

## VIDEO RECORDINGS

We have been a training practice for many years, helping qualified doctors, known as registrars, complete the final stages of their GP Training. The doctors tend to be in the surgery for between 6 and 12 months, becoming an integral part of the practice team and an invaluable resource for patients.

As a training practice, video recordings are sometimes made during consultations. These are made for teaching purposes only. Video recordings are only done with your consent and you do have the right to refuse. However, we would stress that all aspects of general practice, including training, are governed by rules of strict confidentiality.

Data will only be shared with GP Trainers at the practice or at the time of a GP Trainer's re-approval every 3 years, a video maybe required by Health Education England North West Deanery and consent would be obtained from the patient and trainee at that time. This is solely for the purpose of professional development. Data will only be shared through a secure online platform which ensures Oak Vale Medical Centre remains the Data Controller at all times. This data will not be able to be shared by those who have access to it and will only be shared for the duration required for that professional development.



The Fiveways Centre  
215 Childwall Road,  
Liverpool L15 6UT  
Tel: 0151 – 295-9330 Fax: 0151 – 295-9331

Dr. Mike Cranney (male)  
MB ChB MD FRCGP FHEA DGM DPC DCH  
DRCOG PGCTLCP Dip Clin Ed (Dist)  
Qualified Liverpool 1978

Dr. Monica Khurajam (female)  
MB ChB MRCGP DRCOG DFSRH  
Qualified Liverpool 1995

Dr Louise Parker (female)  
MB ChB MRCGP  
Qualified Birmingham 2006

Dr Alan Brennan (male)  
MB ChB MRCGP  
Qualified Liverpool 2007

Dr Garth Murray (male)  
MB ChB MRCGP  
Qualified Liverpool 2009

## SURGERY HOURS

**Monday –Friday**

**8.00 a.m. – 6.30 p.m. EXCEPT that**

**We are closed between 12:30pm – 1:30pm every Wednesday for Practice Meetings  
and also closed on weekends and Bank Holidays.**

**One Wednesday in every month we close from 1:00pm-6:30pm for staff training.  
Please speak to a care co-ordinator for details**

A small number of appointments are available on a Wednesday evening – please see  
appointment section in this leaflet.

## WELCOME TO OAK VALE MEDICAL CENTRE

*Please read this leaflet carefully and keep it somewhere safe and accessible, preferably near a telephone.*

Oak Vale Medical Centre has offered GP services to the local area since 1926. The practice has grown over the years, having extended services such as a baby clinic and an ante-natal clinic. Our practice nurses specialise in long-term conditions and our nurse practitioners are trained to diagnose and prescribe medication for minor illnesses.

**REGISTRARS** See separate section

### **NURSING STAFF**

Nurse Practitioners Helena & James

Practice Nurses Rhona & Donna

HCA's Gill & Gillian

Health Visitor

District Nurses

### **ADMINISTRATION STAFF**

Practice Manager Carol

Reception Manager Julie

Senior Co-ordinator Claire

Care Co-ordinators Bernie, Donna, Abbie, Ben, Emily, Laura, Melissa & Laura

Computer Manager Chris

Secretary Sue

Administrators Jan, Jonathan & Amy

## **EMERGENCIES**

**In the case of an emergency, please phone 999.**

### **NEW PATIENTS**

New patients joining the practice are offered an appointment with a HCA to enable us to document your needs and health problems, preferably before you see a doctor. To register at a practice, you will need to provide two forms of identification which have your name and address on and are not more than 3months old.

### **ACCESS FOR THE DISABLED**

Oak Vale Medical Centre has been built to cater for the needs of the disabled. All of the consulting rooms are located on the ground floor. If you have any disability with which you need help e.g. hearing, vision, mobility, please let us know. Our Care Co-ordinators are always pleased to help any patients visiting the centre.

### **ONLINE SERVICES TO MEDICAL INFORMATION**

**(No need to phone the surgery)**

Book or cancel your appointments, order repeat medication, view test results, vaccination history, all diagnoses 24 hours 7 days per week. Can be done by an App too.

