

Stopgate Lane Medical Centre

6 Stopgate Lane, Liverpool L9 6AP



Tel: 0151 525 1298

www.stopgatelanemedicalcentre.co.uk

Welcome

To Stopgate Lane Medical Centre

PRACTICE HISTORY

Stopgate Lane Medical Centre is a well established practice since the NHS was created in the 1940s and has served several generations of patients. Dr O A Syed has been the principal GP since 2003 and feels privileged to look after the health of patients in this region.

In the last 15 years the practice has been developed considerably with the aim to provide the best available services the NHS has to offer but in a trusted traditional family GP setting. Dr Syed believes that patients should have the kind of service which respects their dignity, gives informed choices about their treatment and allows the patient to present their concerns directly to an accountable GP.

Since Dr Syed took ownership of the building in 2013 he has commissioned its renovation to meet the required standards that a healthcare centre should have. We have a friendly team of caring staff who enjoy working at Stopgate Lane and appreciate the needs of our patients. We are a member of the Family Doctors Association (FDA) who are like minded practices, that aim to provide the best model of healthcare which highly values and maintains the individual patient and families' well-being. More information can be found here - <http://www.family-doctor.org.uk>



NEW PATIENTS

Stopgate Lane Medical Centre is involved in the care of patients in a specified local area, and is available to anybody residing in this area. For new patients wanting to register, please see the map on the back cover.

To register with the surgery:

- Fill out an online registration form - www.stopgatelanemedicalcentre.co.uk
- Visit reception from 10.00am to 6.00pm and collect a paper registration form

You will be asked to complete a health questionnaire and provide some form of identification. You will also need to provide proof of your address. Everyone over 16 years who has illnesses or is on medication will be given an appointment with a nurse. She will ask about your past medical history and current medication to assist in assessing your health needs. A brief health check will be performed so please bring a specimen of urine with you. In addition you will be asked to provide details of childhood immunisations of children under six years of age (this will ensure that your child is included in the computerised record of the local Child Health Department).



DOCTORS AND STAFF

The General Practitioners

Dr O A Syed

MB BCH DRCOG June 1993

Dr Pauly Akpa

Practice Staff

Practice Nurse Associate

Sheryl Forman

Community Midwife

Lisa Perez

Practice Manager

Michelle Ainscough

Senior Receptionist and Administrator

Julie Keir

Receptionist and Secretary

Keeley Rathbone

Receptionists

Lisa Myers

Gemma Melling

SURGERY TIMES

Opening Times

You are able to come to the surgery or ring 0151 525 1298 during the following times:

Monday - Friday 8.00am - 6.30pm

Appointment Times

GP

GP appointments are available every day of the week in the morning and afternoon/evening.

Practice Nurse

Monday and Tuesday: 8.30am to 6.30pm

Wednesday: 9.00am to 1.00pm

Midwife

Wednesday: 10.00am -12 noon

APPOINTMENTS

Stopgate Lane Medical Centre offers:

Online Appointments

Booked Appointments

You can book an appointment on-line. Please see reception to register for this service. Visit our website to access this or go directly to this web link: www.patientaccess.com

Telephone Consultations

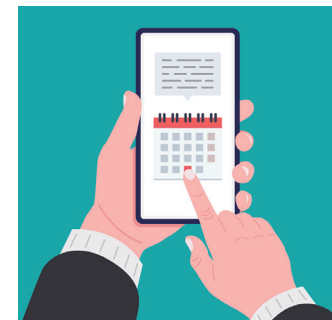
At Stopgate Lane Medical Centre we believe that access to a medical professional in good time for advice significantly improves outcomes. Therefore we encourage telephone consultations and queries.

This mode of access also provides patients with a way of communicating directly to the doctor, nurse or practice manager without having to wait for an appointment. We aim to reply to any telephone query or carry out a telephone consultation within the same morning or afternoon/evening of the appointment. If we are unable to return the telephone query that same session then you will always get a call from the receptionist to let you know this and to advise when you will be called back.

We wish to know how to improve and develop our appointment service as a whole so please visit our practice website www.stopgatelanemedicalcentre.co.uk and take part in our practice survey which allows you to mention your suggestions and feedback your experience of this.

Home Visits

Patients are requested to telephone early morning if a visit is needed. Please give the receptionist as much information as possible to enable the doctor to allocate priority. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit. Therefore a visit request will not automatically mean that the patient will be visited. The symptoms may be discussed between the GP and patient/family by telephone and acted upon accordingly at the discretion of the GP.



OUT OF HOURS

The practice is open for your care from 8.00am to 6.30pm Monday to Friday and will be accessible during these times apart from bank holidays. Outside these times you can access all health services by calling 111 where you will be directed appropriately.

