

**Vittoria Medical Centre
Vittoria Street
Birkenhead
Merseyside
CH41 3RH**

Tel No:- 0151 647 7321 Fax No:- 0151 650 0942

Website address:- www.vittoriamedicalcentrewirral.nhs.uk

Dr Janet M Green MBChB (Sheffield 1990) DRCOG MRCGP (Senior Partner)

Special Interests:-
Caldicott and IG lead
Dementia Lead
Child Health Surveillance
Diabetes
Safeguarding Lead

Dr Robert P Broadbelt MBChB (Liverpool 1986) (Partner)

Special Interests
Minor Surgery
Child Health Surveillance
Prescribing Lead
INR Lead

Dr Sadaf Majeed MBBS(Dow) MRCP(UK) MRCGP(LONDON) (Partner)

Special Interests
Minor Surgery
COPD/Asthma lead

Dr Shireela Shetty MBBS MS (India 1995) MRCGP DFSRH (Salaried GP)

Special Interests
IUCD/Implant lead
Womens Health
Eye disorders

PRACTICE NURSING TEAM

The Practice Nursing Team is available for consultation by appointment.
The following nurse led clinics are held at the surgery;

Diabetes	Smoking Cessation	Smears
Holiday Vaccinations	Childhood Immunisations	Family Planning
Well Woman	Asthma	Health Promotion
Minor Surgery	General Clinics	Warfarin monitoring

STAFF

There is a number of staff attached to the practice to assist the Doctors in their daily work. The reception/secretarial staff work under the supervision of the Practice Manager and are available to deal with your appointments, enquiries and suggestions.

OPENING TIMES AND APPOINTMENTS

Monday to Friday 8:00 am – 12:30pm 1:30 pm – 6:30 pm

The surgery will be closed on all Bank Holidays.

The majority of appointments are pre-bookable with a few appointments saved for emergencies on the day. The amount of appointments available can be seen on our website.

Routine GP appointments can be made, changed or cancelled by;

- * Telephoning the surgery and accessing our automated system.
- * On-line (details of how to register available at Reception)

Both of these options operate 24 hours a day therefore you don't have to wait for the practice to open and can ring the surgery at your convenience at any time of the day.

- * Calling in at the Reception desk.

Please notify the practice if you are unable to attend for an appointment. The appointment can then be given to another patient. An appointment reminder service is available to those patients who provide us with their mobile phone number. A message is automatically sent to remind you of each appointment and the option to cancel the appointment via text is available.

Urgent GP appointments are available daily. Please provide as much information to the receptionist when requesting an urgent appointment as the Receptionist may be able to help you without the need for you to attend.

Practice Nurse appointments can be made by contacting the surgery either by telephone or in person. The practice is unable to offer the automated telephone service or on line service to make or change appointments with the Practice Nurse although the services can be used to cancel appointments.

Home Visits are available for housebound patients or patients who are too ill to attend the surgery. Home visits should be requested **before 10:30am** if possible.

REPEAT PRESCRIPTIONS

Prescriptions cannot be ordered over the telephone. Prescriptions can be requested either in writing and put in the box in the Reception area, on-line or sent in the post. Please ask at Reception for further information about how to register for prescriptions on-line. Once registered you can also check, make, change or cancel your own appointments. Electronic Prescription Service is in operation which allows prescriptions to go electronically to a chemist that you nominate. Ask at reception for further details.

Prescriptions can be collected 48 hours after receipt of the request. Can we politely ask that patients do not telephone to check if prescriptions are ready. If you do not wish to collect your prescription you can enclose a stamped addressed envelope and we will be happy to post it to you. Alternatively, many Chemists now provide a prescription collection service. Please speak to your usual Chemist if you wish to use this service.

TEST RESULTS

If you have had any sort of sample sent for testing or other investigations ordered you must contact the practice for the result. Please allow at least five full working days for the result and ring the surgery after 14:00 for results. The receptionist can only tell you if a result is normal if the GP has marked the results as such. There may be instructions left from the doctor for you to discuss the results in a telephone consultation or to make an appointment; the receptionist can assist you with this. We are not allowed to give out test results to persons other than the patients unless permission has been given by the patient.

COMMUNITY MIDWIVES

The Community midwives attend the surgery every Friday morning to hold an Ante Natal Clinic.

An appointment is required for this clinic and can be made by contacting your midwife.

DISTRICT NURSING TEAM

The District Nursing Team based at the Birkenhead Medical Centre in Laird Street provides nursing care for patients in their own home. They also run a weekly leg ulcer clinic here at the surgery with referral from the GP.

PHLEBOTOMY CLINICS

A Phlebotomy clinic is held at the practice on Thursday . The first half of the clinic is kept for those patients required to fast with the second half of the clinic being for routine non fasting bloods.

DISABLED ACCESS AND PARKING

Wheelchair access can be gained from the front of the building. There are no restrictions on parking at any time. Please inform reception in advance if you feel you may need help on arrival.