For more information please speak to one of our Care Co-ordinators.

**Please Note:** Online telephone timeslots are not always an indication of call back time, as some calls by nature due to the severity of the patients' problem will be prioritised. However, if there are limited times when you cannot take a call please state this in the comments box provided.

### **FAMILY PLANNING**

The doctors provide a confidential family planning service to our patients. Dr Khurajam fits and removes contraceptive implants.

### **ANTENATAL CLINIC**

Thursday afternoon. By appointment. This clinic is run by the community midwives, who monitor progress through pregnancy and in the early stages after the birth.

### **NON-NHS SERVICES**

Certain services provided by your doctor are not covered by the NHS, e.g. insurance forms, private medical certificates and passport photograph. A fee will be payable for these services.

### **CHANGE OF PERSONAL DETAILS**

If you change your name, address or telephone number, please complete our form, available at reception. It is important that our records are always up-to-date as we may need to contact you urgently, especially mobile numbers.

### **DATA PROTECTION ACT**

All of our patients' records are kept on computer. They are completely confidential and your rights are protected by The Data Protection Act. If you need any further information on this, please ask the practice manager for a copy of our patient leaflet called Protecting and Using Your Personal Medical Information.

### **SUGGESTIONS AND COMPLAINTS**

We are continually looking for ways to improve the service we give. If you have any suggestions or complaints, please talk to or write to the supervisor, Reception Manager or the Practice Manager who will be happy to discuss them with you; they will make the doctors aware of your concern. If you have a complaint and are not satisfied after speaking to us, please ask for a copy of our complaints procedure.

There is a suggestion box in the surgery if you wish to leave a note and you may remain anonymous if you wish, although it would help us if you give your name and contact number so that we can discuss it with you.

### **ZERO TOLERANCE**

Oak Vale has a policy of Zero Tolerance towards abusive or aggressive behaviour of any kind. No form of violence or abuse is acceptable whether it be towards the staff or towards any other person on practice premises.

### **PRACTICE AREA:**

Our practice boundary runs along Mill Bank, Barnfield Dv, Leyfield Rd, Pilch Lane, Bowring Park Av, Childwall Valley Road, Belle Vale, Gateacre Brow, Acrefield Road, High Street Woolton, Menlove Ave, Yew Tree Road, Booker Avenue, from West Allerton station along the railway track to Wellington Road, round the Technology Park, up Laurel Road, East into Prescott Road, up Green Lane and back to Mill Bank. For further details, please ask a care co-ordinator.

## **NAMED GP**

All of our patients have been allocated a Named GP who is in overall charge of their care. You can find out who your Named GP is by asking one of our Care Co-ordinators or a member of the admin team who can easily look this up for you. Please be aware that having a Named GP does not prevent you seeing another doctor in the Practice as your named GP will not be available at all times. If you wish to change your Named GP we will make reasonable efforts to accommodate this request. For more information please contact reception.

## **PATIENTS OVER 75 YEARS OF AGE**

We should like you to be seen by a member of our health care team at least once a year either at the surgery or, if you are housebound, in your own home. If you have not seen a doctor or nurse from the surgery within the past 12 months, please contact one of our Care Co-ordinators who will arrange this for you.

## **MINOR OPERATIONS / INJECTIONS**

All of the partners at the practice are qualified to remove skin lesions such as warts by cryosurgery. Dr Alan Brennan also carries out minor surgery incisions, injections & excisions; you can arrange this in a consultation with any of our doctors.

## **INFLUENZA AND PNEUMOCOCCAL DISEASE**

The Department of Health recommend that the following patients receive a vaccination against influenza and pneumococcal disease: patients with asthma, diabetes, heart trouble, COPD, kidney disease; patients in nursing homes, sheltered accommodation or residential homes, patients who have an impaired immune system; patients who care for the elderly, registered carers and ALL patients aged 65 and over. Housebound patients can be vaccinated at home. Influenza vaccinations should be given each year. Pneumococcal vaccinations should be given once in a lifetime, except for patients who have had a splenectomy who should have one every five years.

