

WESTMORELAND GP CENTRE



Aintree University Hospital, Longmoor Lane,
Aintree, Liverpool L9 7AL

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www.westmorelandgpcentre.co.uk

Welcome To Westmoreland GP Centre

This booklet tells you about the practice and the service we offer. Please read it carefully. We trust that you will find it helpful and informative. Please keep it in a safe place for reference. Westmoreland GP Centre provides accommodation for our primary health care team and the patients registered with the practice. It is a large practice which was previously run from two sites - Taron House, Longmoor Lane and Aintree Health Centre, Oriel Drive. Both surgeries became very busy and the practice grew from two partners in the 1970s to seven partners in 1993. Patient numbers grew to approximately 5000 at Aintree Health Centre and 8000 at Taron House.

During this period of expansion the nature of general practice itself changed. General practitioners now work with other health professionals in primary health care teams, offering more services to their patients. These factors led to our centralisation of the practice at Westmoreland GP Centre in April 1996. We now have a practice of five partners and five salaried GPs working with a team of over 30 members. Operating from one site facilitates better communication between team members and streamlines administration.

GP Or A&E

A review of our patients attending A&E in 2012 showed that more than 50% had problems that could have been dealt with by the nurses at Westmoreland. Please help us to use NHS services appropriately. Unless it is an emergency, phone us first. We usually have appointments on the day and can fit you in if you need to be seen urgently.

Primary Care Trust

Westmoreland GP Centre is one of the largest of the 23 practices in the North Liverpool area which forms North Liverpool Primary Care Trust. Its responsibilities include promoting better health, maintaining a quality standard in primary health care and commissioning services from other health care providers, such as the local hospitals.

The Doctors

Dr Sian Alexander-White (Female)
MB ChB (Liverpool) 1979 MRCGP DRCOG DFSRH FHEA
Special interests: Undergraduate Medical Education

Dr Andrew Cavadino (Male)
MB ChB (Liverpool) 1986 MRCGP
Special interests: Education, research, cryotherapy

Dr Margaret Patricia Brown (Female)
LMSSA MB BS (London) 1984
Special interests: Education, child health, women's health

Dr Julie Coleman (Female)
MB ChB (Sheffield) 1991 DCH DRCOG DFSRH MRCGP
Special interests: Education, diabetes, women's health, research

Dr Siobhan McQuillan (Female)
MB ChB (Liverpool) 1991 MRCGP
Special interests: Research Lead, diabetes

Salaried GPs

Dr David Martin (Male) MB BAO BCh (Honours) MICGP Diploma in musculoskeletal & injury management

Dr Enas Othman (Female) MRCGP MBBS

Dr John M Mackean (Male) MB ChB (Liverpool) 1984 MRCGP DRCOG D Occ Med

Dr Nicola Tervit (Female) MB ChB MRCGP (Glasgow) 1994

Dr Tony Manley (Male) MB ChB (Liverpool) 1976 DCH

Dr Saman Zafar (Female) MBBS MRCGP DRCOG DFSHR (Punjab) 2002

Management Team

The practice manager, Mrs Francine Barrow, heads a staff responsible for the day-to-day administration of the practice. Her duties include all financial matters, staff management and liaison with the Primary Care Trust and Hospital Trusts.

Practice Manager Mrs Francine Barrow

Deputy Practice Manager Mrs Ann Sainsbury

IT Manager Mrs Margaret Evans

Reception And Office Staff

The reception team are there to assist you in making routine and emergency appointments and house calls. They deal with all general enquiries and issuing of repeat prescriptions. It is a legal requirement that confidentiality of patient records is maintained at the highest level by all staff.

Senior Receptionist Mrs Jacqueline Williams

Receptionists

Mrs Jacqueline McGaw

Mrs Jacqueline Weymouth

Miss Rachael Eaton

Mrs Laura Challinor

Ms Toni King

Mrs Wendy Ferrie

Mrs Carol Duggan

Mrs Elaine Hogg

Mrs Debbie Davidson

Miss Scarlett Watt

Computer Scanning Clerk

Miss Paula O'Brien is responsible for the scanning of hospital letters onto the practice computer system.

Secretaries

We have three medical secretaries, Ms Sharon Earner, Mrs Nancy Shennan and Mrs Joan Barnes who deal with all hospital referrals. They will help with any problems regarding hospital appointments.

