

Practice Leaflet

Medical Students

We have medical students attached to the practice. You will be asked by the receptionist for your consent to allow a medical student to be present at your consultation with the Doctor. We are also a training practice for registrars (training GP's) 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 clinical trials or other research projects.

Clinics

Below is a list of clinics held at the surgery. The Practice Nurse runs these. Please see the receptionist to make an appointment.

Asthma Clinic	Diabetes Clinic
Memory assessment clinic	Stroke Clinic
Hypertension Clinic	Rheumatology Clinic
Heart Review Clinic	Minor Surgery Clinic
COPD Clinic	Cervical screening
New Patient Clinic	ECG Clinic
Childrens immunisations	

Baby/Children's clinic

The clinic is held at Everton Children and Family clinic
Spencer Street 233 1969.

Midwife

There is a weekly clinic with our attached midwife who provides antenatal care for all of our pregnant patients every Wednesday afternoon.

Albion Surgery
45 Everton Road
Everton
Liverpool
L6 2EH

Appointment Line	0151 300 8300
Query Line	0151 300 8302
Fax Number	0151 300 8301

DR A T KEYSER (M) FRCGP MD MA(Ed) FHEA DRCOG DFSRH
DR S HARRIS (F) MRCGP DRCOG
DR E SHERRINGTON (F) MBChB MRCGP

Our doctors provide maternity, child health, minor surgery and family planning services. **We offer online appointments and repeat prescriptions please ask reception for details.**

Surgery Opening Hours

	Morning	Evening
Monday	8.00am	6:30pm
Tuesday	8.00am	6.30 pm
Wednesday	8.00am	6:30 pm
Thursday	8.00am	7.30 pm
Friday	8.00am	6.30 pm

Please note: The surgery is closed at weekends and on bank holidays. An appointment will always be given on the same day for medical emergencies.

Practice Staff

Janet Keyser	Practice Manager/Nurse
Theresa Wilson	Deputy Practice Manager
Jill Hemmings	Practice Nurse
Laura Wilson	Reception Manager
Tabitha Boffey	Receptionist
Katie Boffey	Receptionist
Laurice Mulhaney	Apprentice reception

Out of hours

This service is provided by UC24 and is available for medical emergencies. If you need to see a doctor out of hours please **call 111**

Home Visits

If you are too ill to come into the surgery, and request a home visit, please contact the surgery **before 10.30am**. You may be questioned about your symptoms—this is to enable doctors to prioritise visits.

Please be aware that either partner might visit.

Rights of patients

- To be treated with dignity and respect
- To have a chaperone present for intimate examinations at the patients request.
- To be protected under the data protection act.

Responsibilities of patients

- To keep appointments as arranged—if unable to attend, please cancel in advance.
- To be polite and courteous at all times, the practice operates a zero tolerance policy.

We do not take out of area patients, any patients who move out of the catchment area will be asked to find a new GP within 30 days and will be removed from the practice list

Results

Please phone **300 8302** between **2pm-4pm only** for any results

Repeat prescriptions

Please note that repeat prescriptions take 48 hours to process. Repeat prescriptions should be requested by ticking the item requested by ticking the item requested on the tear off side of your prescription. Housebound and elderly patients may order their prescriptions over the telephone.

Compliments, Comments & Complaints

The practice staff want to provide a good service. Patient views and suggestions are always welcome in the "suggestion box" which is situated in reception. There is also a formal procedure for dealing with complaints. Please speak to Janet Keyser, the practice manager, for more information.

Care at the chemist

Local chemists in the area offer this service. Ask at reception for more information.

Protecting and using your personal and medical information

All information that you give to a member of the Primary Health Care Team (PHCT e.g. Doctor, practice or district nurse, health visitor) which is either held on paper records or computer, is safeguarded by the Data Protection Act 1998. This act sets out clear rules about how the recorded information is used. It also gives you certain rights e.g. you have the right of access to your health records. If you want to see your record, you should write to the practice. You have the right to receive a copy of your record but usually you will have to pay for this. At all time, everybody working for the NHS have a legal duty to keep all information about you confidential.