## **WELL BABY CLINIC**

### **Tuesday 9.00 – 12.00 noon By appointment.**

This clinic is intended to provide immunisations for your child from birth to 5 years. It is important that children are fully immunised against childhood diseases. Children should attend this clinic for the following:-

|                                 |   |
|---------------------------------|---|
| <b>2 months</b>                 | 1 <sup>st</sup> dose (diphtheria, tetanus, pertussis, polio, hib & hep B) plus pneumococcal plus oral vaccine of Rotavirus plus Meningococcal B |
| <b>3 months</b>                 | 2 <sup>nd</sup> dose (as above) plus second oral dose of rotavirus  |
| <b>4 months</b>                 | 3 <sup>rd</sup> dose (as above) plus 2 <sup>nd</sup> Men B plus pneumococcal  |
| <b>54 weeks</b>                 | Hib/meningitis C MMR plus pneumococcal plus Men B booster   |
| <b>3yrs 4 months to 5 years</b> | Diphtheria, tetanus, pertussis & polio booster plus an MMR booster  |

*If your child is due to have their immunisations and you cannot attend this clinic, please let us know and we will make alternative arrangements.*

## **APPOINTMENTS**

If you would like to be seen or speak to a doctor, you can arrange a telephone triage appointment either by registering and logging on to online services which is available to you 24 hours a day, 7 days a week or telephone the surgery before 11am Monday to Friday and one of our Care Co-ordinators will take your telephone number, ask for a brief reason for your call (this is so we can prioritise your call and direct you to the correct person). If there is a time when you will not be available to take a call from a doctor, please let one of our Care Co-ordinators know so they can pass that information to the doctor. *If you phone after 11 am, you will be asked to phone back the next day, unless your condition cannot wait until the next day's surgery.* The doctor will telephone you and help you with your problem on the telephone, if that is appropriate, or give you a time to come to the surgery, usually on the same day if this is convenient for you. The doctor can arrange a Wednesday evening appointment after 6.30pm for people who find it difficult to come in to the surgery between 8am and 6.30pm

## **LATE ARRIVALS AND CANCELLATIONS**

Appointments are held for you up to 10 mins after the time given to you. If you arrive more than 10 mins late, you will be asked to make another appointment; if your problem is urgent, in which case you may be seen by the doctor on-duty at the end of his/her surgery. If you need to cancel an appointment, please inform us as soon as possible so that your appointment can be given to another patient; alternatively if you have online services you can cancel it yourself.

## **EXTENDED SERVICES (EVENING & WEEKEND APPOINTMENTS)**

Please speak to one of our care co-ordinators who will arrange an appointment.

- A telephone assessment service from 9:00am to 6:00pm Monday to Friday;
- Pre bookable and same day face to face appointments at Old Swan Health Centre, Childwall Fiveways Neighbourhood Health Centre and Townsend Lane Neighbourhood Health Centre between 4pm and 9pm Monday to Friday.
- Pre-bookable Face to face appointments on Saturdays and Sundays at Childwall Fiveways Neighbourhood Health Centre and Townsend Lane Neighbourhood Health Centre between 9am and 4pm on Saturdays and 9am and 1pm on Sundays.

Extended Service Access at one of the following locations:

Childwall Fiveways Neighbourhood Health Centre – first floor

Townsend Lane Neighbourhood Health Centre – first floor

Old Swan Health Centre – Patients should report to UC24 receptionist on arrival.

## HOME VISITS

Home visits are available to patients who are too ill to leave their homes. Please ring the surgery before 11.00 a.m. to ask for a visit that day. Please give as much information as possible to one of our Care Co-ordinators to allow the doctor to assess the urgency of your call and to prioritise that day's calls.

