery for every one seen at home, therefore we ask that requests for home visits be strictly necessary

Housebound patients may require visiting at home for both medical and nursing care. If so please ring the surgery before 10:30 am, if possible.

- Visits are undertaken after morning surgery.
- **If you have an urgent medical condition you must attend the local Accident & Emergency Department or ring 999 for help.**
- **Lack of transport is not a valid reason for a home visit.**

NEW PATIENT REGISTRATIONS

All new patients to the Practice are invited to have a health check within 1 month of joining the surgery which will be carried out by Emma Hunt—Health Practitioner. You can of course, see the Doctor if you have an urgent problem

TEST RESULTS

Please ring after 1:30 for all results. Also due to confidentiality, we can only give results to named patients

PATIENT PARTICIPATION GROUP (PPG)

We have regular meetings at the Practice. If you are interested in joining the group please leave your details at reception.

PRACTICE WEBSITE

Why not visit our website to lots of helpful information at:

<http://www.peelhouse-medical-plaza.nhs.uk/>

Coming soon - Online access to your medical records. This means that you will be able to access the information you need, to make the right choices about the care you receive, giving you increased control over your own care and care records. Access will allow you to easily and quickly, over the internet from home, work or on the move, view some of the electronic medical information held about you in the GP system. You will be required to register for online access, and will be given a password to activate your account. The practice is currently working towards enabling online access and will publish further information on the website.

(March 2016)

Peelhouse Medical Plaza



Peelhouse Medical Plaza

Peelhouse Lane

Widnes WA8 6TN

Tel: 0151 424 6221

Fax: 0151 420 5436

Welcome to Peelhouse Medical Plaza. We are an old established practice and are firmly committed to providing high quality medical care for you and your family. We are a group practice of seven Doctors and a full Primary Health Care Team.

The Doctors

Dr S. J. Edwards M.B.Ch.B. (Liverpool 1972)
Dr P.L. Hurst M.B.Ch.B., D.R.C.O.G, Dip Occ. Med.(Liverpool 1981)
Dr C.S.J. Woodforde BSc (Hons), M.B.Ch.B.(Liverpool 1991)
Dr M. M. McLaughlin M.B.Ch.B. (Edin 1998) MRCGP. BSc (Hons)
Dr K.R.. Botham M.B.Ch.B (Hons), D.R.C.O.G, MRCGP (Liverpool 2009)
Dr L .Jermin M.B.Ch.B (Hons),Liverpool 2005, M.R.C.G.P.
Dr P.C. Cowley M.B.Ch.B. (Liverpool 2002), MRCGP, DFRSH

Other Team Members

Practice Manager: Donna Hunt
Senior Receptionist : Trish Stanley
Practice Nurses: Monica Metcalfe, Sue Collins Amanda Thomas
Nurse Clinician: Lea Weitzel
Assistant Practitioner: Emma Hunt
Health Care Assistant: Lesley-Ann Neil
District Nursing Team Leader:
Community Matron: Emma Rickards
Community HCA: Julia Baines

CLINICS /Practice Nurse

Assisted Disabled access is via the main front entrance. Please enquire at the surgery for an appointment for any of the following:

- Smoking Cessation
- Childhood vaccination's
- Hypertension (blood pressure)
- Diabetes
- Heart Failure
- Heart Disease
- COPD & Chest (including Asthma)
- Travel Vaccinations
- Cervical Screening
- Immunisations including FLU
- Well Man & Woman
- Warfarin monitoring

All the Doctors offer family planning, cervical smears and antenatal and postnatal care. The Practice Nurses also do cervical smears and pill checks.

BLOOD CLINICS

The clinic's are held Monday- Friday 08:45-11:30 each day. This is by appointment only.

DISTRICT NURSES

These are based in the community. Their role includes all community health care including: Intravenous drug therapy, Palliative care and support for family and carers, Wound care, Doppler examinations, continence assessment and advice, Phlebotomy for housebound patients,

Treatment Room consultation's should be booked on: 0800 9530960

HEALTH VISITORS

They offer support and advice on all aspects of child health and development i.e. minor ailments, feeding and diet, sleep and behaviour management. They run childhood immunisation clinics in the surgery. A drop in clinic is available at Warrington Road Children's Centre. The Health Visitors can be contacted on: Tel Number 0151 511 5880.

NURSE CLINICIAN

Lea Weitzel is an experienced qualified nurse who has undertaken extra qualifications. This enables him to undertake work that may have been performed by others such as Doctors in the past. His role is to improve access to services, particularly regarding minor ailments and illness and offer an alternative approach to your care.

TEACHING & TRAINING

As a Practice we are committed to training & development of staff. There may be times when students may be present. Your consent will be obtained. The Practice may be closed for half a day per month for PLT- prominent notices will be displayed prior to the day.

COMPLAINTS / SUGGESTIONS

We aim to provide a high quality service and would be very interested in hearing your views on the service we provide or any ideas you may have on how our system can be improved. Please address your suggestions to the Practice Manager. Furthermore, if you are unhappy with any aspect of our service or your treatment, there is a complaint procedure form which is freely available from the reception, and will be forwarded directly to the Practice Manager. Alternatively you can contact the CCG (Clinical Commissioning Group) on :
Email: talk2us@haltonccg.nhs.uk
or Tel: 01928 593479

OUT OF HOURS

This applies to the following: Between the hours of 18:30 - 08:00, on weekdays. All weekend and Bank holidays.

If you need urgent medical advice during these periods On-call Doctors can be reached by telephoning 0151 254 2303. An answer phone will advise you further. However patients should also be aware that there is a 24-hour advice line available from NHS Direct contactable by telephoning 08454647.

TELEPHONE ADVICE

Advice over the telephone to patients is not routinely offered, however patients should be aware that there is a 24-hour advice line available from NHS Direct contactable by telephoning 08454647.

CONFIDENTIALITY STATEMENT

In the course of your care or treatment we collect information about you. This information is essential to your care and often needs to be shared with other health care professionals within the local health network to co-ordinate your care effectively. Some of this information may also be used to support local clinical audit and other work to monitor the quality of clinical care. You have the right to refuse to allow your information to be shared, however this may lead to restrictions in the care you receive including treatment options.

All information is treated in the strictest confidence. All practice staff adhere to recognised standards of confidentiality. **A leaflet, fully outlining your patients rights, is available from the Reception Staff**

Should you wish to opt-out of the electronic patient record scheme please obtain the relevant form from reception.

PATIENT RESPONSIBILITIES

Verbal or physical violence will not be tolerated towards any member of staff. Such actions may lead to removal from the Practice list.

HALTON CLINICAL COMMISSIONING GROUP (CCG)

Further details of primary medical services in the area contact First Floor, Runcorn Town Hall, Heath Road, Runcorn, Cheshire, WA7 5TD Tel: 01928 593479

NHS DIRECT for all health advice

Tel: 0845 4647,
website: www.nhsdirect.nhs.uk

OTHER RESOURCES

HCRC Walk-In Centre, Caldwell Road, Widnes

The Halebank Walk in Centre is a nurse led facility this can offer advice on many health issues such as minor illness and Well Persons screening as well as smoking cessation and is situated in THE OLD CHURCH, Halebank. Please telephone 0151-425-4950 for more information or an appointment.

Halton Hospital: 01928 714567
Whiston Hospital: 0151-426-1600
Warrington Hospital: 01925-635911
Millbrow Clinic: 0151-424-4360