**Walk In Centres**

Knowsley walk in centres are located in Huyton, Kirkby and Halewood and are open 365 days a year

Kirkby Walk in Centre at St Chads Centre

Tel: 0151 244 3180

Monday to Saturday 07:00 – 22:00

Sundays and Bank Holidays – 09:00 – 22:00

St Laurences Medical Centre is commissioned by

NHS Cheshire and Merseyside ICB

Nutgrove Villa

PO Box 23

Westmorland Road

Huyton

L36 6GA

Tel: 0151 443 4900

Patient Information Leaflet

**St Laurences Medical Centre**

32 Leeside Avenue, Kirkby, L32 9QU



Tel: 0151 244 4530

Website: www.stlaurencesmedicalcentre.nhs.uk

**Dr Robert Ian King**

Senior Partner

MBChB DRCOG FPCert MRCGP Liverpool

**Dr Anita Fell**

GP Partner

MBchB MRCGP Edinburgh

**Opening Times**

Monday 08:00 – 18:30

Tuesday 08:00 – 18:30

Wednesday 08:00 – 18:30

Thursday 08:00 – 18:30

Friday 08:00 – 18:30

Saturday & Sunday Closed

**Disabled Access**

St Laurences medical centre has suitable access for disabled persons

**Out of Hours**

When the surgery is closed emergency care can be obtained by dialling the surgery number on 0151 244 4530 or calling 111

NHS Cheshire and Merseyside ICB is responsible for commissioning out of hours services on 0151 443 4900

**Carers**

Do you look after someone who is ill, frail, disabled or mentally ill?

If so, you are a carer and we would like to support you. Please ask reception for a carers form. If you complete this form and give your consent, we will pass the information onto Knowsley Carers centre who can offer you support.

**Safeguarding**

St Laurences Medical Centre has a Safeguarding policy for children and other vulnerable groups to ensure all correct procedures and guidance are followed when required.

**Care at the chemist**

This is a service provided by many pharmacies in the area. You can join this valuable scheme. It can save you time waiting for a prescription from your GP and waiting for an appointment when treating minor ailments.

The pharmacist can give advice and treatment on a number of minor ailments including sore throat, hay fever, diarrhoea, coughs, constipation, head lice and cold sores to name but a few. Medicined provided by the pharmacy continue to be free under this scheme if you are exempt from prescription charges.

**Confidentiality & GDPR**

The doctors, staff and others who are caring for you keep records about your health and any care or treatment you receive from the NHS. It is important to keep records to help ensure that you receive the best possible care from us.

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights you have in relation to your own data.

The GDPR sets out the key principles about processing personal data, for staff or patients.

* Data must be processed lawfully, fairly & transparently
* It must be collected for specific, explicit and legitimate purposes
* It must be limited to what is necessary for the purposes for which it is processed
* Information must be accurate and kept up-to-date
* Data must be held securely
* It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them.

These include:

* Being informed about how their data is used
* Patients to have access to their own data
* Patients can ask to have incorrect information changed
* Restrict how their data is used
* Move their patient data from one organisation to another
* The right to object to their patient information being processed (in certain circumstances)

**New Patients**

New patients wishing to be registered must live within the practice area of postcode L32 & L33.

To register you must complete a GMS1 form and new patient questionnaire, these are available from our website or reception.

To complete registration once the application forms are returned an appointment with the practice nurse or health care assistant is required to undertake your new patient medical.

Once registered as a patient you will be registered with an accountable GP who is one of the partners and you will be informed of who this is at the point of registration.

**Accountable GPs**

As a registered patient you will be assigned an Accountable GP who will take lead responsibility for ensuring that the care that we provide meets your needs and is coordinated and delivered to you. You will be informed of who your accountable GP is. You may express a preference as to which GP you would like to have, and we will make reasonable efforts to accommodate the request.

**Online Patient Access**

Even if you do not receive repeat prescriptions, we would ask that you still register for online patient access.

