

## VIOLENCE AND ABUSE

Violence and abuse is a growing concern. GPs and their Staff have a right to care for others without fear of being attacked or abused. Any case of violence or abuse will be reported to the doctor and after consideration may be reported to the police and removal from the practice list. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this case we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

We ask that you treat your GP and Practice Staff properly without violence or abuse.

## USEFUL TELEPHONE NUMBERS

Broadgreen Hospital	282 6000
Liverpool Royal University Hospital and St. Pauls Eye Unit	706 2000
Alder Hey Hospital	228 4811
Liverpool Women's Hospital	708 9988

Contact details for Local Healthwatch, see [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or call Healthwatch England on 0300 683 000

## The Surgery

**73 Queens Drive  
Liverpool L18 2DU**

**Tel: 0151-733 2812  
Fax: 0151-733 4922**

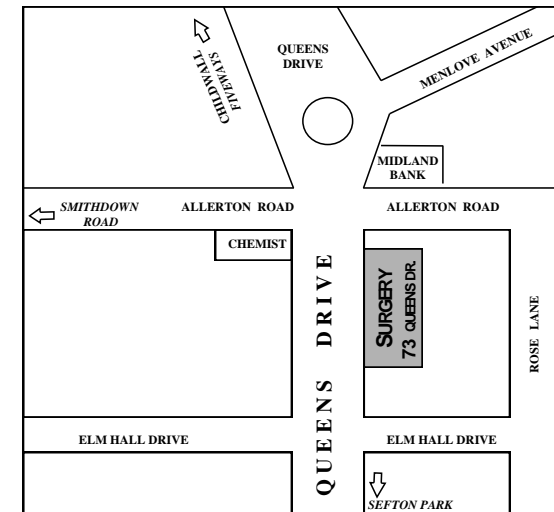
**Dr. S. N. SINGH**

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## SURGERY HOURS

**Mon. - Fri. 9.00 a.m. - 11.00 a.m.  
Mon. - Fri. 4.30 p.m. - 6.00 p.m.  
(Except Thursday 1.00 p.m. – 2.00 p.m)**

**Sat. Closed**



## **THE DOCTOR**

Dr. Shambhu Nath Singh (Male) M.B.B.S. (Patna, India) 1971

## **APPOINTMENTS**

An appointment can be made in person or by telephone during surgery hours. Each patient is allocated an appointment of 10 minutes. However, some patients may need longer than this for their consultation. Please bear this in mind should the doctor run late.

PLEASE BE A PATIENT PATIENT.

## **HOME VISITS**

Requests for home visits should be made, if possible, before 10.00 a.m. Please telephone the surgery on the day a visit is required.

## **OUT OF HOURS ARRANGEMENTS**

If you need to contact the doctor urgently outside normal practice hours, please telephone 733 2812. A recorded message will tell you how to contact a doctor; so please have a pen and paper ready. Always dial 733 2812 in the first instance. THERE IS ALWAYS A DOCTOR ON CALL TO ATTEND YOU.

## **REPEAT PRESCRIPTIONS**

Prescriptions can be requested in person or in writing/tick slip, electronically using patient access. Please give at least 48 hours notice before collecting during normal surgery hours. Prescriptions ordered after 12.00 noon on Friday will not be ready until 12.00 noon on the following Monday.

## **STUDENTS**

Undergraduate Medical Students are occasionally present in the surgery for teaching. Patients not wishing a student to be present during consultation/examination will have their wishes respected.

## **PRACTICE TEAM MEMBERS**

### **PRACTICE MANAGER - Janet Blackmore**

Mrs. Blackmore manages all the non-clinical functions of the surgery. She may be able to help you with any administrative or non-medical aspects of your health and treatment. She is also available to discuss any suggestions or complaints.

### **RECEPTIONISTS**

Our receptionists book appointments, take messages, arrange for District Nurses. They deal with repeat prescriptions and follow up any queries you may have.

### **DISTRICT NURSE**

We have a District Nurse attached to our practice who offers a comprehensive range of services on home visits to patients by arrangement.

### **PRACTICE NURSE**

Our Practice Nurse is available for smears, diabetic, blood pressure checks, routine health checks and advice.

### **HEALTH VISITOR**

We have a health visitor attached to our practice who gives advice and monitors health and development in children and families.

### **MIDWIFE**

Ante-natal clinic is held fortnightly in local clinic.

## **PRACTICE POLICIES**

### **Confidentiality & Medical Records**

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

### **Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

### **Access to Records**

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

### **Patient Online Access**

With Patient Online you can access GP services from your computer, tablet or mobile phone, as well as through your local surgery.

- You can Book GP appointments.
- View your health records.
- Renew prescriptions.

You need to attend the surgery to register for this service.

### **SERVICES AVAILABLE**

All services are incorporated within our normal appointments system.

### **VACCINATIONS**

The practice offers all vaccinations (including holiday vaccinations). They are usually done during surgery hours. For holiday vaccinations please inform the surgery at least six weeks in advance.

### **FAMILY PLANNING**

The doctor will advise on prescribing the oral contraceptive pill and other family planning services.

### **CERVICAL SMEARS**

Available by appointment with Nurse.

### **MATERNITY MEDICAL SERVICES**

Full maternity medical services (ante-natal and post-natal care) are provided by the practice.

## **ROUTINE HEALTH CHECKS**

These are offered to all patients by appointment. If you have not seen the doctor within the last three years, please make an appointment for a general health check.

## **NEWLY REGISTERED PATIENTS**

All new patients will be offered a full medical check-up within one month of registration. Medical treatment is, of course, available from the date of registration.

## **PATIENTS AGED 75 YEARS AND OVER**

If you are aged 75 years or over, you should be seen annually by a member of the practice team, i.e. doctor, practice nurse or health visitor. This can be done at the surgery but if you are housebound a home visit will be arranged.

## **PROTECTION AND USE OF YOUR INFORMATION**

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date records. There are times when we have to pass on information about you to other people such as hospitals, Social services or the Primary Care trust. This is always done confidentially or by removing your identifying details when they are not essential. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality and patient information. We hold computerised patient information and are registered under the Data Protection Act.

## **PATIENTS RIGHTS AND RESPONSIBILITIES**

Patients have a **RIGHT** to be:

- Registered with a GP
- Receive a health check
- Receive emergency care at any time
- Receive appropriate drugs and medicines if required
- Be referred for a specialist opinion where appropriate

Patients have **RESPONSIBILITY** to

- Try, where possible to use our service within the resources available
- Telephone the surgery for receiving results of tests
- Cancel a pre-booked appointment
- Maintain good relations with the practice

## **CHANGE OF ADDRESS**

Please inform us of any change of address as soon as possible.

## **SUGGESTIONS AND COMPLAINTS**

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception. We will do our best to deal with your complaint promptly and to your satisfaction.

If you have any comments or suggestions on how to improve the services which we offer, these can be made using the Suggestion Box provided in the Waiting Room or speaking personally to the doctor or practice manager.