

### Compliments/Comments/Complaints

At Poulter Road Medical Centre we aim to provide the highest quality of service. We welcome your views and comments, as they will help us to improve the services we provide to you. In the unlikely event that things go wrong, let us know and we will try and put things right and make improvements where necessary. Our Business Manager is available if you encounter any problems, please telephone the Practice.

*All compliments, comments and complaints can be made by telephone or in writing.*

### Patient Participation Group

The Practice holds a Patient Participation Group on a quarterly basis for an hour to share views on how the Practice is run. We actively encourage new members to join, if you would like to attend please notify your interest at reception.

### Data Protection Act

As data controllers, GPs have fair processing responsibilities under the Data Protection Act 1998. In practice, this means ensuring that your personal confidential data (PCD) is handled in ways that are transparent and that you would reasonably expect. The Health and Social Care Act 2012 changed the way that personal confidential data is processed, therefore it is important that patients are made aware of, and understand these changes and that you have an opportunity to object and know how to do so.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received within the NHS (e.g. NHS Hospital Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

The Practice's Privacy notice explains why the GP practice collects information about you and how that information may be used. Full details can be accessed on our website under the section '*About the Practice*'.

## POULTER ROAD MEDICAL CENTRE



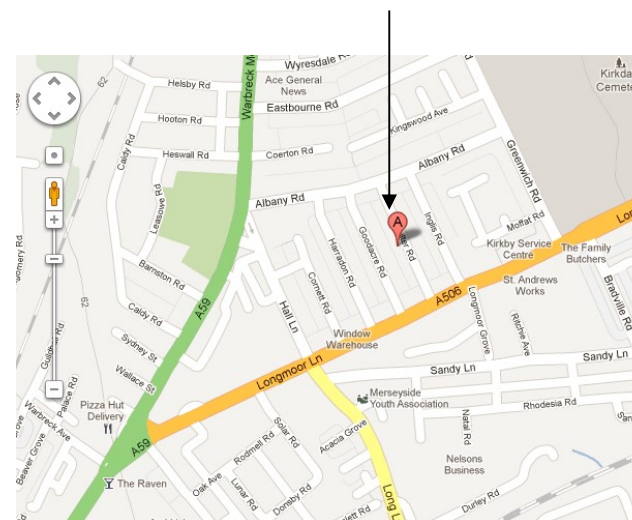
Poulter Road Medical Centre  
34 – 36 Poulter Road  
Aintree  
Liverpool  
L9 0HJ.

Tel: 0151 525 5792

Fax: 0151 474 2292

Web: [www.poulterroadmc.nhs.uk](http://www.poulterroadmc.nhs.uk)

Email: [g.n82648@nhs.net](mailto:g.n82648@nhs.net)



### **Location**

Close to Walton Vale, off Longmoor Lane and Albany Road close to Spillers.

### **New Registration**

The Practice welcomes people living in the L9 and L10 area to register with the Practice. Forms available at reception.

### **Opening times**

Monday – Friday 8am – 6.30pm (except Bank Holidays)

The Practice is closed for half a day once a month for staff training. For more details, please ask at reception or see our website

### **Appointments**

If you wish to make an appointment, please telephone at 8am Monday to Friday.

All appointments are 10 minutes, if you wish to discuss more than one medical concern a double appointment is required. Please specify this when booking.

If you are unable to attend an appointment please notify the Practice as soon as possible so that someone else can benefit from your cancelled appointment. Where a patient does not attend two appointments within a six-month period without notifying the Practice, then a formal written warning will be sent. If a further appointment is missed without notice then the Practice has the discretion to remove the patient.

### **Home visits**

If you are unable to come to the surgery i.e. you are too ill or housebound, please try to make your request for a visit before 10.30am. Please give your name, address and phone number to the receptionist. It is helpful if you can give some idea of the reason for the visit. Visits will be made either by the GP or Nurse.

### **Out of Hours**

If you require medical treatment telephone the Practice when the surgery is closed, please telephone the surgery or call NHS 111. In the event the surgery is closed you will be advised to telephone NHS 111. Alternatively you can attend a walk-in centre:

- Litherland Town Hall, L21 9JN. 0151 475 4667
- Bootle, May Logan Centre, 294 Knowsley Road. 0151 922 8588.

### **Test results**

Please make an appointment with the GP or Nurse for your results once the test has been carried out. On average we receive blood tests results within 3 working days, all other urine & culture tests, x-rays, ultrasounds etc... can take up to 1 week

### **Prescriptions**

If you wish to request a repeat prescription, please keep the right-hand side of your prescription and give this to reception or through the letterbox at 36 Poulter Road. A minimum of two working days notice is required for a prescription request. For your safety all prescription requests must be in writing. Telephone requests will only be accepted for housebound patients. Requests can also be made online, please ask at reception for further details. If your medication changes in anyway, please ensure you notify your local pharmacy immediately.

### **Medical Students**

On occasions, medical students maybe present in the surgery for teaching. You will always be asked if you are happy to have a student present, if you prefer to be seen without please inform a member of staff. As always, consultations remain confidential.

### **Zero Tolerance**

The Practice operates a strict zero tolerance policy. Violent and abusive behaviour will not be tolerated and the Police may be involved. The premises are covered by CCTV. In the event of an incident, footage may be passed on to the police.

### **Practice Staff**

#### Clinical team

Dr. S. L. Ghose – male  
Dr A. Cavadino – male  
Dr. J. Coleman – female  
Dr. S. McQuillan – female  
Dr. D. Martin – male  
Dr. A. Mohammed – male  
Joanne – ANP  
Jim – Mental Health Nurse  
Amanda – Practice Nurse  
Lin – HCA

#### Management, Reception & Admin team

Sujata Ghose – Business Manager & Partner  
Carol – Receptionist  
Angela – Administrator  
Mike – Receptionist  
Sam – Receptionist & Administrator

#### Extended Care Team

Lin – First Contact Physio  
Kyle – Health Trainer