

### Repeat Prescription Requests

Please give no less than **48 hours notice** for repeat prescriptions

These can be ordered via our website, by fax or in person and must be either in writing or using the counterfoil of a previous prescription

For patient safety reasons we will **NOT accept requests over the phone**

### Results Of Investigations/Tests

Please phone between 2-4 for the results of any tests or investigations you may have had

### Non-attendance For Appointments'

Patient who repeatedly do not attend booked appointments', which are then wasted for other patients to use, may be removed from the Practice list.

### Practice Catchment Area

Covers Bootle L20 and some of Litherland L21 please contact the practice to check if we cover your postcode.

### Change Of Address

Please ensure you tell us if you move house. As if we don't know we can't communicate with you.

If you move outside our catchment area you may be asked to reregister with a GP nearer to you.

### Zero Tolerance Policy

We will **NOT** accept any violent or abusive behaviour at this Practice. We will respond to any such behaviour by involving the Police and removing any such patient from our list. This is to protect the safety of our staff and other patients.

### No Smoking Policy

We operate a No Smoking policy on our premises

### CCTV

Cameras are in operation both inside and outside the Surgery premises.

### Patient Records

Are dealt with in accordance with the Data Protection Act and any disclosure to any third party will only be with the consent of the individual or their parent or guardian - if under 16 . Access to all other information is dealt with under the Freedom of information Act.

### Training Practice.

We are proud to be a training Practice which means our patients have the opportunity to consult and give developmental feedback on GP Registrars. We thank our patient in advance for their help with this vital training.

## The Strand Medical Centre



**272 Marsh Lane,  
Bootle, L20 5BW**  
[www.strandmedicalcentre.nhs.uk](http://www.strandmedicalcentre.nhs.uk)

**Telephone** 0151 922 1600  
**Fax** 0151 933 5300

**Out Of Hours Service**  
Call NHS 111 (dial 111)

### Doctors

**Dr Sharon Oliver**  
**Dr Anna Ferguson**  
**Dr Massimo Gozzelino**

### Practice Manager

**Jane Elliott**

# A Handy Patient Guide To The Practice For New And Existing Patients

The purpose of this leaflet is to provide patients with a handy point of reference regarding practice details.

## **Our Mission**

We seek to provide our patients with high quality care and advice that is delivered by professional and friendly staff. We are committed to always improving the service we provide.

## **Feedback**

If you have any feedback on the service we provide please pop-it into our comments box, ask to talk with our Practice Manager or find out how you can become a member of our Patient Participation Group (PPG) from Reception.

## **Opening Times**

Our doors open at 8 am each weekday and remain open until 18.30.

Our phone lines open at 8.00am each weekday and remain open until 18.30.

When the surgery is closed our phone number's messaging service provides callers with details of our out of hours provision.

We also offer an extended hours service for patients with appointments on one Saturday morning a month please contact the practice for details.

## **Practice Nurse Clinics**

We offer a Practice Nurse clinic each day of the week.

We also provide weekly Midwife, and Well Baby clinics on a Monday and Thursday respectively. As well as a range of other services.

## **GP Consultations**

All consultations are by appointment only.

Patients are registered with the Practice **NOT** any

particular GP. Patients can however request an appointment with a particular Doctor, but should that GP be unavailable they may wish to choose another Doctor or choose to wait until their Doctor, of choice, is available.

All Doctors working on any day offer a mixture of appointments that include those that have been booked ahead and some that can be booked on that day.

There are also telephone advice slots available each morning. To help the GP the patient will be requested to provide a Receptionist with some brief details, when making their request.

## **Home Visits**

Are only for the truly housebound or for patients too ill to attend the Surgery. Home Visits are based on medical need. Please ring before 10.30 to request.