However if you are very unwell, have chest pains, severe shortness of breath or sudden weakness in any part of the body you should ring 999 immediately at anytime.

Walk in Centres

There are several walk in centres in the city and the closest ones to our practice is Old Swan WIC and Litherland Town Hall. They also deal with minor injuries in particular Litherland Town Hall has x-ray facilities from 8.30am – 7.00pm every day. When you or your child has an injury, rather than immediately going to Accident and Emergency departments at Alder Hey and Aintree Hospital, please consider going to Litherland WIC where you are likely to be seen quicker and be x-rayed if required. Also Smithdown WIC is open all day for children's minor illness and injuries and too have x-ray facilities. The addresses of these centres are below.

If you are unsure where to send your child when they are injured we are happy to advise and/or see our GP the same day.

Litherland NHS Walk-in Centre

Litherland Town Hall, Hatton Hill Road L21 9JN

Tel: 0151 475 4667

Open: 8.00am – 8.00pm every day

X-ray facilities available

Smithdown Children's Walk-in Centre (0-15 years only)

3 miles from City Centre, Smithdown Road (near Asda Supermarket), Liverpool L15 2LF

Tel: 0151 285 4820

Open: Monday to Friday 8.00am-8.00pm

X-ray facilities available

Old Swan NHS Walk-in Centre

Crystal Close, St Oswald St L13 2GA

Tel: 0151 285 3565/3761

Open: 8.00am-8.00pm every day

(No X-ray facilities)

REPEAT PRESCRIPTIONS

We offer a repeat prescription service whereby you may bring in or arrange to have your medication request slips brought into the practice or posted/faxed to us. Please note - we DO NOT offer a repeat prescription over the telephone unless you are noted to be housebound on your medical record or if it has been agreed by the GP in advance. We aim to have your prescription ready 48 hours after we receive your request.

On-line Repeat Prescriptions

Patients may alternatively request medication on-line and through a secure internet service via patient.co.uk. If you wish to utilise this please contact us and we will register you for this and provide you with login details specific to you. If you have already obtained these, please visit www.patientaccess.com

TEST RESULTS

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.



CLINICS

Antenatal Care

The practice supports women who are trying to get pregnant and if you do become pregnant please do visit our website for important early pregnancy advice. If you let the practice know immediately especially if you are taking any medication.

Wednesday 10.00am to 12.00pm

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours.

Baby Clinic

The baby clinics are run by the health visitor and the GP for child development checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor or a health visitor.

Asthma Clinic

This is run by the practice nurse in conjunction with the doctors, by appointment only.

Diabetic Clinic

This is run by the practice nurse.

Family Planning

Family Planning services are available.

Well Woman Clinics

This clinic is for smears, postnatal checks and discussion for women's health issues.

Cervical Screening

Cervical screening is offered to all female patients aged 24-65 every three years.

Chlamydia Testing

The practice offers a free and confidential Chlamydia testing service to 14-24 year olds.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Minor Surgery

We have access to regional clinics for minor surgery. Simply make an appointment to see the GP and you will be referred if appropriate to a local centre of your choice.

CLINICS (CONTINUED)

NHS Health Checks

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. Please book this to with reception.

Shingles And Pneumonia Vaccinations

Every patient above the age of 65 is entitled to have a pneumonia vaccination free of charge. Also there is a government program to give shingle vaccinations to certain age groups. Please enquire at reception.

Students

Students going into higher education are recommended to have meningitis vaccinations because there have been fatal cases of meningitis in this setting in the recent past. Therefore, if you or a member of your family is a student going to higher education whether it's a college or university, they will be entitled to have this vaccine to be protected from several strains of meningitis including Meningitis C.

Travel Immunisations / Vaccinations

Please make an appointment at least four weeks prior to your holiday to ensure adequate cover. Please let the reception staff know which country you are planning to travel to. Usually we will have all the necessary vaccinations stocked in our surgery and it is our general policy not to charge for this service. However if we do not have it in stock we will provide you with a normal prescription to obtain from a pharmacist.

Malaria prevention tablets are not covered by the NHS and can be bought directly at a local pharmacist. Alternatively, the Liverpool Tropical School of Medicine provides up-to-date travel advice on their website on: www.liverpool.ac.uk/medicine. Another helpful website is www.fitfortravel.nhs.uk/destinations

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

CLINICS (CONTINUED)

Elderly Care

We perform comprehensive medical assessments on frail elderly patient to meet their needs and prevent falls and escalation of their conditions by fully optimising their care. Although this is restricted to the most frail patients, we offer this assessment on any elderly patient who requests it.