Facilitator

Miss Hannah Winstanley

Finance Administrator

Miss Lynn Evans

Clinical Staff

Nurse Practitioner

Mrs Clare Heywood RGN DIP HE Clinical Skills Exam Qualification Independent Nurse Prescriber. Our nurse clinician is able to diagnose, examine and prescribe for a number of conditions.

Practice Nurses

Mrs Janice Evans RGN
Mr Raymond Dinn RGN

Our highly trained nursing staff perform many duties including:

Travel vaccinations	Routine adult immunisations	Cervical smears
Heart disease monitoring	Rheumatoid arthritis monitoring	Diabetes monitoring
Pill checks	Asthma and COPD monitoring	

Healthcare Support Worker **Mr Alan Williams**

Our healthcare support worker is fully qualified to deal with the following:

- New patient medicals
- Well person check-ups
- Blood pressure monitoring
- Diabetic monitoring
- Flu and pneumococcal vaccines

Community Nurses

The district nurses are routinely involved with the care of patients in their homes. They assess their needs; they advise on and carry out nursing care for the sick, elderly and terminally ill patients. The responsibility of our Macmillan nurse is to advise about the care of terminally ill cancer patients. She will liaise with all members of the primary health care team, hospital specialists and hospice organisations.

Health Visiting Team

Our health visiting team is responsible for monitoring the health needs of young families. They offer help and advice to pregnant women and new mums. They run the baby clinics, monitoring the health of babies and young children.

Health visitors are also very involved in health promotion issues for all age groups, offering advice on how to stop smoking, weight reduction, healthy eating and exercise for health.

Counsellors

Counselling is provided at Breeze Hill. Referrals to the service are made by the doctors in the practice.

Primary Mental Health Care Team

For patients who suffer from mental illness, Dr Vovnik, the Consultant Psychiatrist and his team work closely with us to provide comprehensive ongoing care.

Primary Care Drug Counsellor - Mr Bill McIntyre provides therapy for drug misusers.

Graduate Mental Health Care Workers - self-help intervention, support and psycho education to patients with mild to moderate anxiety or depression.

Midwives

The midwives run the antenatal clinic. They also do antenatal and postnatal domiciliary visits. They liaise very closely with other members of the primary health care team.

Primary Care Information Facilitator

Mrs Kate Murphy collects information and carries out audits on health issues for the practice to help plan the health needs of the community.

Education And Training At Westmoreland

The practice is heavily committed to its role in education. Qualified doctors, known as GP registrars, are attached to the practice for 6 to 12 months to gain experience in primary care. These doctors usually become general practitioners after completing their training. During training they are supervised and encouraged to seek advice, when required, from the practice partners.

Sometimes, patients are requested to allow their consultations to be videotaped. These are only seen by doctors involved with training and are of great educational benefit. Patient consent is sought prior to any video consultation. Your co-operation in this is greatly appreciated, but you can of course decline to be videotaped if you so wish.

From time to time the practice will have undergraduate medical students on placement gaining experience in primary health care. As the undergraduate curriculum at Liverpool Medical School now involves more community exposure, the numbers and the length of time students will be in the practice will increase. We thank you for your co-operation in helping to train the doctors of tomorrow.

Both the practice nurses and community staff, district nurses and health visitors have training roles. They have students working with them under their supervision to gain valuable primary healthcare experience.

Research

Westmoreland GP Centre is committed to participating in research.

All our research projects are approved by an ethics committee and operate under terms of Research Governance. We welcome suggestions regarding how best to involve and inform our patients regarding our research activity.

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Surgery Times

Dr S Alexander-White

Monday	9.00am - 12 noon	3.00 - 7.00pm
Friday	9.00am - 12 noon	

Dr A Cavadino

Monday	9.00am - 12 noon	3.00 - 7.00pm
Tuesday	9.00am - 12 noon	3.00 - 7.00pm
Thursday	9.00am - 12 noon	

Dr M P Brown

Monday	9.00am - 12 noon	3.00 - 7.00pm
Tuesday	9.00am - 12 noon	
Wednesday	9.00am - 12 noon	
Thursday	9.00am - 12 noon	3.00 - 7.00pm

Dr J Coleman

Monday	9.00am - 12 noon	3.00 - 7.00pm
Tuesday	9.00 - 11.30am	1.00 - 3.00pm (Diabetic Clinic)
Friday	9.00am - 12 noon	3.00 - 7.00pm

