

(reviewed 4th April 2017)

PRACTICE STAFF

We have a large complement of staff, both nurses and receptionists, who are able to deal with a lot of your problems and queries.

Practice Nurses are able to advise on a wide range of health matters, including travel health and immunisations, family planning, diet and exercise, stop smoking and minor ailments. They also run diabetic, asthma and heart disease clinics. In addition, they are responsible for nursing procedures in the treatment room: ear syringing, smears, blood pressure reviews, and immunisations.

Practice Manager may be able to help you with any administrative or non-medical aspect of your care and is available to discuss any suggestions or complaints you may have.

District Nursing Team are primarily available to give nursing care to patients in their homes and also hold clinics at the surgery for dressings.

Students

We are a GP training practice and from time to time help to train doctors to become General Practitioners.

HELP US TO HELP YOU

Can't keep an appointment

Please let us know as soon as possible – somebody else can have the appointment

Home visits

Except in emergencies, please ring before 10 am.

Change of details

Please let us know of any change of address or telephone number

Appointments

One appointment – one patient.

Boundary Map

Available on request at Reception.

Large Print Leaflet

Available on request at Reception

Bridge Road Medical Centre,
66-88 Bridge Road, Litherland, Liverpool, L21 6PH
Tel No: 0151 949 0249 Fax No: 0151 928 2008
Website:www.bridgeroadmclitherland.nhs.uk

PRACTICE LEAFLET

**Drs M.J. Vickers, N.S. Carroll,
N.K. Sahu & M McDonnell**

SURGERY OPENING TIMES.

Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm *
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm

**(Closed one Wednesday afternoon per month for staff training.)*

CLINICS

Friday

Antenatal 9.30 am – 4 pm

Welcome to Bridge Road Medical Centre

This leaflet is designed to help you understand the way we organise our services and how you can access them. Please let us know if there is any more information you would like to know about us. If you have any suggestions or criticisms please tell us; maybe we can make improvements.

Dear Patient or Prospective Patient

This practice was the first to open in Litherland in 1911. In 1913, Dr. Williams, who was the local Medical Officer of Health, started seeing patients at his home, which we believe was on the corner of Litherland Park. He was joined by Dr. Rees & Dr. Morris. Well before the war the corner shop at 121, Linacre Road was converted into a surgery and they practised from there. In 1988 we moved to the present premises.

DOCTORS

Dr Martin Vickers. MA, (Oxon) BM, B.Ch – Part time (male). Born in 1960 in Sheffield, educated at Birkenhead School and Oxford University. He also holds the Diploma in Geriatric Medicine. His postgraduate hospital and general practice experience was gained mainly in the North East of England and Cumbria, but he also spent a year as a G.P. in New Zealand and as a locum in Wales and the Wirral.

Dr Neill Carroll, BSc, MBBS, MRCGP – Full time (male). Born in 1971, educated at Merchant Taylors' School, Crosby and the University of London, graduating in 1994. Member of the Royal College of General Practitioners since 1998. Worked in hospital around London and Liverpool, and previously as a G.P. in L8.

Dr Naveen Sahu MBChB, MRCGP Full time (male)

Born in Liverpool in 1973. Graduated from Leeds Medical School in 1997 and completed GP Vocational training in Wakefield. Member of the Royal College of General Practitioners since 2007. Previously worked in inner city Manchester before joining Bridge Road. Special interest in Child Health, Respiratory Medicine and teaching.

Dr Emma McDonnell – Part time (female)

Born in Liverpool 1975. Graduated from University of Glasgow Medical School 1999, completed GP training and gained MRCGP in 2003. Also holds DRCOG and DFFP. Special interests in Diabetes, Children's and women's health.



HOW TO SEE A DOCTOR

All patients wanting to be seen can contact the surgery on the day of their choice. All appointment requests are triaged by a GP first. We will endeavour to provide you with an appointment with the doctor of your choice but this may not always be possible and an alternative will be offered. Appointments can be made by telephoning the surgery or in person at reception.

NEW PATIENT HEALTH CHECK

We offer all our new patients a medical questionnaire so that we can familiarise ourselves with your medical history and treatment. Once the questionnaire has been completed you may be asked to come and see the Practice Nurse. This appointment would consist of a short medical examination, e.g. height, weight, B.P., medication review and medical history.

The Practice also offers a full range of General Medical Services including:

Minor Surgery, Child Health Surveillance, Contraceptive Services, and Maternity Services – Midwife.



HOME VISITS

If you can come to the surgery it is better to do so. We have more facilities at the surgery and it is easier to examine and treat you there. If you cannot come to the surgery requests for visits should be made before 10 a.m. except in emergencies. This helps the doctors to organise their visits for the day. In some circumstances we may ask for a patient to come in even when a visit has been requested. A doctor will always make the decision whether a home visit will be undertaken.

OUT OF HOURS

This service operates between 6.30 pm and 8.00 am to cover genuine emergencies that will not wait until the next day. Please telephone the surgery and a recorded message will give instructions to contact this service. The out of hours calls will be dealt with by the Doctors Co-Operative Organisation – **GTD** (Go to Doc). This means you will not necessarily be seen by your own doctor, your problem will be handled by another Sefton G.P. The doctor might give you advice, ask you to

attend the out of hours centre for a consultation or visit you at home, depending on which is more appropriate.

REPEAT PRESCRIPTIONS

There are several convenient ways to order Repeat Prescriptions. You can leave your request at the reception desk. Alternatively you may fax your request on Fax No 0151 928 2008 or post you're your prescription will be ready for collection within a maximum of 48 hours. You can also register to request your prescriptions on-line, please ask receptionist for details. Please state if you wish your prescription to be collected by a local chemist.

We can only take repeat prescription requests over the telephone for those of our patients who are housebound, but please have to hand the exact name of the drugs/items required so that you do not take up valuable receptionist time. We request that you only telephone prescription requests between 2.00 pm and 4.30 pm. Your prescription will be ready for collection two working days later. Prescriptions ordered on Friday will be ready for collection on Tuesday morning.

All patients on repeat medication must see the doctor at least once during the year.



DISABLED ACCESS

As a purpose built medical centre, the building was designed with disabled access as a priority. All surgery facilities are on the ground floor with full access for the disabled. Facilities for the disabled include – access ramps, double doors, and disabled toilet facilities situated next to the treatment room.

COMPLAINTS PROCEDURE

We hope that you will not have need to complain about our service to you, but we do recognise that this may not always be the case. To help you with this situation we run an in-house complaints system. This is designed to deal quickly with problems which may arise and we hope resolve them to your satisfaction.

If you do feel unhappy with our service and wish to complain, then please see Mrs Lynne Creevy our Practice Manager. She will listen to you and document the problem so that further investigation can be undertaken. A leaflet outlining our complaints procedure can be obtained from reception.