Pro-active Care

We have access to a multidisciplinary team of professions, community matron, pharmacist, social worker, occupational therapist and physiotherapist. This is for adult patients who unfortunately have serious illnesses that lead to many medical admissions. The team work together with the practice GP to optimise the patients care and improve the outcomes and put plans in place to have rapid access to prevent deterioration. This is only of course offered if you are agreeable. We have a leaflet for this available at reception and on our website.

Counselling

We offer referrals to counselling services such as "Talk Liverpool". This is a comprehensive service with the NHS in Liverpool. The GP should be able to fix a time and date for an initial telephone consultation with the counsellor. Please see their website:

<http://talkliverpool.nhs.uk>. You can self refer via the website and the wait times are the same as the GP referring.

We also have access to Liverpool Community Alcohol Service (www.liverpoolalcoholservice.nhs.uk) and addiction support agencies such as Addaction (<https://www.addaction.org.uk/services/liverpool-north-addaction-recovery-centre-arc>)

You can self refer to both these services also.

Exercise For Health

Exercise is staggeringly beneficial to mental and physical health and we can offer patients a referral to a Local City Council funded Exercise for Health scheme to attend a local Lifestyles Gym. Please ask at reception to see if you qualify.

Support For Families And Safeguarding.

We have access to an early support service for families that are struggling. This is a Liverpool City initiative and has made a big difference. It is not easy to bring up children when you are financially struggling or unwell yourself with mental health or other conditions. The practice will help you to access early support services (eHat) when things get too much. Asking for help is always a positive step no matter how difficult circumstances are and the practice is committed to ensure you get the appropriate help and support as well as your children. Our staff are trained to sensitively deal with domestic violence disclosures in confidence as well as other forms of abuse.

PHARMACY ADVICE

Suffering from a minor illness and want some advice as quickly as possible?

DID YOU KNOW...

that your local pharmacist can give you confidential advice and treatment if needed for a number of common illnesses without the need for an appointment with your GP?

Here are just some of the conditions that your pharmacist can help you with:

coughs, colds and sore throats
minor skin conditions and acne
athletes foot
styes and minor eye infections
head lice
pain, including backache
cold sores
diarrhoea/constipation
colic
thrush

Pharmacists provide many other services including:

NHS emergency hormonal contraception

NHS smoking cessation support

Advice on travel injection requirements & supply of malaria prevention

GENERAL INFORMATION

Carers

Do you look after someone ill, frail, has disability or suffering from mental health symptoms? We are interested in identifying carers, especially those who may be caring without help or support. Carers are often hidden, looking after a family member or helping a friend or neighbourhood from day to days and may not identify themselves as a carer. Anyone could be a carer caring for something is an important and valuable role, which is offer a 24 hour job that can be very demanding and isolating. As a carer you are entitled to have your assessed by adult care services. A carers assessment is a chance to talk about your needs and way you could receive. Its also looks at the needs of the person you care for. There is no charge for this assessment. If you think this could apply to you or someone you know please let us know. Our website has a link to Liverpool City Council on line application. Since 2016 the Care Act allows anyone to be eligible. It's is not means tested, so you may be entitled to financial benefit even if you work. Also we would like you to let us know if you are care, so we have this on your records. From time to time we have meetings with carers also which may be of interest to you. Please refer to our website which will advertise any forthcoming meetings. We appreciate the help that carers give us in communication with the practice and access and we in return wish to ensure we support you.

Wheelchair access to the building is via a ramp near the front entrance. A disabled patients' WC is provided near the front entrance. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Access and Communication - Assisting The Deaf And Hard Of Hearing

We have a portable hearing loop to help in your consultation. Please ask at reception before your appointment.

It is a legal duty for NHS organisations, including GP Practices, to comply with NHS England's Accessible Information Standard.

The standard ensures that patients, and where appropriate, parents/carers who have information or communication needs relating to a disability, impairment or sensory loss receive information in formats they can understand - as well as appropriate support to help them communicate.

It is of a particular relevance to people who are blind, deaf, deafblind or have a learning disability, although it should support anyone with information or communication needs, for example people with aphasia, autism or a mental health condition which affects their ability to communicate.

Our staff are all trained to meet this standard, and if you find that this is not being met then please bring this to our attention by contacting the practice manager, Michelle Ainscough.

GENERAL INFORMATION (CONTINUED)

Need help communicating?

The NHS must follow these **5 steps** if you have a **communication need** (eg. a BSL interpreter, language interpreter, or information in braille)



Translation Services

We have access to translators via telephone and we would advise that you should pre-book a double appointment for this.

Chaperone Policy

You are entitled to request a chaperone to be present during our consultation with any service provider. Our chaperones have been trained according to the latest guidelines.

If you would like a chaperone to be present then please inform the receptionist when booking an appointment or checking in.

