

**Address**: Civic Way, Bebington, Wirral, CH63 7RX

**Telephone**: 0151 645 6936

**Fax**: 0151 643 1698

**Website**: www.civicmc.nhs.uk

**Opening Hours:**

Monday 08:00 - 18:30 Tuesday 08:00 – 20:00 Wednesday 08:00 - 18:30 Thursday 08:00 - 18:30 Friday 08:00 - 18:30

If you have a medical emergency outside these hours please call Out of Hours on **111.**

We are closed at weekends and on Bank Holidays.

**About the Practice**

The practice is committed to providing quality healthcare for patients living in the Bebington and surrounding areas.

For details of our practice catchment area please ask one of our receptionists or visit our surgery website at [www.civicmc.nhs.uk](http://www.civicmc.nhs.uk)

We have a dedicated team of Doctors, Nurse Clinicians, Practices Nurses and Healthcare Assistants who are able to meet all of your health needs. We also have a valued team of reception and administration staff who are able to assist with many of your queries.

Our practice is a training practice. This means that doctors wanting to enter general practice spend up to 12 months with us in order to gain the experience they need to become family doctors. We also train fourth year medical students from Liverpool University. Our medical students work under close supervision from one of our GP’s.

At Civic Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important to listen to our patients and welcome feedback and suggestions for improvements to our services.

**Our Team**

### **General Practitioners**

### **Dr Helen Downs (f)** Senior GP Partner**Dr Emma Lawrence (f)** GP Partner**Dr Philip Harris (m)**  GP Partner**Dr Thomas Askew (m)** GP Partner

**Dr Emma Hayward (f)** Salaried GP

**Dr Lisa Moore (f)** Salaried GP

**Dr Katherine Jones (f)** Salaried GP

**Dr Tim Chan (m)** Salaried GP

### **Nursing Team**

### **Barbara Robinson (f)** Senior Nurse Clinician**Kelley Ball (f)** Advanced Nurse Practitioner

**Jacqueline Williamson (f)** Practice Nurse

**Alex Amis (f)** Practice Nurse
**Jane Dermott (f)** Practice Nurse
**Linda Scholes (f)** Health Care Assistant

**Jill Gunn (f)** Health Care Assistant

**Management Team:**

**Dawn Heggarty** Practice Manager
**Kelly** **O’Rourke** Reception Manager
**Tina Gerard** Data/IT Manager

**Other:**

**Lauren Silvano** Clinical Pharmacist

We also have a valued team of administration and reception staff who support the smooth running of the practice.

**Arranging Routine Appointments**

Routine GP appointments can be booked up to two weeks in advance and can be booked in the following ways:

**Telephone**

### Patients can phone the practice on 0151 645 6936.

### **Patient Partner**

### This is our automated phone system that can be accessed 24 hours a day via the above phone number and can be used to book, cancel or amend routine appointments. To use this system we need to have an up-to-date phone number stored for you on our clinical system.

### **Patient Access**

### This is our online service. Once registered with Patient Access, patients can book online appointments, order repeat prescriptions, view their allergies, immunisations and view parts of their medical record. For further details please speak to a member of our reception team or visit our website.

**About Appointments**

**Urgent Appointments**

If your problem is urgent then please call the surgery on the day. The receptionist will ask for a brief description of the problem to ensure that you are booked in with the most appropriate clinician or signpost you to another service such as Walk-In Centres or pharmacies. You may also be offered a telephone consultation if appropriate.

**Home Visits**

Home visits are strictly for patients who are housebound or seriously ill. Please be aware that requests for home visits are often triaged by the doctors who will decide if a home visit is appropriate. We ask that you ring before 11:00am for a home visit. Urgent home visit requests received after 12 noon will be triaged by the duty doctor.

**Failure to Attend Appointments**

If you cannot attend an appointment it is important that you let us know ASAP to allow us to offer your appointment to another patient.

You can cancel an appointment by telephoning the practice on 0151 645 6936 or by using our automated service which can be accessed 24 hours a day.

The practice monitors wasted appointments very closely and those patients who frequently fail to attend their appointments will be issued a warning notice.

**Test Results**

Test Results are available from 11:00am. Please allow up to one week for laboratory results. Other tests such as x-rays and scans can take up to two weeks.



Wirral CCG now provide an extended GP access scheme to all Wirral patients to help facilitate extended access. This service has been provided across a number of locations on the Wirral. The evening opening times are 6:30pm-8:00pm (weekend appointment times vary). To book an appointment at a location and time suitable for you please ring the surgery on 0151 645 6936 during opening hours or on0151 652 6077 from 10am-6pm at the weekend.

