

Useful Telephone Numbers

Halton Hospital	01928 714567
Whiston Hospital	0151 426 1600
Warrington Hospital	01925 635911
Royal Liverpool University Hospital	0151 706 2000
St Helens hospital	01744 266333
Alder Hey Children's Hospital	0151 228 4811
Fairfield hospital	01744 739311
Spire hospital	0845 602 2500
Health Care Resource Centre	0151 495 5000
Milbrow Clinic	0151 495 5250

Complaints

Under the NHS Complaints Regulations 2009 you can either choose the service provider, as our experience tells us that by dealing with them directly, concerns can often be sorted out quickly and to your satisfaction or you may want NHS England to deal with your complaint as they commission the service that has caused you to complain. To complain to NHS England **Telephone:** 0300 311 2233.

Email: england.contactus@nhs.net.

Healthwatch Advocacy is the independent complaints advocacy service for help in making a complaint. **Telephone:** 0300 777 6543.

Email: enquiries@healthwatchhalton.co.uk

Security Statement

Patient information is kept at the surgery both in handwritten and computerised records. Staff are only permitted to access information regarding individual patients where it is necessary to the care or treatment of that patient. Members of staff will not pass information regarding individual patients to a third party without the consent of the individual patient. Information transferred to a third party will only be released with the written consent of the patient or that which is deemed necessary to the care or treatment of the patient. Anonymised data regarding disease prevalence may be made available to some organisations, i.e. Department of Health, Primary Care Trust, Medical Research Council.

Patient Charter

Patients can expect to receive the treatment and medication they need regardless of their ability to pay. Patients can also change GP quickly and easily. Patients also have the right to have a health check even if they are well.

BEVAN GROUP PRACTICE

PRACTICE BOOKLET 2018

MAIN SITE

Beaconsfield Primary Care Centre
Bevan Way
Widnes
WA8 6TR

BRANCH SITE

West Bank Medical Centre
2 Lower Church Street
Widnes
WA8 0NG

Telephone—0151 424 3986/0151 424 3113
Emergencies Only—0151 424 3232

Website—www.bevangrouppractice.nhs.uk

WELCOME TO OUR PRACTICE

THE GP'S: DR M H Tseung MB ChB (Partner)
DR J S Breeden MB ChB (Partner)
DR S Veedu MBBS (Partner)
DR M A O'Connor MB ChB (Partner)
DR F Kassim MB (Partner)
DR A Rahman MB (Salaried GP)
DR J Ryan MB (Salaried GP)
DR C Duffy MB (Salaried GP)
DR L Gibson (Salaried GP)

We are a training practice and could have up to two GP Registrars working and training within the Practice. The Registrars are fully qualified medical doctors.

Surgery Opening Hours

Monday - Friday 8.30am - 6.30pm

Saturday & Sunday CLOSED

Extended Hours— Pre Bookable Appointments Only

Wednesday – 7.00am to 8.00am

Emergencies

In the case of an emergency during the day please telephone 0151 424 3232. Outside of the normal surgery hours please call 111. This is the NHS 111 service who will process your call and forward to the OOH Service Provider (Urgent Care 24) if appropriate. This service operates between 6.30pm and 8.00am and all day Saturday and Sunday.

Staff Attached to the Practice

District nurses - this team of nursing staff work with us in the community. The district Nursing team are based with us and can be contacted on - 0151 511 5651.

Community Matron—is based at the practice and referrals are made to him from the GP's.

Health Visitor - The Health Visiting Team are involved with visiting all of our new mums and baby's. They are based at the Child Development Centre - 0151 511 5880.

Midwives - this team is based at the Health Care Resource Centre - 0151 495 5079. The team will deliver all of your ante-natal and post-natal care.

Cardiac nurses - The Heart Failure Nurses hold clinics at the practice as well as working with our patients in the community. They are based at Milbrow Clinic - 0151 495 5264.

Compliments/Comments/Complaints

If you have any compliments/comments/complaints we do have a practice policy to deal with this which is in line with the national complaints procedure. Please put complaints in writing to the Deputy Practice Manager. For more informal issues please ask to speak to the Practice Liaison Officer who may be able to help.

NHS Zero Tolerance

The practice has adopted the NHS Zero Tolerance approach to abuse towards our staff. This abuse does not only include physical but also verbal.

Access

The surgery has access for disabled patients and there are disabled facilities on site. A lift is available for patients to access the upstairs rooms if required.

Bevan Patient Group

We currently have a Patient Group which meets on a regular basis. The current members find the group useful and informative and the practice also find it of benefit when looking to implement changes. The group is now affiliated with the National Association of Patient Participation.

If anyone is interested in joining the group please contact Diane Hanshaw, and it can be taken to the next meeting for discussion.

Additional Non-NHS Services

Sickness Certificates for the first 7 days of illness are not provided by the doctors. If a certificate is needed this will be classed as a private certificate.

Forms/letters e.g. sickness insurance, holiday cancellation, fitness to fly, etc, should be left at reception and will normally be available for collection within a 14 day period provided the appropriate GP is available.

Examinations, e.g. employment, fitness to drive, insurance, are not undertaken during surgery times. Special arrangements can be made to accommodate such requests.

