

SPECIAL EXAMINATION

If you need a special examination, e.g. for fitness to undertake sports, pre-employment, HGV/PSV or elderly drivers, this will be undertaken by special appointment. There are also some non-NHS forms as well as vaccinations for which a fee will be charged. These fees, recommended by the British Medical Association, are posted on the notice board in reception. We act as an examiner for several Life Assurance Companies; should we be asked to examine you for their purposes the company itself will be responsible for our fee.

Hornspit Lane Medical Centre's Seasonal Update

FLU & PNEUMONIA IMMUNISATIONS

Here at Hornspit Medical Centre we offer appointments for flu vaccinations throughout October, November and December.

You are entitled to have a vaccination if you are 65 years old or 65 before 31st March next year, or have one of the following conditions:

- Chronic Heart Disease
- Chronic Respiratory Disease (Asthma/COPD)
- Chronic Renal Failure
- Diabetes
- Low Immune System
- Chronic Liver Disease
- Have had a Splenectomy

It has been recommended by the Department of Health that patients who have the above conditions receive a vaccine.

SERVICES AVAILABLE

We offer a variety of services here at Hornspit Medical Centre, including:

- Cervical smear
- NHS health checks
- Contraception service & STI screening
- Chronic disease management
- Vaccinations & travel advice
- Childhood immunisations
- Antenatal & Postnatal care

If you receive a letter from us inviting you to make an appointment please contact reception on 0151 256 5755.

CHAPERONES

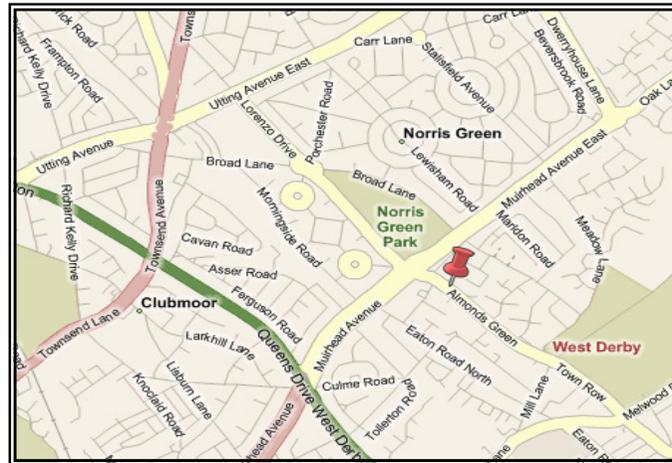
During your appointment with a doctor or nurse, you are welcome to ask for a chaperone. This will usually be one of the nursing team. However if a nurse is unavailable another staff member can chaperone with your agreement

PRACTICE AREA

WEST DERBY AND NORRIS GREEN

L11 & L12

HOW TO FIND US



PLEASE NOTE:

Our practice complies to the 'Data Protection Act 1998' and conforms the NHS code of practice.

Dr J. Pramanik, & Dr J.T. Pramanik
Hornspit Lane Medical Centre
Hornspit Lane
West Derby
Liverpool
L12 5LT

Telephone: 0151 256 5755

Fax: 0151 256 6603



OPENING HOURS

MON - THURS 8.00am – 6.30pm
FRI 8.00am – 1pm and 2pm – 6.30pm
SAT/ SUN CLOSED

OUT OF HOURS

if you require a doctor in an emergency between 6.30pm and 8am, or at weekends then please ring our surgery number on **0151 256 5755** which will directly transfer you to out of hours service. (patients only)

DISABLED ACCESS

OUR PREMISES ARE FULLY ACCESSIBLE AND HAVE SUITABLE FACILITIES FOR ALL DISABLED PATIENTS

PLEASE NOTE:
WE DO NOT TOLERATE VIOLENT OR AGGRESSIVE BEHAVIOUR.
WE HAVE THE RIGHT TO REMOVE ANYONE FROM OUR LIST WHO BEHAVES IN THIS MANNER.