Dr J M Mackean

Tuesday	9.00am - 12 noon	3.00 - 7.00pm
Thursday	9.00am - 12 noon	3.00 - 7.00pm

Dr S McQuillan

Monday	9.00am - 12 noon	
Tuesday	9.00am - 12 noon	1.00 - 3.00pm (Diabetic Clinic)
Wednesday	9.00am - 12 noon	3.00 - 7.00pm

Dr N Tervit

Wednesday	10.00am - 12 noon	2.30 - 5.30pm
Thursday	9.00am - 12 noon	

Dr T Manley

Thursday	9.00am - 12 noon	3.00 - 7.00pm
Friday	9.00am - 12 noon	3.00 - 7.00pm

Dr S Zafar

Wednesday	9.00am - 12 noon	3.00 - 7.00pm
Thursday	9.00am - 12 noon	3.00 - 7.00pm
Friday	9.00am - 12 noon	3.00 - 7.00pm

Dr Martin

Monday		3.30 - 6.00pm
Tuesday	9.00am - 12 noon	
Wednesday	9.00am - 12 noon	
Friday	9.00am - 12 noon	3.00 - 7.00pm

Dr Othman

Monday		3.00 - 6.00pm
Tuesday	9.00am - 12 noon	
Wednesday	9.00am - 12 noon	
Friday	9.00am - 12 noon	3.00 - 6.00pm

Please note surgery times are subject to alteration.

NB: other locum doctors and registrars will be doing surgeries at the discretion of the partnership.

Clinics

Monday	Healthy heart clinics	1.00 - 4.00pm at Taron House
Tuesday	Diabetic clinic all day at Westmoreland	
Wednesday	Well baby clinic by appointment only	1.00 - 3.00pm at Taron House
Thursday	Antenatal Clinic at Westmoreland	1.00 - 3.30pm

Appointments

Surgery appointments may be made by telephoning **525 6286**. There are times when the lines are very busy, such as between 8.00 and 11.00am and in the afternoon between 2.00 and 4.00pm. Please be patient: your call will be answered as soon as possible. Appointments can usually be made one month in advance. All appointments with the doctors are at 10 minute intervals per person. When making an appointment, please consider whether you need more than 10 minutes and, if so, ask for a double appointment. Also, if two members of a family are to be seen, two appointments are required. If you cannot keep your appointment or no longer require it please let us know - someone else may need it.

Patients are able to book an appointment with a doctor or nurse of their choice.

Extended Hours

The practice is also open for late evening surgery, by appointment only, on five evenings per week. These surgeries are intended for patients who cannot easily attend during the day. Late surgeries run from 6.30 - 7.00pm Monday to Friday. There is a limited number of appointments so please book one only if you cannot attend at other times.

Please use the intercom system to gain access to the building between 6.30 - 7.00pm.

Advanced Access And The Appointments System

Our practice takes part in a national scheme to improve access to healthcare. We have already carried out a lot of work on this and have a highly trained nurse clinician who can deal with all sorts of minor ailments as well as family planning and menopausal problems. Our excellent practice nurse team are also specially trained in blood pressure and cholesterol management and taking cervical smears.

When you telephone the surgery for an appointment, you will be asked for a brief outline of your problem so that the receptionists can direct you to the most appropriate person to deal with it. Also, requests for form completions and prescription queries will now be dealt with over the telephone when possible. This will enable more GP appointments to be made available. Under this new system of working you should be able to see a GP within 48 hours and a nurse within 24 hours for routine appointments. We aim to satisfy requests for urgent appointments within one working day. You can help to maintain continuity of care between health professionals and patients by:

- making appropriate follow-up appointments with the same doctor or nurse that you have consulted for a particular problem.
- making an appointment with a named doctor or nurse if you receive a letter from us asking you to do so.

The practice staff are aware of all doctors and nurse availability and can help you to maintain contact with the nurse or doctor dealing with your problem.

PETER COYNE

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Home Visits

All requests for home visits should be made before 11.00am. These visits will be triaged by a GP. That is, patients will receive a return telephone call from a GP who will assess the need for a visit. These visits will be done after the morning surgery. Emergency visits only will be done during the rest of the day. Please give the receptionist as much information as possible. House calls are not a substitute for surgery appointments. They should only be requested when getting to the surgery is not possible because of ill health.