Please note: In order to fulfil the confidentiality agreement you will be asked to give your permission for the GP you are seeing to have access to your medical record.

**Think Pharmacy Scheme**

Before booking appointments please consider whether your problem could be dealt with by visiting the pharmacy. Pharmacists are able to advise on a wide range of minor ailments and are also able to treat the following conditions without the need to visit the practice.

*There are over 80 local pharmacies signed up to this scheme- please ask at reception for full list or for further details. The scheme currently covers the management of the following conditions; Urinary Tract Infections, Migraines, Conjunctivitis, Impetigo, Fungal Skin Infections and Oral Thrush.*

**Walk-In Centre and Minor Injury Unit**

**Opening Times**

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| --- | --- |
| Clinic | Opening times |
| Victoria Central Hospital Walk in centreMill LaneWallaseyCH44 5UF | Monday-Sunday (inc. Bank Holidays)8.00am-10.00pm(x-ray facilities available between 9.00am-8.30pm) |
| Eastham Walk-in centreEastham RakeEasthamCH62 9AN | Monday-Sunday12.00 noon-8.00pm (including bank holidays) |
| Arrowe Park Walk-in CentreArrowe Park HospitalCH49 5PE | Monday-Sunday 8.00am-10.00pm (including bank holidays) |
| Parkfield Medical Centre Minor Injuries ServiceNew FerryCH62 5HS | Monday to Friday 10.00am-2.00pm (last appointment 1.30pm) |

Walk-in centres are nurse led facilities that provide assessment, treatment and advice for minor injuries and illnesses

**E-Consultations**



**How does the service work?**

Visit our website and complete a simple form about your problem or request

Your GP will review this and decide on the best treatment or plan.

The practice calls you or emails you with a prescription or an appointment

**Our Services**

The following clinics and services are also provided by the practice team.

**Asthma**

Patients with asthma will be invited to this clinic for review at least once a year. Patients experiencing more acute problems with their asthma can make an appointment with a nurse practitioner or GP

**Diabetes**

If you have diabetes you will be invited to book an appointment with one of our practice nurses who specialise in diabetes, these may be annually or six monthly. It is important that you attend these reviews to allow us to monitor your condition.

**Antenatal Care**

Routine care checks for pregnant women are provided at the surgery by our community midwives. These are weekly clinics held on a Friday afternoon.

**Travel Health**

If you are travelling abroad and need vaccinations please book an appointment with one of our practice nurses. Please complete a travel questionnaire available from reception prior to your appointment. It is recommended that any vaccinations are given 6-8 weeks before travelling so please book in advance

**Health Checks**

All patients between the ages of 40-74 are entitled to a free NHS Health Check. It is important that when you are invited for your health check that you attend your appointment as the health check will allow us to spot early signs of diseases such as diabetes, hypertension etc. Please ask one of our receptionists for a blood form book in with one of our Health Care Assistants

**Influenza Vaccinations**

We hold flu clinics throughout the winter season for all patients who are eligible. Our receptionists will be happy to advise if you are unsure. If you have not yet had your seasonal flu vaccination it is not too late to book in as they are available all year round.

**Smoking Cessation**

If you would like advice or support in giving up smoking please speak to any of our clinicians and they can refer you to ABL: A Better Life who provide this service. You can also self-refer by phoning them on 0151 541 5656, emailing them on wiccg.ablwirral@nhs.net, or visiting www.ablwirral.co.uk

**Lifestyle and Weight Management**

If you would like advice regarding weight management please book in with one of our Health Care Assistants.

**Phlebotomy services**

Blood tests are provided by the community phlebotomy service. Please note that we may not always be able to offer you an appt at the practice but we have access to book appointments at other locations. Alternatively, you can still attend drop in clinics at Eastham Clinic, St Catherine’s Hospital and Victoria Central Hospital between 1-5pm (Monday-Friday). Children can be seen at St Catherine’s Hospital and Victoria Central Hospital on a drop on basis.

**Health Visitors**

Our Health Visitors are based at Bridle Road Clinic but do hold Childrens reviews in our community clinics upstairs. You can contact the Health visitors on 0151 327 2411

**Minor Surgery**

We hold minor surgery clinics approximately once a month. This is for removal of cysts and skin tags. If you wish to discuss this then please book an appointment with Dr Harris.

**Joint Injection Clinics**

We have regular joint injection clinics. You can see any of the doctors to discuss whether this is appropriate for you.

**Coil Fitting**

Dr Lisa Moore specialises in coil fitting. If you are considering this then please book an appointment with her to discuss.

