

**WEST DERBY MEDICAL CENTRE
3 WINTERBURN CRESCENT
LIVERPOOL
L12 8TQ**

ENQUIRIES: 0151 228 3768 or 0151 259 2900

FAX: 0151 259 7008

EMAIL: westderby.mc@nhs.net

WEB: www.westderbymc.nhs.uk

General Practitioners

Senior GP Partner – **Dr David Eccles**

GP Partners – **Dr Colin Welsh, Dr Margaret Edwards, Dr Alan Doddridge & Dr Debora Edwards**

Salaried GPs - **Dr M Tyagi, Dr M Ahmed, Dr R Graham, Dr A Cox, Dr R Milligan, Dr K Jones & Dr W Guest**

We are a training practice, so we usually also have trainee doctors doing clinics. If you would prefer not to see a trainee doctor, please let the receptionist know when you call.

Practice Staff

Practice Manager – **Miss Holly Tofield**

Deputy Practice Manager – **Mrs Kelly Hughes**

Reception Manager – **Mr Richard Fowler**

Practice Nurses – **Steven O'Brien, Vicky Peak & Lucy Duff**

Primary Health Care Assistant – **Mrs M Barrett**

The practice is fully supported by a reception and administration team.

All members of surgery staff have access to sensitive patient information and are trained in patient confidentiality.

Opening Times

Monday	7:00 – 18:30
Tuesday	7:00 – 19:30
Wednesday	7:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30

There is a member of staff available, either via the telephone or face to face at the surgery between the times above (phone lines go off at 18:30 on Tuesday). You can call either **0151 228 3768** or **0151 259 2900** for both enquiries and to make an appointment.

Accessing Your Medical Records

The practice is registered under and conforms to General Data Protection Regulation and patients can gain access, and obtain copies of (if required) their records in accordance with current legislation. Please ask at reception for an access form.

All patients have been allocated a named GP and you can find out the name of the GP by either asking at reception or speaking to either the GP or practice nurse when you have an appointment. You can still book an appointment with any GP.

Making an Appointment

All consultations are by appointment only. There are several ways to book an appointment. They are:

- At the surgery
- Over the telephone
- On our automated phone service (call 0151 259 2900)
- On Patient Online Services (please see the form included in this registration pack)

We book a select number of GP appointments up to 2 weeks in advance. The majority of GP appointments are released on a daily basis from 8:00am. These appointments are available via the means listed above. If you require an appointment with the Practice Nurse, please contact the surgery over the telephone. We also offer early morning appointments on a Monday, Tuesday and Wednesday and late appointments on a Tuesday evening, however these slots are always quick to go!

Telephone consultations are also available with all GP's in certain circumstances, such as to receive test results, medication reviews, earache, head lice, water infections and sick notes. Please inform the receptionist you would like a telephone consultation when booking.

If you cannot attend an appointment you have made, please ring and cancel it in advance as continued failure to do so will result in you being removed from the practice list.

Appointments Outside of Practice Hours

As of October 2018, Liverpool CCG now offer an extended access service where you can be booked in to see a GP in one of three surgeries around Liverpool for an appointment Monday-Friday after 5pm and Saturday.

The three surgeries are: Old Swan Medical Centre, Townsend Lane Surgery & Childwall 5 Ways Surgery.

To make one of these appointments, please contact the surgery and a receptionist will see what appointments are available.

Home Visits

It is practice policy to visit only housebound or terminally ill patients. Home visits will NOT be made for children. Requests for home visits should be made **BEFORE 10:30am** via the telephone. A GP will ring you back before a visit is made.

Repeat Prescriptions

Patients must either tick the items they require on the right hand tear off side of the repeat prescription or fill in a prescription request form in the surgery and put it in the prescription box in reception, giving **TWO FULL WORKING DAYS NOTICE**. You can also request a repeat prescription online (please see the registration form in this pack).

You can also post your request to us, enclosing a stamped addressed envelope giving **FOUR FULL WORKING DAYS NOTICE**.

As of 29th August 2018, pharmacy's are no longer able to order prescriptions on a patients behalf. You must request your own prescription via one of the means mentioned above.

IT IS YOUR RESPONSIBILITY TO MAKE SURE YOUR MEDICATION IS ORDERED IN TIME.