Out-Of-Hours Emergency Cover

When the surgery is closed, emergency care is obtained by dialling the usual surgery number - **525 6286**. Your call will be diverted to UC 24 who are responsible for the out-of-hours service. UC24 have been commissioned to provide these services by Liverpool PCT. You may be given advice, asked to attend an emergency centre or a doctor will make a house call if thought necessary.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term therapy. Requests can be made by:

- Handing them into reception.
- Faxing them to the surgery on **525 9070**.
- Handing your written request to a chemist (see reception for details).
- Posting your request.

You can collect prescriptions at any locally nominated chemist of your choice or collect from the surgery; in both cases this will be done within 48 hours for processing.

Please note that when prescriptions are requested to be collected from the surgery, we will only hold them there for 10 days and then they will be destroyed.

Please ensure that you use the printed side of your prescription to re-order each script. All the information we need is on this form. Requests for non-repeat medication or "one off" prescriptions need to be made in writing and authorised by the doctor and may take longer to process.

Key Points

Prescriptions are issued for 28 days only.

Allow 48 hours for processing.

Expect your medication to be reviewed periodically.

Test Results

It is the patient's responsibility to contact the surgery to find out the results of tests and investigations. Blood tests are usually available in five working days, x-rays and scans usually take 10 to 14 days and cervical smears four to five weeks. Please telephone for results after 2.00pm daily.

Calling All Carers

We recognise that carers make an enormous contribution to the welfare of others but often neglect their own needs. We would like to remind you that looking after yourself is as important as looking after others. Please let surgery staff know if you care for or help someone frail and/or with an illness or disability. This could be a partner, relative, friend or neighbour. We can add you to our carers register which enables us to acknowledge your needs as a carer and supply you with further information where appropriate. We can also put you in touch with other organisations that may be able to provide extra support.

Disabled Patients

Westmoreland is a single storey building and is fully accessible to disabled patients. Wheelchair access to the building is via a ramp at the front entrance. A disabled WC is provided near the front entrance. Disabled car parking is provided at the front of the building and is free (providing the blue badge is displayed correctly) anywhere on the grounds as long as it is a non-barrier car parking area or a multi-story car park.

Our Branch surgery at Taron House has wheelchair access to the building via a wheelchair ramp at the front of the building, and a disabled WC is provided on the ground floor of the building. All clinics are held on the ground floor of the building.

Car Parking

The only free reserved parking area for patients is directly in front of our premises and directly behind the surgery building. All other areas are pay and display. We would request that patients park sensibly. Please do not block other cars by careless parking. Please do not park on the grass.

Protecting And Using Your Medical Information

Introduction

All the information you give to a member of the Primary Health Care Team (eg doctor, practice/district nurse, health visitor) which is held either on paper records or computer is safeguarded by the Data Protection Act 1988. This Act sets clear rules about how the recorded information can be used and demands openness about how the information is used. It also gives you certain rights, eg you have the right of access to your health records.

At all times, everybody working for the National Health Service - ie all the members of the Primary Health Care Team - has a legal duty to keep information about you confidential.

Why Do We Need Information About You?

We have to ask you for information so that we can make a decision about the best care and treatment for your needs.

This information is often kept on paper record or on computer because we might need it when we see you again.

What Else Do We Do With This Information?

Some general practitioners receive payments for services they provide, like contraception services, certain vaccinations and cervical screening. The doctor has to notify the Primary Care Trust about which patient has had which service.

Your general practitioner might need to ask the Primary Care Trust to fund certain elements of your care and for this we may need to give the Primary Care Trust details of your personal and clinical records.

The general practitioner needs to notify the Primary Care Trust when you first register and your entire health record will be sent to the Primary Care Trust when you change your GP. The Primary Care Trust will then pass these records over to your new GP.

If you need to be referred to a specialist (eg consultant) or need assistance in your treatment or management (eg require a wheelchair, need help from social services, counselling etc), relevant information about you will be passed on so we can all work together for your benefit. However, we will only pass on information to people who really need to know and have a genuine interest and we also will only pass on as much information as is necessary.

The law demands that details of patients with certain infectious diseases have to be passed on to the Primary Care Trust so action can be taken to protect the public's health. You can receive a list of all notifiable diseases from the Primary Care Trust. The law demands that information is passed on if a serious crime can be prevented.

