

OLD SWAN HEALTH CENTRE GROUP PRACTICE

CRYSTAL CLOSE

OLD SWAN

LIVERPOOL

L13 2GA

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GENERAL PRACTITIONERS

Dr Rajen P Agarwal (Male) BSc MBBS FFFP (London) 1973

Dr Grace R R Jesudason (Female) MBBS MRCGP DRCOG DFFP (London) 1977

Dr Vinci Ho (Male) LRCP MRCS DCH LMSSA DPD (London) 1992

Dr Ambi A Okoli (Male) MBBS MRCGP DRCOG DFFP (London) 1998

MISSION STATEMENT

As a united team of primary health care professionals, our common goal is to develop high quality services for our patients in order to prevent illness and promote good health.

THE PRACTICE

The practice moved into the newly built health centre in April 2002. The health centre offers a pleasant and welcoming atmosphere with disabled access. An excellent team of both clinical and administrative staff support the doctors.

THE PRACTICE STAFF

Practice Manager

Mrs Margaret Webster MSc BA(Hons) is responsible for the practice business and financial issues together with the day-to-day management of the practice. If you should have any problems, complaints or comments please do not hesitate to contact her.

Practice Nurses

Wendy Maher

RGN Specialist Nurse Practitioner

Liz Kelly

RGN ONC Family Planning & Sexual Health Trained

Our two practice nurses run a number of health promotion clinics eg diabetic clinic, asthma clinic, hypertension/heart disease prevention clinics, travel clinics, well man and well woman clinics and smoking cessation advice clinics.

* Please note appointments are necessary for these clinics.

Receptionists

Norma, Monica, Pam, Sandra and June are our five morning and afternoon receptionists. Tina, Lily and Gill are our evening receptionists.

The receptionists will help you make your appointment, process your repeat prescriptions and deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality.

Administration Team

Rose and Janet are responsible for the practice administration and secretarial duties.

GP Registrars

As our practice is a training practice we have registrars in post. GP registrars are fully qualified doctors who have a great deal of hospital experience but who wish to become a GP. They will gain valuable experience by being based in our practice for 6 -12 months before taking up a post as a GP.

Sometimes patients are requested to allow their consultation with the registrar to be videotaped. This is for educational purposes only and helps the doctor to improve their skills. If you do not wish your consultation to be videotaped just say so; your care will not be affected in any way.

Medical Students

We are also fortunate to have medical students attached to the practice for short periods. If you do not wish to have a medical student present during your consultation please do not hesitate to inform the receptionist or doctor, no offence will be taken.

Health Visitors

They have special responsibilities to mothers and children as well as the elderly. The health visitors run a weekly baby clinic in the surgery between 9.30 - 11.00am on a Thursday morning - no appointment necessary.

District Nurses

Our district nursing team are based here in the health centre and can be contacted on (0151) 285 3722. Their duties include care of patients in their own homes where appropriate. Referral to the District Nursing team is via your GP, Practice Nurse or hospital.

Midwives

The midwives hold weekly antenatal clinics here in the surgery on a Monday afternoon. Appointments for this clinic can be booked via reception.

Physiotherapist

The Physiotherapist holds a weekly physiotherapy clinic here in the surgery on a Tuesday morning. Referral to this clinic is by the GPs.

Counsellor

A fully trained weekly counselling session at the surgery every Friday. Referral to the counselling service is via your GP.

SERVICES PROVIDED TO PATIENTS

The practice offers a full range of general medical services to a population whose needs are varied. Surgeries and home visits take place Monday to Friday. At other times UC24 provide cover for medical emergencies that cannot safely wait until normal working hours. The doctors and attached staff work together to provide a wide spectrum of care incorporating:

Ante Natal & Post Natal Clinics

Baby Clinic

Asthma

Diabetic

Coronary Heart Disease

COPD

Hypertension

Cervical Cytology

Rheumatology Management

Immunisations & Vaccinations

Smoking Cessation

Family Planning

Well Woman Health Checks

Well Man Health Checks

Physiotherapy

Counselling

PRACTICE INFORMATION

Surgery Opening Times

Monday	9 am - 1.00 pm	1.30 pm - 6.30 pm
Tuesday	9 am - 12.30 pm	2.00 pm - 6.30 pm
Wednesday	9 am - 1.00 pm	2.00 pm - 6.30 pm
Thursday	9 am - 1.00 pm	Closed
Friday	9 am - 1.00 pm	2.00 pm - 6.30 pm

If you require urgent medical assistance when the surgery is closed telephone 285 3738 and an emergency number will be given.

Routine Appointments

Pre-booked appointments can be made with the GPs and practice nurses Monday to Friday excluding Thursday afternoons:

GPs	9.00 – 10.00 am	2.30 - 6.00pm
Practice nurses	9.00am - 12.45pm	2.00 - 6.00pm

Same Day Appointments (Open Access)

Open access operates in the mornings only. Patients presenting before 10.30am will be given an appointment for that morning. Whilst we will always endeavour to book

your appointment with the GP of your choice it might not always be possible, and if this were to be the case an explanation will be given.

