

ACCESS TO RECORDS

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be addressed as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

CONFIDENTIALITY & MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

USEFUL TELEPHONE NUMBERS

If you urgently need medical help or advice but **it's not a life-threatening situation, call 111**

If someone is seriously ill or injured and **their life is at risk, call 999**

LOCAL CLINICS AND WALK-IN CENTRES

Old Swan Walk-In Clinic.....0151 247 6700

Liverpool City Walk-In Centre.....0151 247 6500

South Liverpool walk-in centre0151 295 9010

Smithdown Children's Minor Injuries.....0151 285 4820

If dealing with genuine life-threatening emergencies visit local A&E department

Royal Liverpool Hospital.....0151 706 2000

Liverpool Women's Hospital.....0151 708 9988

Walton Hospital.....0151 525 3611

Alder Hey Children's0151 228 4811

PICTON GREEN FAMILY PRACTICE



Dr. Ravi Dhulipala
MBBS, MRCS, DRCOG, MRCP

PICTON NEIGHBOURHOOD
MEDICAL & CHILDREN'S
CENTRE

137 Earle Road
Liverpool L7 6HD
Tel: 0151 295 3377
Fax: 0151 295 3378

www.pictongreenfamilypractice.nhs.uk

APPOINTMENTS

Mon, Wed, Thurs, Fri: 8 am - 6:30 pm

Tues: 8 am - 8 pm

Practice operates an advanced booking system and also on the day appointments.

✓ **Pre-bookable appointments**—
up to two weeks in advance

✓ **Pre-bookable online appointments available**

✓ **Daily telephone consultations**
with a GP

✓ **Same day appointments**—
Patients to call at 8 am when practice
phone lines open.

Urgent cases will be seen on the same day but not always by your preferred doctor.

CANCELLATIONS

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

PRACTICE STAFF

Practice Manager— Deepa Busam

IT/Admin Lead—Raghavendra Mysorenanjunda

Advance Nurse Practitioner—Adebola Sadiku

Senior Receptionist—Carol Gregory

Reception—Victoria Hoy

Reception—Terriann Lacey

Data clerk—Justin Parkhouse

Health Visitor

Midwife

REPEAT PRESCRIPTIONS

If you are eligible for repeat prescriptions there are a number of options available for re-ordering:

- **In Person** - drop your repeat slip in at reception with the required items clearly marked. There is also a box provided in the waiting room
- **By Post** - send it to us remembering to include a stamped addressed envelope if you want us to post it back to you.
- **Online** prescription requests through practice website

www.pictongreenfamilypractice.nhs.uk

Prescriptions will be ready for collection **48 hours** from request (excluding weekends and Bank Holidays). To avoid the possibility of dangerous errors, we regret that we are unable to accept requests by telephone or by email.

HOME VISITS

We ask that home visits are requested before 10:00. They are only for patients who are housebound or too ill to attend surgery.

PHONE CONSULTS

Please leave a message with reception with your contact details and somebody will call you back.

TEST RESULTS

If we have sent for further tests and you would like the results, please contact reception between 12:00-13:00. Our reception staff are not qualified to comment on results therefore it is your responsibility to check them and make any necessary follow-up appointment with the doctor.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

NEW PATIENTS

When you register with the practice you have to attend for a routine health check. This appointment will be given to you when you give your registration form to the practice. Please bring any medication you are currently prescribed to this appointment.

Please visit our website for further information.