

STAFF

Practice Manager
Practice Nurse
Practice Nurse
Secretary
Receptionists

Linda Stewart
Julie Wilbraham
Alison Johnson
Julie Benson
We have 6 receptionists
who are happy to deal with
any enquiries

OPENING HOURS

Monday to Friday 8.00am to 6.30pm

Surgery times for GP's – Monday to Friday 8.30-11.00am and 1.30 – 5.45pm

Please note these times are not available for every doctor and some are emergency times only, please check with reception.

Nurse appointment times vary between 8.00am and 6.00pm but vary daily

All surgery sessions and clinics are available by appointment only

SERVICES & CLINICS

Diabetes
Coronary Heart Disease
Vascular Disease
Hypertension
Stroke/CVA
Asthma
COPD
Well Women/Cervical Cytology
Family Planning and Sexual Health Screening
Minor Surgery (joint injection/wart clinic)
Child Health Surveillance
Childhood Immunisation
Travel Vaccines
NHS Health Checks

Non-NHS services inc. Reports and Examination – Fees List Available at Reception

Midwives available Thursday Afternoon for Antenatal Services

WALTON MEDICAL CENTRE

www.waltonmedicalcentre.nhs.uk



Dr Susan Elizabeth Luck – MB ChB DROCG FP cert
Leeds 1985 (Female) Senior Partner

Dr Dirk Bode – State Exam med /DFFP Frankfurt
Germany 1991 (male) Partner

Dr John Armstrong – MB ChB DRCOG DA DFFP
Liverpool 1992 (male) Partner

Dr Yvonne Appiah-Poku – MB ChB DROCG MRCGP MSc
(Female) Partner

Breeze Hill Neighbourhood Health Centre
1 Rice Lane
Liverpool
L9 1AD

Tel: 0151-295-3434

Fax: 0151-295-3433

Patient Registration

We welcome all requests for new patients to join our list that are resident within the practice boundary these include some areas of L4, L9 and L20. When you first register you will be asked to complete a questionnaire and a registration form (GMS1) and you will be given an appointment to see the Practice Nurse. Please note if you do not attend for your new patient medical you will not be able to register with our practice.

Making an Appointment

Consultations are by appointment only.

To make an appointment you can:

- Ring the surgery from 8am Monday to Friday
- Request an appointment in person (face to face)
- Book online using Patient Access

You can book an appointment up to 12 weeks in advance for any clinician or ring any day at 8.00am for an appointment that day. Once the timed appointments have been used we have a session each morning where patients will be given a time to attend and will sit and wait to be seen that same morning.

The doctors may in some cases be able to give advice over the telephone. Your details will be noted and a doctor will contact you. Please keep your telephone numbers and addresses up to date. Patients have the right to express a preferred doctor and whilst we endeavour to comply with this it is not always possible. Patients have a responsibility to keep their appointment or contact the surgery if unable to attend.

Patients who are violent, aggressive or abusive to any member of staff or abuse our premises will be removed from the list. When patients are removed for violent or aggressive behaviour we shall share details of the patient with other health and welfare agencies insofar as it is necessary to protect their staff.

Test results are available from reception between the hours of 2pm and 4.00pm either by telephone or attendance at the surgery.

Out of hours – for urgent calls after 6.30pm and before 8.00am please ring the surgery number 0151 295 3434 and you will be put through to UC24.

Home Visits

Home visits are available for those patients who are housebound and elderly patients unable to attend surgery. All other patients are expected to attend the surgery. If you require a home visit please telephone the surgery before 10.30am as this is the time when the doctors plan their home visits. Please expect to be asked by staff the nature of your illness and a contact telephone number.

Repeat Prescriptions

We require 48 hours to process your order

Orders for repeat items can be made in the following ways:

- Place your request in the prescription box at reception
- Via fax to 0151 295 3433
- Online via Patient Access
- Via a local pharmacy who offer order and collection service
- Via post enclosing a stamped addressed envelope

In the interest of safety and accuracy we do not accept telephone requests for repeat prescriptions.

Complaints and Suggestions

Your views and ideas are very welcome. Please place any suggestions or ideas you may have in the suggestion box at reception. If you have a complaint please ask at reception for a copy of our complaints procedure.

Patient Confidentiality

Information about you, your medical treatment and family background may be recorded either on paper or on computer files. This information is vital to the proper operation of the NHS and is needed to give you and others the best possible healthcare. More information regarding how we use this information is available on a separate leaflet which is available at reception.

Local Walk in Centres

Old Swan 0151 247 6700, City Centre 0151 247 6500, Everton Rd 0151 300 8232, Litherland Town Hall 0151 475 4667 or you can call NHS 111 for help and advice.