CARERS

If you provide unpaid support for a family member, or friend, who couldn't manage without your help, please let us know. We can acquaint ourselves with your situation and priorities healthcare requests for you were necessary.

HELP US TO HELP YOU

It is important that the practice is informed if you move house, change your name or telephone number, please let us know so that we can keep our records accurate.

NHS CHARGES

The National Health Service provides most health care to most people free of charge, however there are exceptions. In recent years, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust or because an insurance company or employer wants to be sure the information provided is true and accurate. Please phone reception for up to date fees.

DATA PROTECTION

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at Reception if you would like further details and our patient information leaflet. An appointment will be required and in some circumstances a fee may be payable.

CHAPERONE POLICY

During your consultation it may be necessary for you to be examined. If you wish to be accompanied you can either bring a friend or relative or request for a member of staff to be present.

For all examinations, it is Practice Policy to offer a Chaperone to any patient who requests one.

USEFUL NUMBERS

AA	0151 709 2900
All Day Health Centre – Arrowe Park Hospital	0151 201 4188
Arch initiatives	0151 647 8633
Arrowe Park Hospital	0151 678 5111
Asda Pharmacy open late	0845 803 7923
Benefits Agency	03456-043719
Birkenhead Victim Support	0151 645 8901
Boots the Chemist Grange Road	0151 647 7256
Clatterbridge Hospital	0151 334 4000
Cruse Bereavement Counselling	0151 645 6604
NHS 111 – Out of Hours Cover	111
Mind	0151 653 6400
Minor Illness and Injury Service – Laird Street	0151 652 6077
Minor Injuries – Sefton Road, New Ferry	0151 644 6665
Parkinsons Disease Society	0808 800 0303
Relate Marriage Guidance	0300 330 5793
Samaritans	0151 708 8888
Social Services	0151 606 2000
St Catherines, Victoria Central	0151 678 5111
Vittoria Pharmacy	0151 647 8679
Wirral Brook Advisory Centre, Birkenhead	0151 670 0177
Wirral Parents Against Drug Abuse	0151 652 9108
Wirral Ways Recovery	0151 647 8633
Wirral Rape Counselling Service	0151 666 1392
Wirral Womens Refuge	0151 652 6300

USEFUL WEBSITES

CQC	www.cqc.org.uk , http://www.cqc.org.uk
NHS Choice	www.nhs.uk/Choice
Department of Health	www.dh.gov.uk
Freedom of Information	www.wirralhealth.org.uk
Meningitis	www.meningitisuk.org
NHS Direct	www.nhsdirect.nhs.uk
NHS North West	www.northwest.nhs.uk
Patient UK	www.patient.co.uk
Walton Centre	www.thewaltoncentre.co.uk
Wirral CCG	www.wirralccg.nhs.uk

MINOR INJURY AND ILLNES SERVICES

There are two Minor Illness/Injury Clinics across the Wirral. They are drop in clinics for Wirral resident with a minor medical emergency condition that requires treatment, for example:-

- * Bites/Stings/Scalds/Burns
- * Minor dislocations/injuries to limbs
- * Sprains and strains/wound infection
- * Sore throats and coughs and earache
- * Cuts and bruises
- * Recent eye injury
- * Emergency contraception
- * Other minor emergencies

These clinics run at the following times but **closed on Public Holidays**;

Miriam Medical Centre, Birkenhead Medical Building, Laird Street, Birkenhead. CH41 8DB Telephone No:- 0151 652 6077

Parkfield Medical Centre, Sefton Road, New Ferry. CH62 5HS Telephone No:- 0151 644 6665

Monday – Thursday 10:00am – 8:00pm
Friday 10:00am – 6:30pm
Sat & Sun 10:00am – 5:00pm **Birkenhead Medical Building only**

ALL DAY HEALTH CENTRE/WALK IN CENTRES

Anyone can ‘walk in’ to be seen by an experienced health professional within four hours, no appointment is needed and you don’t need to be registered with a Wirral GP.

The Centres are open 365 days a year and aim to complement existing services on Wirral offering patients convenient access to treatment at weekends and evenings for urgent problems and also provide assessment, treatment and advice for minor injuries and illnesses.

Walk in Centres and opening times:

Victoria Central Walk-in Centre Mill Lane Wallasey CH44 5UF	Monday to Sunday (including Bank Holidays) 8:00am – 10:00pm
Eastham Walk-in Centre Eastham Rake Eastham CH62 9AN	Monday to Friday 2:00pm – 10:00pm Weekends and Bank Holidays 9:00am – 5:00pm
All Day Health Centre Arrowe Park Hospital Arrowe Park Road Upton CH49 5PE	Monday – Sunday (including Bank Holidays) 8:00am – 10:00pm

You can book an appointment with a Doctor at the All Day Health Centre by telephoning 0151 201 4188