Other services provided by the practice include Child Immunisation clinics, new patient checks, Cervical screening, ear syringing and blood pressure monitoring.

**Prescriptions**

Repeat prescriptions can be ordered in any of the following ways:

* By submitting the counterfoil from previous prescriptions at the reception desk.
* Patient Access – patients must register to use this service
* By Post
* Pharmacies can order on your behalf if you are housebound

Please note that we cannot accept prescription requests over the telephone.

Routine requests will be processed within 2 working days. If your request is urgent we ask that you highlight this with a member of reception team.

We have a clinical pharmacist in-house who helps our GP’s with prescriptions enquiries and medication reviews.

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**Patient Participation Group**

The practice has an active Patient Participation group who meet every 4-6 weeks. These meetings are attended by our practice manager and on occasions by one of our GP’s. The group act as the patients’ voice to provide us with feedback to help us improve our services. It is also an opportunity for the practice to communicate important updates and changes to services. If you would be interested in joining our patient group then please give your details in to reception.

**Patient Access Online Service**

Patients over the age of 18 can register for Patient Access online services. Once registered patients can book an online appointment, order repeat prescriptions, view their allergies, immunisations and view parts of their medical record. To register for this service we will request patient identification. For further details please speak to a member of our reception team

**Summary Care Records**

The NHS in England is using an electronic record called the Summary Care Record (SCR) to support patient care.

The Summary Care Record is a copy of key information from your GP record. It provides authorised healthcare staff with faster, secure access to essential information about you when you need unplanned care or when your GP practice is closed.

Summary Care Records improve the safety and quality of your care. If you wish to opt out of the summary care record then please let a member of our staff know who will record this on your medical record.

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**Patient Confidentiality**

At Civic Medical Centre we respect your right to privacy and keep all your health information confidential and secure. We keep records about your health and treatment to ensure that those caring for you give the best possible advice and care. We will never divulge information about you to third parties without your permission and always request this in writing.

The Health and Social Care Information Centre have the powers to extract personal data from our clinical system about you such as referrals, all NHS prescriptions and other clinical data. Identifiers such as date of birth, postcode, NHS number and gender are required to link the GP data with other clinical data from other settings.
This data will be extracted to help improve services to patients across the NHS and for commissioners and providers to better design integrated services for patients
If you do not wish for your personal data to be shared with the Health and Social Care Information Centre please visit <https://nhs.uk/your-nhs-data-matters>

For further information regarding this, data protection, or GDPR please visit our practice website where you can view our practice privacy notice detailing how we process your personal information, or ask in surgery.

<http://www.civicmc.nhs.uk>

**Patient Comments and Complaints**

We work hard to deliver high quality care to all patients, however, in a busy practice problems can sometimes arise. Our policy is to take all complaints seriously. Each complaint is looked at carefully, and when possible, changes implemented to prevent recurrence and improve the service we offer. If you have any complaints about the practice, please contact the Practice Manager, Mrs Dawn Heggarty. If you would like a complaints form or a copy of our complaints procedure, please ask at reception or visit our website.

In the majority of cases, concerns can be resolved quite easily. If you have raised a complaint with the practice and do not feel that it has been dealt with to your satisfaction then you can refer your complaint to the following:

**Ombudsman**

Millbank TowerMillbankLondonSW1 4QP

Telephone Number: **0345 015 4033**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)

**Care Quality Commission**

Telephone Number: 03000 616161

Email: enquiries@cqc.org.uk

**NHS England**

PO Box 16738
Redditch
B97 9PT

**NON NHS WORK**

Private medical examinations, medical certificates and requests for letters can be completed upon request. Please note that there will be a charge for this service as this kind of work is classed as Non NHS work and GP’s/Nurses are not obliged to do this work under their NHS contract. Our fees are based on the suggested British Medical Association suggested fees for this type of work. For a list of our fees please see the notice board in our waiting room or speak to a member of our reception team.

**Zero Tolerance Policy**

The practice operates a zero tolerance policy to violent or abusive patients. Practice staff are here to help you in any way they can but will not accept any violent or abusive behaviour.

**Patient Responsibilities**

**Help us to help you**

Please ensure your contact details and those of any children you are responsible for are kept up to date

Please arrive on time for your appointment. If you arrive late, you may be asked to rebook.

If you have more than one problem to discuss, please request a longer appointment.

If you are unable to attend an appointment, please cancel in good time so that the appointment can be used by another patient.

Our receptionists may ask for details of the problem if you are asking for an urgent appointment. This is so we can ensure that you are booked in with the most appropriate clinician