Non-attendance is an increasing problem. If for any reason you are unable to attend a pre-booked appointment please ensure that you cancel it so the appointment can be offered to another patient, hence reducing waiting times.

Persistent defaulters may risk having their registration terminated with this practice.

HOME VISITS

Home visits are at the discretion of the doctor. Please do not ask your doctor to call unless the patient is genuinely too ill to come to the surgery. Where possible please telephone requests for home visits before 10.00am. Further information about symptoms may be asked for by the receptionist to enable the doctor to determine the priority and timing of the visit.

OUT OF HOURS

UC24 provide out of hours cover for our patients. If you should require medical advice, assistance or a visit when the surgery is closed, a contact number for UC24 is given on our answering machine. Alternatively you can contact the NHS Direct (0845 4647) for advice or attend the Walk-in Centre based here in the Health Centre which is open until 10 pm each day.

REPEAT PRESCRIPTIONS

Patients on regular medication do not always need to see a doctor for a repeat of their medication. You will be issued with a computer slip attached to your prescription. Repeat prescriptions may be requested by placing your computerised copy into the prescription box on reception (please allow two working days). We will also accept postal requests by returning the computer printout with a self addressed, stamped envelope. Sometimes you may be asked to come in and see the doctor or nurse before a prescription can be issued.

We do not accept requests for repeat prescriptions over the telephone, unless the patient is housebound.

CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER

Please inform the receptionist if you should change your name, address or telephone number in order that our records are kept up to date.

NEW PATIENTS

New patients who live within our defined practice area may apply to register with the practice. An application form is to be completed. It is the doctor's decision whether or not to accept a patient on to our practice list. This process can take up to five working days. All successful applicants will be offered an appointment with the practice nurse for a pre-registration medical. No registration will be completed until this medical has been completed.

CONFIDENTIALITY

We provide a confidential service to all our patients, including under 16s. Information from medical records is strictly confidential and will only be divulged with your written consent.

Your medical records are kept on a secure computer network, and we are registered under the Data Protection Act. The practice will ensure confidentiality is maintained at all times. Information is shared strictly on a need-to-know basis with practice staff and other health professionals when necessary to ensure good quality patient care. If you have any worries about confidentiality please feel free to ask a member of staff.

COMPLAINTS PROCEDURE

We always try to present the best service possible, but there may be times when you feel this has not happened. If you need to complain about any aspects of our service, or would like to express your concerns, please ask to speak to the practice manager. You may also ask for an appointment with any of the doctors to discuss your concerns.

If you do not wish to discuss the matter you may put your complaint in writing to the Practice Manager. We will endeavour to acknowledge your written complaint within two working days and investigate it within 10 days. You may be invited to attend a meeting with the practice manager and a doctor.

If you are not satisfied with the outcome of our investigation you can contact the Complaints Manager, Liverpool Primary Care Trust, Laurel Road, Liverpool L7 0LS who will investigate the matter further on your behalf .

SUGGESTIONS AND COMMENTS

We welcome comments and constructive suggestions to help us improve the service. If you have any comments or suggestions, we would encourage you to speak to the practice manager or any member of the practice team.

STAFF PROTECTION

The practice will not tolerate violent or abusive behaviour. Any person who is abusive or threatening to staff, another patient or damages health centre property will be asked to leave the premises and will be removed from the practice register.

FREEDOM OF INFORMATION ACT - 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.

The scheme is available from reception.

DISABLED ACCESS

Wheelchair access to the building is through the main entrance. All patient services are on the ground floor. A disabled toilet is available.

USEFUL TELEPHONE NUMBERS

Age Concern (0151) 330 5592

Alcohol Service (0151) 227 9789

Careline - Adults (0151) 233 3019

- Children (0151) 233 3029
Central Liverpool Primary Care Trust (PCT) (0151) 285 2800
Chiropody (0151) 285 3761
Dentist (Emergency) 0845 4647
District Nurses (0151) 285 3722
Dr Agarwal & Partners (0151) 285 3737
Drugs Dependency (0151) 709 0516
Fag Ends 0800 195 2131
Health Visitors (0151) 285 3730
Liverpool Health Authority (0151) 296 7000
Mental Health Crisis Team (0151) 706 0624
Merseyside Police (0151) 709 6010
Midwives (0151) 702 4175
NHS Direct 0845 4647
Old Swan Health Centre - Community Services (0151) 285 3700
- Surgery (0151) 285 3737
- Surgery (0151) 285 3738
Primary Care Trust (PCT) 0151 296 7000
Samaritans (0151) 708 8888
Social Services Department (0151) 233 3010
Society for the Blind (0151) 228 1888
Society for the Deaf (0151) 228 0888
Smithdown Minor Injury Centre for Children (0151) 733 4644
Walk-in Centre - Old Swan (0151) 285 3565
- City Centre (0151) 285 3535
HOSPITALS
Alder Hey Children's Hospital (0151) 228 4811
Aintree(0151) 525 5980
Broadgreen Hospital (0151) 282 6000
Cardio Thoracic Centre (0151) 228 1616
Liverpool Women's (0151) 708 9988
Royal Liverpool (0151) 706 2000
Walton Neurology Centre (0151) 525 3611