PLEASE NOTE THAT CHARGES ARE MADE FOR THE ABOVE NON-NHS SERVICES

Practice Staff

Practice Director/Deputy Practice Manager— Available to assist with any administrative or non-medical aspects of your healthcare. They will also deal with any complaints or suggestions you may have.

Receptionists— Our team are the first point of contact and are there to help you by making appointments, dealing with your visit requests and giving you the results of your investigations, after the GP has checked them. They are able to advise you of the best time to contact the doctors/nurses by telephone and are happy to pass on messages to them for you.

Secretarial/Administration - deal with all referrals to hospital consultants as well as calling patients in to the practice if in need of any specialised clinic appointments. They will be happy to assist you with any queries you may have with these matters.

Practice Nurses- Runs their own clinics and are specifically trained in heart disease, diabetes and respiratory disease. They are also available for help and advice on vaccination for foreign travel, family planning and cervical smears. Appointments to see the nursing staff can be made via reception.

Health Care Assistants— Offer BP checks, New Patient Medicals, Health Check Plus Medicals, Asthma/COPD reviews, INR monitoring, Spirometry, Ambulatory BP Monitoring, ECG's. Appointments can be made via reception.

Clinical Pharmacist— runs her own clinics to provide expert advice on medication. She may also contact patients following discharge from hospital regarding new/changes in medicines.

Consultations

All consultations for surgery are by appointment, and can be made in person, over the phone or by using the online booking service. Although you are registered with one doctor, you are free to see whichever you choose, however, this depends on availability.

You are able to book a GP appointment in advance. Please ring after 10.30am for advance bookings. On the day appointments are available on a daily basis with one of the GP's on call. These appointments are for one medical condition that needs to be seen by a GP that day. These can be booked daily from 8.00am. You will need to book in advance to see the doctor of your choice at a specific time. **If you are unable to attend your appointment please let us know as early as possible so that it can be offered to other patients requiring an appointment.**

If you need a doctor in an emergency you will always be seen on the same day. However, you may not see the doctor of your choice at the time of choice.

Appointments with the GPs are available each weekday morning and again in the evening. Start and finish times may vary depending on what doctor you are seeing.

You may be offered an appointment with the GP Extra service which provides access to a GP or health care professional outside of practice hours in the evening and at weekends.

Home Visits

Our Doctors typically see at least four patients in the Practice in the time it takes to carry out a single home visit and it is for this reason we ask patients to come to the surgery. Children can nearly always be wrapped up and brought to the surgery where there are better facilities for diagnosis and treatment. If a home visit is necessary please ring before 11am. GP's will triage visits before leaving the surgery.

HOME VISITS ARE FOR HOUSEBOUND PATIENTS ONLY

Telephone Calls

You can contact the surgery via the telephone between 8.00am to 6.30pm daily.

If you need to speak to a doctor the reception staff will pass on the message to the relevant GP. The GP will contact you between 48 hours and a week depending on their working schedule.

The Practice Nursing Staff will deal with telephone queries but are not normally available to speak to patients at the time of the call. Due to appointment commitments they may not be able to return your call on the same day and it may be up to a week.

Please ask the reception team if you are unsure as to whom to direct your call.

Results of Tests and Investigations

If you are awaiting results of a test or investigation ordered by the GP or Practice Nurse please contact the surgery at least three days after the test. You may call into the surgery or telephone for your results between 12noon and 2.00pm.

New Patients

We only accept patients with a WA8 postcode. All newly registered patients will need to complete a Health Questionnaire and will be asked to make an appointment with the HCA's for a new patient health check. You will also be asked about registering for online access. You will be asked to bring along a urine sample and any medication you may be taking for the appointment.

Chaperoning

The Practice has a chaperoning policy and will provide a fully qualified chaperone. If you wish to have a chaperone present during your consultation/examination please ask at reception or discuss this with the clinician at the start of your consultation.

Repeat Prescriptions

Repeat prescriptions may be ordered in person, by post (with an SAE provided if the prescription is to be sent back to the patient) or online. Prescriptions for Controlled Drugs will not be posted out.

THE PRACTICE DOES NOT ACCEPT REQUESTS FOR PRESCRIPTIONS OVER THE TELEPHONE OR VIA FAX

DAY	ORDERED BEFORE 12 NOON	ORDERED AFTER 12 NOON
	COLLECT ON	COLLECT ON
MONDAY	Wednesday After 2pm	Thursday A.M.
TUESDAY	Thursday After 2pm	Friday A.M.
WEDNESDAY	Friday After 2pm	Monday A.M.
THURSDAY	Monday After 2pm	Tuesday A.M.
FRIDAY	Tuesday After 2pm	Wednesday A.M.

All repeat medications are reviewed regularly by the GP's and you will be asked to attend for a medication review with either the doctor, clinical pharmacist or the nurse as deemed necessary by the GP's. This applies even if a patient is followed up at hospital.

Services

In addition to providing routine medical care, we also offer the following services:-

Child Health Surveillance
Childhood Immunisations
Health Check Plus Review
IUCD/Implants
Well Person Checks
Anti-Coagulation Monitoring
Chronic Disease Management

Spirometry
Travel Clinic
Phlebotomy
Sexual Health
Vaccinations
Menopause
Minor Surgery