

PRACTICE INFORMATION LEAFLET

Our team:

Dr Pankaj Srivastava

Senior General Practitioner

MRCGP, MBBS, MRCSEd, DFSRH

Dr Sadia Ahmed

General Practitioner

MBBS, MRCGP

Dr Ellen Gilchrist

General Practitioner

MBBS, MRCGP

Dr Maria Abraham

General Practitioner

MBBS, MRCGP, DRCOG, DFSRH

NURSES:

Cara Yen, Tracy Morgan,

Nicki Glen, Julie Kay

Phlebotomist

Glenys Mortimer

Pharmacists

Kate Freeman, Beth Gill

Practice manager

Rachel

Office Manager

Erica

Reception Team

Zoe, Jenisha, Meah, Lizzy, Rose, Kelly

Our Opening times:

We are open **Monday to Friday 8.00am to 18.30pm**, you can arrange an appointment by calling the surgery on **0151 608 7750**, using our online e-consultation called **PATCHs**, or simply you can attend the surgery and speaking to a member of staff.

When you call our surgery, you will be asked questions such as,

- What is the problem?
- How long have you had this for?
- What do you think is the cause?
- Is this the only issue you are experiencing?

It is important for our reception staff to have this information, so we can book you an appointment with the appropriate clinician.

You will be offered an appointment at the surgery or via enhances access at the Miriam medical centre, we offer all our patients this option as it may be easier or quicker for them to be seen.

Our clinicians strive to make sure all patients seen with the upmost care and in a timely manner, if you feel like you need to be seen for more than one reason it is very important that you inform the member of staff who is arranging your appointment, this can cause delays for other patients waiting and the clinician.

Pharmacy First:

What is it? At your local chemist the pharmacist is trained to deal with some acute issues, meaning you can attend any local pharmacy for an acute issue, and you can receive over the counter prescriptions from them.

VETERANS

What is a veteran:

A veteran is someone who has served in the UK armed forces for one or more days. Non-mobilised reservists are also classed as veterans

Support and wellbeing services for veterans:

We as a surgery can support your health needs after leaving the armed forces, it does not matter to us if it is a result of your service or not, we are here to help and support you.

Veterans and their families and carers can access dedicated mental health support services run by the NHS and mental health charities.

These include:

- [Op COURAGE: The Veterans Mental Health and Wellbeing Service](#)
- [Combat Stress](#) mental health helpline, available 24 hours a day, 365 days a year – call 0800 138 1619

Veterans UK is part of the MOD.

- They provide free support for serving personnel, reservists, veterans and their families, including:
- an urgent helpline
- running the Veterans Welfare Service and Defence Transition Services
- helping access support from government, local and charity organisations
- funding compensation scheme payments



HOW CAN YOU HELP US GIVE PATIENTS QUALITY CARE:

1. **Be prepared:** Before an appointment, think about writing down your symptoms, what you are worried about and what you want to talk about.
2. **Be on time:** Being late for an appointment or being unavailable for a timed call-back can affect other patients.
3. **Cancel if needed:** If you can't go to your appointment, tell the practice as soon as you can, so that they can offer it to someone else.
4. **Use the NHS App or website:** If you're confident using smart phones or computers, you can book or cancel appointments, order repeat prescriptions, and see your test results online.
5. **Turn on notifications:** If you use the NHS App, turn on notifications so the practice can contact you more easily. Please keep an eye out for messages.
6. **Order repeat medicines on time:** Make sure you ask for repeat prescriptions on time, so you don't run out, and only order what you need.

By doing these things you can help us give you and other patients the best of our surgery, when we receive these delays, it can affect our staff in providing efficient and timely care.

During last year, we had 4,428 patients did not turn up for their appointment, whether this be a blood test, doctors' appointment or annual review. It is important you give us timely notice of cancelling an appointment so we can offer that time to a different patient who may need to be seen.

PRESCRIPTIONS:

You can order any of your repeat prescription by the NHS app, or by our email cmicb-wi.holmlandsmc@nhs.net or attend the surgery to order your medication and within 48 hours you should be able to collect from your pharmacy,

For patients over 65 you can contact the surgery to order these by telephone.