

Useful Information

If you urgently need medical help or advice **but it is NOT a life-threatening situation—call 111**

Liverpool Walk-in Centres—0300 100 1004

South Sefton Walk-in Centres—0151 475 4667

If someone is seriously ill or injured and **their life is at risk—call 999**

Royal Liverpool Hospital—0151 706 2000

Liverpool Women's Hospital—0151 708 9988

Walton Hospital—0151 525 3611

Alder Hey Children's Hospital—0151 228 4811



**when it's less
urgent than 999**

Kirkdale Medical Centre

14 Waller Close, Liverpool, L4 4QJ

Telephone: 0151 207 0950

Email: G.N82101@nhs.net

Website: www.Kirkdalemc.nhs.uk

KIRKDALE MEDICAL CENTRE



*Practice Information
Leaflet*

Telephone: 0151 207 0950

Website: www.kirkdalemc.nhs.uk

Welcome New Patients.....



Opening Times:

Monday: 8:00 am—6:30 pm

Tuesday: 8:00 am—6:30 pm

Wednesday: 8:00 am—6:30 pm

Thursday: 8:00 am—6:30 pm

Friday: 8:00 am—6:30 pm

Appointments:

The Practice operates an advanced booking system and also on-the-day appointments.

- ◆ **Pre-bookable Appointments**—Up to two weeks in advance
- ◆ **Pre-bookable Online Appointments**—Patients need to have access to online services
- ◆ **Daily Telephone Consultations**—with a GP
- ◆ **Same day Appointments**—Patients to call Practice at 08:00am
- ◆ Home Visits are requested **BEFORE 10:00am**, reserved for patients who are housebound or too ill to attend

Urgent Cases will be seen on the same day, if deemed necessary, but not always by your preferred Doctor

Cancellations:

If you cannot attend your appointment for any reason please inform us as soon as possible as this appointment can be given to someone else.

When you have registered with the Practice it is important that you attend a routine Health Check, this is an opportunity to discuss your medical history and you will be required to bring any medications to this appointment.

Patient Rights and Responsibilities

All our Patients are entitled to be offered a Health Check, Receive Emergency care, receive appropriate Drugs and Medicines, be referred to a Specialist if/when appropriate, and to be able to choose whether or not they take part in Medical Research and Student Training.

Complaints, Comments or Concerns

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be addressed as quickly, and as amicably, as possible. To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Complaints will be directed to: Deepa Busam— Managing Partner & Practice Manager

Email: Deepa.Busam@livgp.nhs.uk

Protecting Privacy

The Practice complies with Data Protection, GDPR and access to medical record legislation. Identifiable information about you will be shared with others in the following circumstances:

- ◆ To provide further medical treatment for you e.g. referrals to community or hospital services
- ◆ To help you get other services e.g. the social work department. This requires your consent
- ◆ When we have duty to others e.g. in child protection cases anonymized patient information will also be used at local and national level to help the Health Board and Government plan services.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and Administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Practice Team:

Dr Ravi Dhulipala (Clinical Partner)

MBBS, MRCS, DRCOG, MRCGP

Ms. Deepa Busam (Managing Partner & Practice Manager)

GPs: Dr Anup Sarkar, Dr Manohar Budhathoki & Dr Aditi Chakravarthy

Advance Nurse Practitioner: Adebola Sadiku

Nurse Prescriber: Litty Thomas

Admin & Reception: Raghavendra M, Victoria H, Faye C, Manisha B, Bimal D

PNC Support: Pharmacists, Physiotherapist

Repeat Prescriptions

Those eligible for repeat prescriptions have a number of options available for re-ordering:

- ◆ **In Person**—drop your repeat slip in at the reception, with the required items clearly marked.
- ◆ **By Post**—Send it to us remembering to include a stamped addressed envelope if you wish for us to post it back to you
- ◆ **Online**—Prescription requests through Patient Access services or the Practice Website: www.kirkdalemc.nhs.uk

Prescriptions will be ready for collection **48 to 72 hours** from request (excluding weekends and bank holidays) to avoid the possibility of errors we are unable to accept requests by telephone.

Test Results

If we have sent for further tests and you would like the results, please contact reception **between 12:00-13:00**. Our reception staff are **not qualified to comment on results** therefore it is your responsibility to check them and make any necessary follow-up appointment with the doctor. Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them