The law courts can also insist that doctors disclose medical records by issuing a court order. When we are asked for medical records from solicitors, we will provide them with your full medical record only if you provide signed consent. Similarly, any information we are asked to provide to life assurance companies is only given when we have received your signed consent to do so.

Information about you may also be needed to review the care you receive to make sure it is of the highest standard. It is used for managing and planning of the NHS, so that services can meet patient needs in the future, accounts can be audited and the NHS performance and activity analysed.

You can choose whether or not to be involved in the training and education of staff or students and if you want to participate in research projects.

Anyone to whom information about you is passed by a member of this practice is also under a legal duty to keep it confidential.

Without your authorisation we cannot pass on information about the progress of your health to your relatives, friends and carers.

Everyone working in this practice and for the NHS has a legal duty to keep information about you confidential.

Sometimes we have to pass your information on, but anyone who receives this information is also under a legal duty to keep this information confidential.

If you want to know more about your rights and our legal duties in handling confidential information, please ask for a leaflet about confidentiality at the reception desk.

Staff Protection

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff, we may choose to inform the police and make arrangements for you to be removed from our medical list.

Westmoreland Patient Group

A brand new patient group is being formed within the practice right now. We aim to offer our patients the best possible service, and as part of this we want your opinions on a variety of issues within the practice. The group is open to anyone who wishes to join it. We will collate your views and opinions and with regular meetings we will discuss possible outcomes with you. Please ask at reception for further information and a sign-up form.

Complaints Procedure

How Do You Voice Your Concerns?

We try to provide a high standard of care and every effort to give the best service possible to all our patients. Any suggestions you may have to improve our service can be made via our suggestion box in the waiting area. However, there may be times when you are not happy about something. However should you wish to pursue this further, we hope you will feel free to discuss your concerns with the member of staff involved, with the practice manager, or one of the doctors. This is better done sooner rather than later and we hope that you will be satisfied after talking to us. However should you wish to pursue this further, we do have a procedure if you would like to make a formal complaint in writing. Complaint forms are available from reception or you can write directly to Francine Barrow, the practice manager.

Our Responsibilities To You

1. We are committed to giving you the best service possible.
2. All staff will wear name badges with their designation.
3. Doctors' names will be displayed above the door of their consulting room.
4. You will have rapid access to a doctor in case of emergency.
5. We will inform patients of all blood test and x-ray results that need acting upon. Normal results will be given over the telephone (please ring after 2.00pm) or at your next appointment.
6. You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times. For further information, please contact Francine Barrow, the practice manager.

Your Responsibilities To Us

1. Help us to help you.
2. Please let us know if you change your name, address or telephone number.
3. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot.
4. Please ask for home visits only when the person is too ill to visit the surgery.
5. Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Practice Policy - Removal Of Patients From The List

The relationship between a doctor and patient should be a therapeutic and beneficial one. However, there are a few circumstances where it would normally be considered reasonable to remove a patient from the practice list. Situations which justify removal include:

Where a patient:

- is physically violent towards a doctor, practice staff or other patients on the practice premises.
- gives verbal abuse and makes threats towards the doctor, practice staff or other patients.
- is violent or uses threatening behaviour to a doctor (or some other member of the primary health care team) who is visiting the patient's home.
- fraudulently obtains drugs or falsifies prescriptions or certificates.
- steals from the practice premises.

Occasionally, patients persistently act inconsiderately and their behaviour falls outside that which is normally considered to be reasonable. In these circumstances also, removal may be justified due to the irretrievable breakdown in the doctor-patient relationship.

In the unlikely event of this happening, you will be notified in writing by the health authority who will help you to find another doctor.

Changes To Patients' Address And Telephone Numbers

Patients are obliged to inform the surgery as soon as possible of any change of name, address or telephone number.

Sometimes informing your doctor may be overlooked when changing address etc but this is obviously very important. We need to know where you are living for home visit and boundary area reasons.

We will ask you for a current utility bill for confirmation of your address when registering or re-registering with the practice.

Charges You May Be Asked To Pay

You may be asked to pay a charge for some services at the practice, please ask at reception for details.

How To Register As A Patient With The Practice

The doctors welcome new patients who live within our practice boundary.

The registration form will ask you for personal details such as your name, address, date of birth, telephone number, previous address and doctor. It will also ask you for some basic lifestyle, medication and allergy questions to enable us to provide the best service possible from the start.