## HOME VISITS FOR CHILDREN UNDER 16

Doctors rarely visit children under the age of 16 and you will be asked to bring the child down to the surgery. If you are anxious that your child should not be moved, our Care Co-ordinators will arrange for you to speak to a doctor.

## What is E-Consult?

**We have introduced a new service called eConsult.** This allows patients who are currently registered at the practice to consult with a GP electronically, and offers alternatives to calling or coming into the surgery for common, more minor problems. Using this service you can also access self-help content, alternative options available to you e.g. pharmacy, symptom checkers, access to 111 clinicians and as already mentioned, the ability to consult remotely with a GP.

Using this feature will require you to complete an online form related to your problem / condition. This information will then be passed onto one of our clinicians and the practice will contact you with feedback by the end of the next working day.

PLEASE NOTE THIS SERVICE IS ONLY AVAILABLE TO PATIENTS WHO ARE REGISTERED AT THE PRACTICE AND YOU MUST BE 18 YEARS OLD OR OVER

## WALK-IN CENTRES

Walk-in Centres are open between 8am and 8pm, 7 days a week. No appointment is required.

- Old Swan NHS Walk-in centre (Crystal Close, St Oswald St, Old Swan L13 2GA)
- Liverpool City Centre NHS Walk-in Centre (6 David Lewis Street, Liverpool L1 4AP)
- South Liverpool NHS Walk-in Centre (Church Road, Garston, L19 2LW)
- Smithdown Children's NHS Walk-in Centre (for 0-15s) (Smithdown Road, L15 2LF)

## ENQUIRIES AND TEST RESULTS

Please register and logon to online services to view test results. Alternatively, you can ring the surgery after 11am and one of our Care Co-ordinators will deal with your query. For reasons of confidentiality, test results and other confidential information will only be given to the patients themselves, to the parents/guardians of a minor or to the patient's carer if we have permission in writing.

## REGISTRARS

We are proud to have been chosen to train the next generation of GPs. Registrars are fully qualified doctors who have decided that they want to become GPs and then spend time in a GP practice which specialises in training GPs. Prior to working at Oak Vale, registrars have had several years' experience of working in hospitals in a variety of specialities.

## LOCUM DOCTORS

Occasionally, surgeries may be covered by a locum doctor. A locum doctor is a fully qualified doctor and GP who has been asked to help at the practice.

## “OUT OF HOURS”

If you telephone when the surgery is closed, you will be asked to ring the NHS 111 service where your call will be triaged by experienced operators.

## REPEAT PRESCRIPTIONS

A doctor will review your medication regularly. You will be contacted to discuss your medication if required. To request medication, you can register and login to online services, pass or post the right hand side of your computer prescription to the surgery with the items you require ticked in the appropriate box. **The doctors do not allow requests for repeat medication to be accepted over the telephone, but we do accept requests by fax. The doctors do not allow staff to phone a pharmacist with details of your medication. Staff are not authorised to fax your prescription to a pharmacy, unless instructed to do so by a doctor in special circumstances.** Please give at least **48 hours** notice to allow repeat prescriptions to be prepared. Patients who require a regular supply of drugs may find it cheaper to purchase a pre-payment certificate. Please speak to a pharmacist or Care Co-ordinator for further details.

## CCTV

CCTV is in place in internal and external areas and parts of the car park at Childwall Neighbourhood Health Centre The Fiveways Centre and is controlled by Community Health partnerships (CHP)

It has been installed solely to protect the building from intrusion, vandalism, damage or disruption and to increase the personal safety of patients, staff, visitors and other building users to prevent and deter crime.

Images are recorded 24 hours a day and stored on the hard drives of the recording devices that are situated in a secure area and only authorised Tenant Liaison Managers (TLMs) and security operators will have access to the system.

All CCTV recordings are stored on a recording device for up to 28 days before the system automatically deletes it.

CHP will only ever share information with the relevant authorities in connection with the safety and security of patients, staff, visitors and other building users and will not share with any other third parties. For more advice contact the Tenant Liaison Manager.