THE PRACTICE TEAM AT HORNSPIT MEDICAL CENTRE

Dr Jayoti Pramanik	MBChB Liverpool 2000, MRCP
Dr Jesika Pramanik	MBChB Liverpool 2004 MRCP
Practice Nurse:	Sister Victoria Dixon (RGN)
Practice Manager:	Miss Nicola Higham
Deputy Practice Manager	Mrs Tina Tremarco
Receptionists:	Janine Scott Maureen Sullivan Paula Tully Karen Birch Sharon Trafford
Health Visitor:	Joan Wills
Midwife:	Liverpool Womens

USEFUL ADDRESSES & PHONE NUMBERS:

NHS DIRECT (24 HOUR HELPLINE) WWW.NHSDIRECT.NHS.UK	0845 46 47
Liverpool Primary Care Trust No.1 Arthouse Square 61-69 Seel Street Liverpool, L1 4AZ	0151 296 7000
<u>NHS WALK-IN CENTRES</u>	
Liverpool City Centre Walk in	
6 David Lewis Street L1	0151 247 6500
Primary Care Treatment Centre Church Road, Garston, L19 2LP	0151 330 8301
Old Swan Walk In Centre Crystal Close, L13 2GA	0151 285 3565

APPOINTMENTS

This practice has on the day appointments as well as an advanced booking system. This means we offer:

- ✓ **Pre-bookable appointments**—up to eight weeks in advance
- ✓ On the day appointments so you can be seen that day
- ✓ **48 hour access** with a GP of your choice
- ✓ Daily **telephone consultations** with a GP

- To make an appointment please telephone 256 5755 or visit reception.
- Appointments can be made on the day as required or pre-booked.
- We offer morning and afternoon appointments 5 days a week, Monday to Friday
- Please call us at 8:00am to make an appointment for that day, If an afternoon appointment is needed you will be asked to ring back at 1pm to ensure any emergency cases are seen.

Urgent cases will be seen on the same day but not always by your preferred doctor. A separate appointment is required for each person to be seen.

You have the right to express a preference to see a specific GP, this must be requested when booking your appointment. We will always try to adhere to your request however in certain circumstances this may not always be possible.

EXCEPTIONS

We alter our appointment arrangements for the day following a Bank Holiday, reducing the number of advance bookings and making more appointments available on the day.

HOME VISITS

Please make your requests for home visits if possible before 10am, giving the patients details and explaining exactly what is wrong with the patient as this helps the doctors to see the most urgent cases first. Home visits are strictly for patients who are housebound or are unfit to come in to the surgery.

TELEPHONE ADVICE

If you wish to speak to a doctor or practice nurse, but do not require an appointment, reception will book you in for a telephone consultation. The receptionist will ask you for your name, what you would like to discuss, and a contact number. The GP will call you back at a convenient time to them.

An up-to-date telephone number is essential.

REGISTERING WITH OUR PRACTICE

New patients will be required to fill in a registration form and a brief questionnaire, both of which are available from reception. **New Patients will not normally be accepted unless they live within the practice area.** We encourage all new patients to have a registration medical check with the practice nurse. The purpose of the check is to find out about any existing problems for which you are receiving treatment, and also, to help you live a healthy lifestyle.

INFORMATION SHARING

Hornspit Lane complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will only be shared with others if we have a duty of care to yourself or those around you. This normally requires your consent.

expect patient information can 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.

If you would like to access your medical records this is possible by sending a written request to the practice. There is an administrative fee for this process.

REPEAT PRESCRIPTION

We provide a repeat prescription service at the practice. If you have regular medication please let a GP know so that they can be prescribed on a monthly basis. We also have a collections service with numerous chemists.

Repeat prescription request slips can be left in the black box in the reception area or handed in at reception. If you are unable to get to the surgery, repeat prescription requests can be posted to us enclosing a S.A.E. for their return or faxed to us on fax number 0151 256 6603.

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.

PATIENT RIGHTS AND RESPONSIBILITIES

By becoming a patient here at Hornspit Medical Centre we require you to follow our practice policies and procedures:

If you cannot attend your appointment we ask that this is cancelled in advance as soon as possible, this is to avoid wastage of services. Please arrive on time for your scheduled appointment. If you are more than 10 minutes late for your appointment you will be asked to rebook.

COMPLAINTS/ SUGGESTIONS

We take patient care very seriously here at Hornspit and strive to provide the best service we can. However if you wish to make a complaint or suggestion about our practice then please place ask at reception for a form or alternatively please write to our Practice Manager Miss Nicola Higham. We aim to answer all complaints or suggestions within 5 working days.