If you would like to know more about online registration, please contact reception or more details are available on our website

**Meet The Team**

**Doctors**

Dr Ian King, Senior Partner, MBChB DRCOG FPCert MRCGP Liverpool

Dr Anita Fell, GP Partner, MBchB MRCGP Edinburgh

Dr Hayley Owens, MBchB MRCGP Bsc Liverpool

**Nursing Team**

Keran Harding RGN RSCN – Practice Nurse

Ann Higham RGN RM PN Dip – Practice Nurse

Paula Shearer RGN – Practice Nurse

Lisa Matthews – Healthcare Assistant

**Healthcare Team**

Sarah McParland - Practice based Clinical Pharmacist

Mental Health Practitioner

Pharmacists

First contact physiotherapist

Macmillan Care Navigator

Social Prescribers

Perinatal worker

District Nurses

Community Matron

Midwife

Digital inclusion

Health Visitor team

Practice Team

Heather Johnson - Practice Manager

Sue Condliff - Assistant Practice Manager

Lauren - Data Officer

Claire and Lynn - Secretaries

Annmarie, Gina, Christine, Rebecca and Teresa - Reception Staff

**Chaperones**

You may request a suitably trained chaperone for any procedure, test or examination. Friends or family are not permitted to act as chaperones. Both male and female clinical team members work within the practice, if you have a preference, please ensure you discuss this when you book your appointment.

**Comments and Suggestions**

St Laurences Medical Centre endeavour to provide a high standard for our patients. If you have any complaints, concerns or can suggest any improvements please contact the Practice Manager. We operate a practice complaint procedure as part of a NHS system for dealing with complaints.

**Zero Tolerance**

St Laurences Medical Centre operates a policy of withholding treatment from violent and abusive patients. Any form of violent, aggressive or abusive behaviour shown towards any of our staff is unacceptable and will not be tolerated. Individuals behaving violently towards staff will be reported to the police.

**Medication and Prescriptions**

If you are on regular medication you do not always need to see the doctor for a repeat of medications, you can order your repeat prescriptions by the following:

Email: [contactstlaurences@knowsley.nhs.uk](mailto:contactstlaurences@knowsley.nhs.uk)

In person by completing the tear off slip on the right-hand side of the prescription by ticking the medication you require and place in the box in reception

You can also arrange for your repeat prescription online by registering on patient access. Please ask a receptionist to provide you with a password to enable online registration.

Telephone requests will not be accepted except for housebound patients

Please allow 48 hours for prescription requests

**Patient Charter**

St Laurences Medical Centre aim to provide the best possible care to all our patients and hope that you feel that we achieve that aim. The care of your health is a partnership between yourself and the practice team. The success of our partnerships is dependent on an understanding of each other’s needs and co-operation between us.

Our responsibility to you

* You will be treated courteously
* You have the right to confidentiality
* You have the right to access your medical records in line with policy
* You will be informed of any major delay regarding your appointment
* You will be referred to a consultant when the clinician deems necessary
* You can receive test or investigation results upon request after 2pm on a Monday to Friday
* Your repeat prescription will be ready for collection within 48 hours of your request
* Your suggestions and comments about the service we offer will always be considered and complaints will be dealt with promptly

Your responsibility to us

* Please treat all practice staff with respect
* Do not ask for any information about anyone other than yourself unless you are a parent or guardian of children under 16
* Tell us of any change of details so that we can maintain up to date accurate records.
* Only request an urgent appointment If is appropriate
* Home visits should only be requested if you are really too unwell to attend surgery
* Please be punctual for your appointment but be prepared to wait if your consultation if there is an unexpected delay or emergency
* Please allow sufficient time for your hospital letters or the results of any tests to reach us
* Please attend for a review when requested by the clinical staff and let us know in advance if you cannot attend an appointment
* Let us know whenever you feel that we have not met our responsibility to you

**Appointments**

To book an appointment at the practice we ask that you speak to one of our reception team. The receptionist will ask you for a reason for your call. By providing this information this will help us to ensure you are seen by the most appropriate clinician for you. You can express a preference of a practitioner and we will endeavour to accommodate this if it is appropriate.

If you cannot keep an appointment or no longer require it, please let us know as someone else may need it.

All appointments with clinicians are for one person only

**Home Visits**

If a home visit is needed please telephone the surgery before 10:00am. You may be contacted by one of the doctors for further information. Every effort should be made to attend the surgery as the time it takes to visit you at home the doctor can see several patients in the surgery.

**Clinics**

St Laurence’s Medical Centre offer a range of clinics including:

* Same day acute GP appointment
* Routine pre-bookable GP appointment
* Child Health Surveillance Services
* Contraceptive Services
* Cervical Screening
* Maternity Medical Services
* Minor Surgery Services
* Holiday Vaccinations
* Immunisations
* Chronic disease led clinics
* Asthma
* Diabetes
* Chronic Heart Disease
* Chronic Obstructive Pulmonary Disease
* HRT Reviews
* Smoking Cessation
* Lifestyle Monitoring
* Physiotherapy
* Health check
* Mental health reviews
* Medication reviews
* Perinatal
* Social prescribing
* Cancer support
* Digital inclusion