Once you have completed the form, bring it along to the surgery, you will be given an appointment to register with our health care support worker, who will carry out a short medical examination, eg height, weight, blood pressure, urine testing, medication review, and will discuss any previous medical history.

Flu Vaccination And Pneumonia Vaccination

An influenza vaccination and pneumonia vaccination are particularly recommended for patients with heart, lung and kidney disease, diabetes or asthma. Elderly patients are also advised to be vaccinated.

Children's Immunisation Schedule

- | | |
|-----------|--|
| 2 months | Diphtheria/Tetanus/Pertussis/Polio/Hib (combined) and 1st Pneumococcal |
| 3 months | Diphtheria/Tetanus/Pertussis/Polio/Hib (combined) and 1st Meningitis C |
| 4 months | Diphtheria/Tetanus/Pertussis/Polio/Hib (combined) and 2nd Pneumococcal /Meningitis C |
| 12 months | Hib/Meningitis C Booster |
| 13 months | MMR and 3rd Pneumococcal |
| 3-4 years | MMR Booster Diphtheria/Tetanus/Pertussis/Polio/Hib |
| 13 years+ | Tetanus/Diphtheria/Polio |

If you have any doubts about any of the vaccinations, please speak to either your doctor or one of the health visitors.

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Useful Telephone Numbers

Westmoreland GP Centre	525 6286
Westmoreland GP Centre Fax Line	525 9070
District Nurse	295 8439
Health Visitors	295 8497
Taron House.....	521 6788
Aintree University Hospital.....	525 5980
Alder Hey Hospital.....	228 4811
Royal Liverpool Hospital.....	706 2000
Broadgreen Hospital	228 4878
Women's Hospital	708 9988
NHS Direct	0845 4647
Abacus (Family Planning Clinic)	284 2500
Liverpool PCT.....	293 1900

NHS Walk-In Centres

Litherland Town Hall Health Centre	475 4667
Old Swan Walk-in Centre	285 3565
Great Charlott Street.....	285 3535
Kirkby St Chads.....	244 4567
Children's Walk-in Centre Asda Smithdown Road.....	285 4820

Notes

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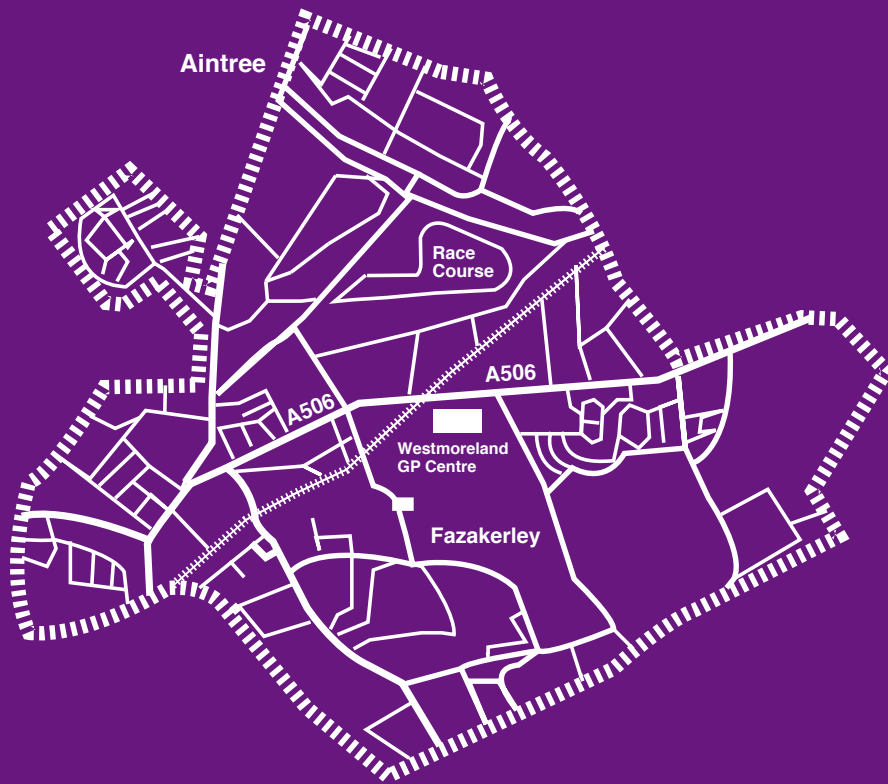
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The Practice Area



..... Practice Boundary