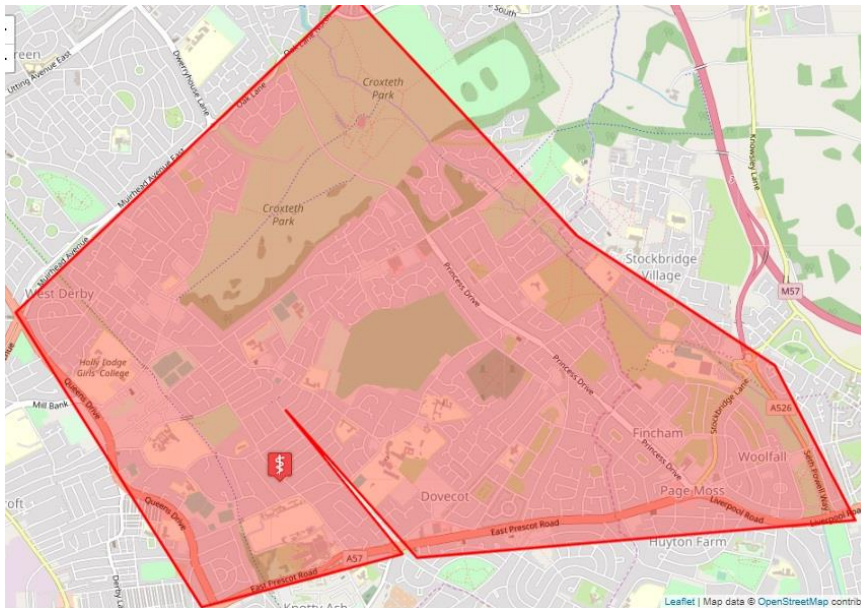
Complaints or Suggestions

The practice endeavours to provide a high standard of health care, but occasionally things do not go as smoothly as they should. If you have any cause for complaint or any suggestions to make, please either put it in writing to the surgery or ask to make an appointment to see the either the Reception Manager, Deputy Practice Manager or Practice Manager.

All patients have the right to be registered with a GP, to be offered a health check, to receive emergency care at any time and receive appropriate drugs and medications, to be referred for a specialist opinion (where appropriate) and to choose whether or not to take part in medical research or student training. Patients have a responsibility to, where possible, use our service within the resources available, to cancel a pre-booked appointment, not to be violent or display abusive behaviour and to maintain good relations with the practice.

THE PRACTICE HAS A ZERO TOLERANCE POLICY. WE WILL NOT TOLERATE VERBAL AND/OR THREATENING BEHAVIOUR TO ITS STAFF AND TO OTHER PATIENTS. ANY PATIENT WHO IS VERBALLY/PHYSICALLY ABUSIVE TO STAFF WILL BE REMOVED FROM THE PRACTICE LIST WITH IMMEDIATE EFFECT.

THIS PRACTICE CAN ONLY ACCEPT PATIENTS LIVING IN THE FOLLOWING BOUNDARY:



The Health Authority

The contact details for Liverpool CCG are as follows:

NHS Liverpool Clinical Commissioning Group
 The Department
 2 Renshaw Street
 Liverpool
 L1 2SA
 Tel: 0151 296 7000

News

For the latest surgery news, follow us on social media!

	<p>@westderbymedicalcentre</p>	
	<p>@westderbymc</p>	
	<p>https://www.nhs.uk/Service/s/GP/Overview/DefaultView.aspx?id=44528</p>	

West Derby Medical Centre

IMPORTANT PATIENT INFORMATION

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We have **over 12,900 patients registered** at the practice and as such we are an extremely busy surgery

We book half of our appointments **on the day** and the other half are available **2 weeks in advance**.

On an average day, we have **80 book on the day appointments**.

On an average day, we process more than **200 prescriptions**.

We have 5 GP partners, 7 salaried GP's and 3 practice nurses – however please be aware that not every GP/Nurse works every day and your chosen Dr may not be available.

Our phone lines open at 8am each day, however they are extremely busy at this time, so please only call from 8am for an appointment.

Each GP appointment is 10 minutes long – if you need to discuss more than one issue, please ask for a double appointment.

If you are contacting the surgery with a **query**, please **don't call until after 9:30am** once the initial rush for appointments is over.

Our reception staff are answering the phones as quickly as they possibly can. Each call can take anything up to 15 minutes as we deal with patients with very complex medical needs and emergencies, so please be patient, we will get to your call as soon as is possible

The practice operates a Zero Tolerance policy, we will not allow abuse of our staff. Such incidents will result in your removal from the practice

If you are struggling to contact the surgery, please consider one of the following options:

- Start an eConsult with one of our GPs on the surgery website
 - Speak to your local pharmacist, they can help with many common ailments
- Sign up for Patient Access so that you can submit prescriptions and book appointments online