Comments And Suggestions

From time to time, we carry out surveys to obtain your feedback on the service we provide. This information is vital to us in supporting continual improvement so please do take part in the survey. Either fill out the survey form in reception or go to our website. There will also be a box in the survey for free text for your suggestions and comments. If you wish to leave your name and contact details we will endeavour to reply to you directly.

We are, in the NHS, in an era of great change and GPs are in the forefront of this. We regularly meet other practices in our local area and work together to improve services. Therefore your views will be passed on and changes will be made accordingly. If you feel you wish to take part in this process further why don't you consider joining our patient forum called the Patient Participation Group.

Care Quality Commission

Since April 2013 the CQC (Care Quality Commission) has been monitoring all GP Practices to ensure there is compliance with regulations. If you have any concerns they can be contacted via:

National Customer Service Centre

Fax: 0300 061 6171

Telephone: 0300 061 6161

www.cqc.org.uk/contact-us

Or write to them:

CQC National Customer Service Centre Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

GENERAL INFORMATION (CONTINUED)

Complaints

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – the doctor, nurse, a receptionist or manager (Michelle Ainscough on telephone 0151 525 1298). We believe that concerns or complaints should be dealt with at the earliest opportunity with the aim to resolving the issue.

If you prefer you may put your concerns or complaints in writing, and we can facilitate this by providing you with a complaints form with a copy of our complaints procedure. Please ask at reception.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Alternatively, you have the right to approach NHS England and raise your complaint directly with them. You can access this by ringing 0330 440 9000.

Their website is <https://www.england.nhs.uk/contact-us/complaint/>. You can also complain to the Care Quality Commission (details above).

Sometimes it's good to have support from a neutral person (advocate) in all aspects of accessing healthcare, services, and when complaining. There is a service provided by advocates available from VoiceAbility on 01223 555800. Please see their website <https://www.voiceability.org/home>

Also **Healthwatch Liverpool 0300 7777 007** (www.healthwatchliverpool.co.uk) is a friendly patient support service. We are happy to speak to them, with your consent, to address any issues:

- Explains the options available to you
- Supports you if things go wrong
- Helps you make informed choices about your health and care
- Listens to your experiences

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under 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.

GENERAL INFORMATION (CONTINUED)

Transgender And LGBT

The practice staff are trained in equality and diversity. Any patient who is struggling with their gender identity we can refer you for early support to help you professionally with this.

The practice has an active anti-discriminatory approach and will support patients of all members of our community regardless of their sexual orientation.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

PATIENT PARTICIPATION GROUP (PPG)

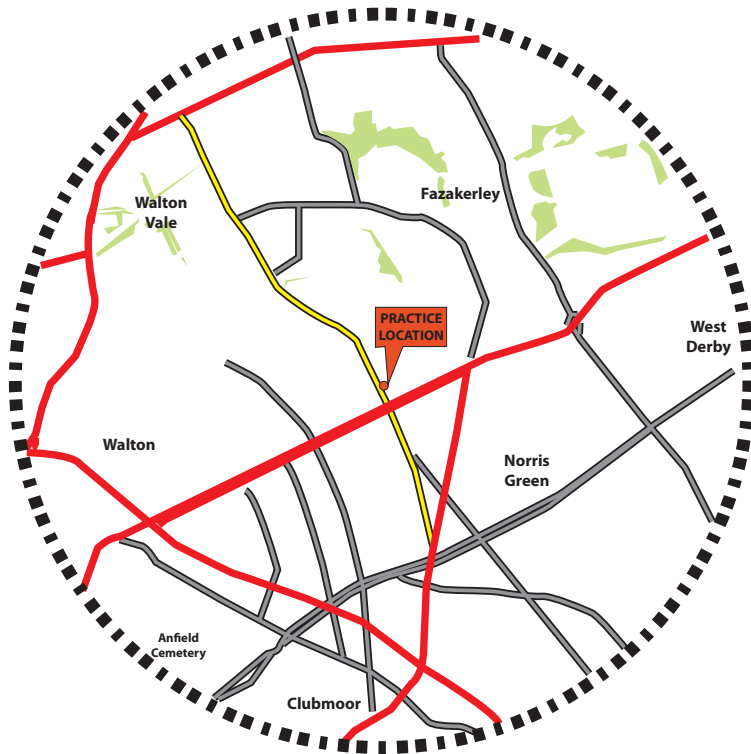
Are you interested in finding out more about our practice and the development of health services?

Stopgate Lane Medical Centre are actively seeking patients to join and form together a patient participation group. We are looking for people of any age, gender or background to attend a regular practice meeting to discuss any changes or ideas you may have for the surgery.

If this is something you may be interested in or would like further information, please inform a member of the reception team and we will contact you with further details.



Practice Area Map



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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