

### 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	

### Baby/Children's clinic/ Midwife

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

### Care at the chemist and Electronic Prescribing

Local chemists in the area offer Care at the Chemist. Also, you can nominate a chemist of your choice who can receive your prescription electronically. Ask at reception or your chemist for more information.

### Results

Please use the main telephone line between 2-4pm

# Practice Leaflet

**Albion Surgery**  
45 Everton Road  
Everton  
Liverpool  
L6 2EH

<b>Appointment Line</b>	<b>0151 300 8300</b>
<b>Fax Number</b>	<b>0151 300 8301</b>
<b>Econsult</b>	<b><a href="http://www.albionsurgeryeverton.nhs.uk">www.albionsurgeryeverton.nhs.uk</a></b>

**DR M MILROY (M) MBChB MRCGP**  
**DR E SHERRINGTON (F) MBChB MRCGP**  
**DR S HO (F) MBChB MRCGP**  
**DR DL FRENCH MBChB MRCGP**

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

### Surgery Opening Hours

	<b>Morning</b>	<b>Evening</b>
Monday	8.00am	7pm
Tuesday	8.00am	7pm
Wednesday	8.00am	7pm
Thursday	8.00am	7pm
Friday	8.00am	6.30pm

**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.**

**PLEASE ENSURE YOUR PHONE NUMBER IS UP TO DATE**

#### Practice Staff

Theresa Harrison	Practice Manager
Jillian Hemmings	Practice Nurse
Chloe Nelson	Reception / HCA
Laura Wilson	Reception Manager
Lydia Maiden	Receptionist
Lisa Williams	Receptionist
Catherine Campbell	Receptionist
Snehal Parmar	Receptionist

#### 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.

#### Out of Area

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.

#### 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. Alternatively you could register for online access and order online. 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.

If you wish to raise a complaint, any member of the team can help you with this. You may wish to do this verbally or written. Please speak to a member of the team or forms are available.

We will contact you within 24-48 hrs if we cannot resolve your concerns immediately.

If you feel you need additional support you could contact;

#### Healthwatch for help or advice;

The Health Watch provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

[www.healthwatchliverpool.co.uk](http://www.healthwatchliverpool.co.uk) 0300 7777 007

You may also make your complaint directly to

#### NHS England, who commissions our service:

By telephone: 03003 11 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By post: NHS England, PO Box 16738, Redditch, B97 9PT

*You cannot complain to NHS England and the Practice at the same time about the same complaint.*

You also have the right to approach the **Ombudsman**.

Their contact details are:

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel:** 0345 0154033    **Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **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.

