

GP-led Health Centre

ST CHAD'S CLINIC

St Chad's Drive, Kirkby L32 8RE

Appointments

available: Monday to Friday 8.30pm to 11pm
Saturday & Sunday 12.30am to 3pm
4.30pm to 7pm

Options extended hours practices

NORTH HUYTON PRIMARY CARE RESOURCE CENTRE

Woolfall Heath Avenue, Huyton L36 3TN

Appointments

available: Monday to Friday 6.30pm to 9pm
Saturday & Sunday 9.30am to 12midday
4pm to 6.30pm

WHISTON PRIMARY CARE RESOURCE CENTRE

Old Colliery Road, Whiston L35 35X

Appointments

available: Monday to Friday 6.30pm to 9pm
Saturday & Sunday 9.30am to 12midday
4pm to 6.30pm

THE HALEWOOD CENTRE

Roseheath Drive, Halewood L26 9UH

Appointments

available: Monday to Friday 6.30pm to 9pm
Saturday & Sunday 9.30am to 12midday
4pm to 6.30pm

Evening and weekend appointments are available for you to book through the booking line 7 days a week.

You can make an appointment to see a doctor without registering with the service via the booking line 0800 917 3683.

options

healthcare when and where you need it



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Tower Hill Primary Care Resource Centre

Ebony Way, Kirkby L33 1XT

Telephone: 0151 244 4597

Health & Wellbeing Headquarters

Nutgrove Villa, Westmorland Road, Huyton L36 6GA

Telephone: 0151 443 4900

www.knowsley.nhs.uk

If you require this document in Braille, large print or another language please call the Patient Advice & Liason Service (PALS) on 0800 073 0578 or text on 0779 964 5151

A guide to your Services

evening and weekend appointments

free 24 hour booking line

8am to 8pm GP-led health centre



www.nhsdirect.nhs.uk

What is options?

Options provides all the services you expect from a GP including:

- Essential GP Services
- Practice nurses
- Chronic disease management clinics
- Smear Tests
- Child Health Monitoring
- Minor Surgery
- Maternity Medical Services
- Childhood Boosters / Immunisations
- Flu Vaccinations

If you are a Knowsley resident you can make an appointment with a doctor or nurse:

- at a GP-led health centre with appointments available from 8am to 8pm 7 days a week
- at 3 other locations in Knowsley at weekends and evenings

You do not need to register with the service to book an appointment with a GP or Nurse.

Patient information will be shared between Options and your own



doctor to ensure that they are kept informed of any new treatments you may receive or specialist referrals that are made.

Your registration with your current GP will not be affected by attending any of the Options services.

However, you can choose to register with Options in the same way as any other GP practice.



How does options work?

How do I book an appointment?

You can book an appointment with any of the Options services by using our 24 booking line on **0800 917 3683**.

How do I register as a Patient?

You can register as a patient by going to any of our clinics or centres.

It is important to understand that if you register with Options it will end your registration with your previous GP.

Can I see a specific GP?

Yes, you can ask for an appointment with a specific GP but this may mean you have to wait a little longer for an appointment.

Can I talk to the GP or Nurse on the phone?

Yes, we offer a telephone advice service. For problems or advice which may be dealt with in this way, please contact the booking line on **0800 917 3683** and a slot will be found for you to speak to a GP.

Telephone advice is only available if you are registered with Options or have had an appointment with the Options service before.



Will the GP see me at home?

Home visits will only be considered for patients who are registered with Options. It is important that you try to come in to the practice whenever possible. Any request for a home visit is assessed by the GP.

If you are too ill to attend the surgery the GP may decide to visit you at home.

What happens when I need the GP and the surgery is closed?

If you need medical attention after the surgery has closed you can contact the booking line on **0800 917 3683**.

If you need to book an appointment after the surgery has closed you can still telephone the booking line which is available 24 hours a day, 7 days a week on **0800 917 3683**.

How do I get my repeat prescription?

If you are registered with Options and take medicines on a regular basis you can order a repeat prescription by letter, fax, in person or through your local pharmacy.

Letters requesting repeat prescriptions should be sent to **Options, Tower Hill, Ebony Way, Kirkby, L33 1XT** or faxed to **0151 244 4597**.

Repeat prescriptions will be processed within 48 hours.

How do I find out about test results?

If you have had any tests done such as blood or urine tests or X-rays, you should contact the surgery during opening hours for the results on the following telephone numbers:

St Chad's Clinic
0151 244 4569

North Huyton Primary Care Resource Centre
0151 244 4568

Whiston Primary Care Resource Centre
0151 244 4565

The Halewood Centre
0151 244 4566

If you would like to discuss your result, you will need to see or speak to the GP or Nurse who ordered the test by booking an appointment via the booking line **0800 917 3683**.

I have moved - who do I tell?

If you change your name, telephone number or address (even for a short time), let us know straight away by coming into one of the Options sites and filling in a form. If you are still living in Knowsley then you can still stay registered with Options.

How do I pass on a comment, compliment or complaint?

Options aims to give a friendly and professional service to all our patients.

However, if you have any concerns about any aspect of our service, please let us know. You can speak to whoever you feel most comfortable - your GP, our practice manager or our reception staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at: **NHS Knowsley, Health & Wellbeing Headquarters, Nutgrove Villa, Westmorland Drive, Huyton, L36 6GA**.

NHS Knowsley also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to PALS call free on **0800 073 0578** from 9am to 5pm Monday to Friday.

