



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.

CHAPERONE POLICY

If you would like to have someone present during your examination (another member of staff who is chaperone trained), please inform the clinician who you are seeing and we will be only too happy to oblige. If a chaperone is not immediately on hand to help, this may mean waiting a short while until they become available.

As well as offering chaperones on patient request, the clinician themselves may require another member of staff to be present for certain intimate examinations. This is standard procedure, as recommended by the GMC, for the protection of both the patient and the clinician against allegations of misconduct.

OAKVALE MEDICAL CENTRE

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 MRCP DRCOG DFSRH Qualified Liverpool 1995
- Dr Louise Parker (female) MB ChB MRCP Qualified Birmingham 2006
- Dr Alan Brennan (male) MB ChB MRCP Qualified Liverpool 2007
- Dr Garth Murray (male) MB ChB MRCP +Qualified Liverpool 2009

More information can be found on our website
www.oakvalemedicalcentre.co.uk

Chaperones

If you feel you would like a Chaperone present at your Consultation, please inform your Doctor / Nurse, who will be more than happy to arrange this for you.



MEET OUR TEAM

GP Partners

Dr M Cranney
Dr M Khuraijam
Dr A Brennan
Dr L Parker
Dr G Murray

Salaried GP's

Dr H Rehman
Dr B Wang
Dr P Cannon
Dr G Norton
Dr S Zeinali

GP Registrars See separate section

Nursing Staff

Nurse Practitioners – Lynn, Laura & James
Practice Nurses - Rhona
HCA's - Gill
Health Visitor
District Nurses

Administration Staff

Practice Manager - Carol
Reception Manager - Julie
Senior Co-ordinator- Heather
Care Co-ordinators - Bernie, Claire, Donna, Abbie, Ben, Emily, Jess
Mia & Melissa
Computer Manager - Chris
Secretary - Sue
Administrators - Jan, Jonathan, Amy, Anita, Jess & Sarah-Jane

CONFIDENTIALITY & DATA PROTECTION



We ask you for personal information so you can receive appropriate care and treatment. This information is held either on paper records or computer and is safeguarded by the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Access to confidential patient information is given only to those NHS healthcare professionals who need it in order to provide a service to the patient. All staff working in the surgery are subject to stringent confidentiality requirements and no information from your record will be released to third parties outside the NHS without your specific consent.

You have the right to confidentiality under the Data Protection Act 2018 (DPA), the General Data Protection Regulation (GDPR), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply). You also have the right to ask for any records about you, these can be in relation to a specific injury or time period or the whole of your history. Your request can be made in writing, verbally or by email. We can then provide the requested information in a digital format, free of charge. If the request is deemed unfounded or excessive, we may charge a reasonable fee. We are required to respond to you within 28 days. You will need to give adequate information (full name, address, date of birth, NHS number, etc). You will be required to provide ID before any information is released to you. We have a duty to: Maintain full and accurate records of the care we provide to you. Keep records about you confidential, secure and accurate. Provide information in a format that is accessible to you. For more information please read our privacy policy which can be found on our website or in our reception area.



FREEDOM OF INFORMATION ACT 2000

The Freedom of Information Act gives the general right of access to all types of recorded information held by the practice. The intention of this Act is to encourage a spirit of openness and transparency in the support this. Any individual or organisation can make a request for information. Please ask for leaflet from reception or administration staff for further information.



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.



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 Coordinators 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 Coordinators.

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 Khuraijam & Dr Zeinali both fit and remove contraceptive implants and coils..

ANTENATAL CLINIC



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

WELCOME TO OAKVALE MEDICAL CENTRE

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.

HOW TO REGISTER AS A PATIENT WITH US

You need to live within our boundary. You will need to complete form GMS1 for each patient who wishes to join the list. New patients joining the practice are offered an appointment with a HCA preferably before you see a doctor. To register at our practice, you will need to provide two forms of identification which have your name and address on and are not more than 3 months old.

NAMED ACCOUNTABLE GP FOR ALL PATIENTS

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.

ACCESSIBLE INFORMATION

Do you have any communication/information needs relating to a disability or sensory loss? If your answer is yes, then please inform a member of the practice team. A note will then be made on your medical record in order for us offer you future help or assistance if needed. Oak Vale Medical Centre complies with 'Accessible Information Standard'. More details about this can be found on the NHS England Website:

<https://www.england.nhs.uk/ourwork/accessibleinfo/>

POLICY ON REGISTRATION

Oakvale Medical Centre does not discriminate in the registration of new patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Refusal to accept an application to register will not be made without reasonable grounds e.g. the patient is not entitled to free NHS services or lives outside the Practice area. Everyone seeking registration will be required to demonstrate they are entitled to free NHS treatment. All new patients will be required to provide identification and proof of address. Oakvale Medical Centre accepts those who are entitled to free NHS services as permanent patients if they normally reside within our practice area or as temporary patients if they are visiting within our practice area. We do not accept patients who live out of area. Immediately necessary treatment may be provided without proof of entitlement to NHS services but the patient's records will be noted that no identification has been seen and the patient will be asked to bring proof the next time they attend the surgery. Only minimal short term prescribing will occur until identification is provided. The practice may also contact a patient's previous GP (or current GP in the case of temporary residents) for example if proof of identification is not provided or controlled drugs are requested. Children need to be registered with a parent or guardian at the same address. If a patient repeatedly fails or refuses to provide identification or if staff have concerns over any patient (identified or otherwise), they may contact the Local Counter Fraud Specialist (LCFS). Contacting the LCFS does not breach the Data Protection Act: section 29 (3) which allows for the release of information for the prevention and detection of crime. Everyone seeking registration will be provided with details of our practice and services. All new patients will be asked to consider opting in or out of Summary Care Records and Care. Data Information sharing as part of the NHS Records Guarantee. All new patients will be given an opportunity to register for access to online services. We have ground floor accommodation with wheelchair access for our



patients to access all our services. We have automatic front doors. If any assistance is required on arrival it would be helpful if you could telephone us in advance of your attendance so that we may make appropriate provision.



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 Paul Cannon carries out minor surgery injections & 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 or have a chronic kidney condition 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. Schedule for children born on or after 01.01.2020 .Children should attend this clinic for the following:-



- **2 months** 1st dose (diphtheria, tetanus, pertussis, polio, hib & hep B) plus oral vaccine of Rotavirus plus Meningococcal B
- **3 months** 2nd dose (as above) plus 1st dose pneumococcal plus second oral dose of rotavirus
- **4 months** 3rd dose (as above) plus 2nd Men B plus
- **12 months** Hib/meningitis C, 1st MMR plus pneumococcal booster & Men B booster
- **3yrs 4 months to 5 years** 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.

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.

PRACTICE AREA:

Our practice boundary runs along Mill Bank, Barnfield Dv, Leyfield Rd, Pilch Lane, Bowring Park Av, Childwall Valley Road, Belle Vale, 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 Prescot Road, up Green Lane and back to Mill Bank. For further details, please ask a care co-ordinator.



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.



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.



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.



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. Under the NHS Complaints Regulations 2009 you can either choose the practice or service provider, or you may want NHS England to deal with your complaint, as they commission the service that has caused you to complain. The choice about who you want to deal with your complaint remains your decision. To complain to NHS England tel: 0300 311 2233; email: england.contactus@nhs.net or write to NHS England, PO Box 16738, Redditch, B97 9PT

EXTENDED SERVICES (DAYTIME 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.

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 PC24 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)

