

## Health Promotion

### Self Treatment:

Many common aches & pains can be simply treated at home and without need to consult a Doctor. You might be able to be treated by your local pharmacist. Information and advice can be obtained from the **NHS 111 service**. This is a national health line providing expert health advice, information and re-assurance.

Dial 111 from any phone to be connected to the NHS 111 service 24 hours a day, 7 days a week.

For general medical advice and health tools, please visit the following website;

<http://www.nhs.uk>

### Test Results

It is your responsibility to follow up the results of any test you may have had arranged by a GP or Practice Nurse. **Please allow 5-10 days for the results to be returned to surgery. We ask patients to contact us after 11am for test results.**

Due to patient confidentiality, test results can only be given to the patient to whom they relate.

### CQC

Penny Lane Surgery achieved a "good" rating in all areas when inspected by The Care Quality Commission in 2019.

<https://www.cqc.org.uk/provider/1-199778301/services>

## Comments, complaints and suggestions

We aim to give our patients the best service possible, and that means always trying to do better.

You can help us by telling us when we please you and also when we don't.

**"If we can change things for the better we will."**

You can discuss any comments, complaints or suggestions with a member of our reception team or leave a written note in our suggestions box, however if you would like to make a formal complaint, please ask to speak to our Practice Manager who investigate your concerns.

### We need you.....



If you would be interested in joining our Patient Participation Group (PPG) please speak to reception for further details.

### Confidentiality

The confidentiality of patient information is maintained at all times in accordance with NHS guidelines and all staff receive regular training and updates regarding their consent, confidentiality and their responsibilities.

The same standards of confidentiality are applied to information held on our computer system and, in this respect, we are registered under the Data Protection Act.

## Penny Lane Surgery Patient Information Leaflet



**"We Welcome New Patients"**

**Dr Felicity Mattocks** MBChB(Hons), DFPP  
**Dr Kyle Egan**

[www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)

**Penny Lane Surgery  
7 Smithdown Place  
Wavertree  
Liverpool  
L15 9EH**

**Switchboard - 0151-733-2800  
Fax – 0151-734-3418**

## A Warm Welcome

Penny Lane Surgery is a well established and highly regarded family Practice.

We have been described by our patients as a "warm, welcoming and caring practice"

### **Our guiding principles are;**

- ✓ To treat patients with dignity & respect
- ✓ To provide patients with an assured quality of preventative, curative and palliative care as well as health education & promotion
- ✓ To develop and enhance the range of services and care of residents within our Practice area. To meet the changing health needs of the future in close co-operation with our Clinical Commissioning Group (CCG) and other local community & professional groups
- ✓ To operate an ethical, efficient and successful Practice to resource the provision and development of health care.

### **A reminder of some of the services we offer.....**

- ✓ Routine and acute GP appointments
- ✓ Cervical Cytology
- ✓ Child health surveillance
- ✓ Family planning advice
- ✓ Long term condition management clinics & advice
- ✓ Immunisation and vaccinations
- ✓ Travel vaccinations
- ✓ Pre-conceptual advice
- ✓ Help for carers
- ✓ Practice Nurse appointments
- ✓ Physiotherapy appointments
- ✓ Access to a health and well being team

## Reception Opening Hours

	Door Open		Phones Open
<b>Monday</b>	8.00	6.00	8-6.30
<b>Tuesday</b>	8.00	6.00	8-6.30
<b>Wednesday</b>	8.00	6.00	8-6.30
<b>Thursday</b>	8.00	6.00	8-6.30
<b>Friday</b>	8.00	6.00	8-6.30
<b>Saturday</b>	Closed		
<b>Sunday</b>	Closed		

## Accessing A GP

If you need medical advice or treatment, please complete an e-consultation on our website ([www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)) or ring us on 0151 733 2800.

### Telephone triage

This GP practice is currently operating a telephone triage system. This means you will be asked to provide some brief information about your healthcare need over the phone with a member of our team.

This will help us to assess the most appropriate way to provide your care, which could include an online, video, telephone or face-to-face consultation. If you have a preference, please just let the practice team know.

### PATCHS:

For routine or non-urgent issues, you can also contact us online at any time by filling out an online consultation form. We will respond to you as soon as possible, usually within two working days.

## Home Visits:

Home visits are reserved for patients who are housebound or who are too ill or incapacitated that they cannot come, or be brought, to the Surgery.

If you need a home visit please **telephone the surgery before 10am**

The cost of travel to the surgery cannot be a consideration in requests for home visits so please ensure that you have a system whereby you can access transport by family, friends or taxi in an emergency.

## Repeat Prescriptions

There are many options for patients when ordering their repeat medications;

- ✓ Order your repeat medication online using "patient online access" via [www.patient.emisaccess.co.uk](http://www.patient.emisaccess.co.uk)
- ✓ Tick the appropriate medication on the computer counterfoil of your last prescription. Then hand this in to reception.
- ✓ Request via the practice website at [www.pennylanesurgery.nhs.uk](http://www.pennylanesurgery.nhs.uk)
- ✓ We will send a prescription to you if you provide an SAE

Please ensure you allow **two working days** for your repeat prescription request to be processed and for the prescription to be available for collection.

**Please be aware that we are unable to accept requests for prescriptions via telephone.**

## Who do I contact when the practice is closed?

Outside surgery opening times, including weekends and Bank Holidays, please contact the NHS 111 out of hours service by ringing 111 or visiting NHS 111 online who will treat you as necessary.