

Comments, Concerns & Compliments

We welcome any suggestions or comments you have about us. You may wish to let a Receptionist know or ask to speak to Lisa Williams, the Practice Manager. We make every effort to provide the best possible service to our patients but there may be times when you feel this has not happened. If you wish to make a complaint about any aspect of your care or treatment, please telephone or write to our Practice Manager who will explain our in-house complaints procedure.

If you need assistance regarding your care choices then you can also contact Health Watch Liverpool. They can help you navigate through the health and care system. To contact Health Watch Liverpool call 0300 77 77 007 or see useful website links

Patients Rights & Responsibilities

All our patients are entitled to be offered a health check, receive emergency care at any time, appropriate drugs and medicines, be referred to a specialist if appropriate and be able to choose whether or not to take part in medical research or students training. Our patients are expected to try to use our services within the resources available, cancel pre-booked appointments, maintain good relations with the practice and not be violent or display abusive behaviour.

In the rare instance when patients are removed from our list for aggressive or violent behaviour against us or our premises, we shall share details of the patient and the violent act with other health and welfare agencies insofar as it is necessary to protect other health and welfare agency staff.

Patient Confidentiality & Data Protection

Your medical records are held on computer and the practice is registered under the Data Protection Act. Access to medical records is available subject to legal limitations. You can request access to your medical record (there is a minimum charge of £10.00 in some circumstances). We ask you for personal information so that you can receive appropriate care and treatment. 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 practice team.

Useful Websites

Practice Website: www.drjulianriverside.nhs.uk/

<http://www.pals.nhs.uk/> (NHS patient advice and liaison service)

<http://www.nhsdirect.nhs.uk/> (Health advice and reassurance 24 hours a day)

Tel: 111)

<http://www.nhs.uk/Pages/HomePage.aspx> (To find your nearest Emergency Service i.e. Walk in Centre)



Dr J Mahadana

Riverside Centre for Health

Park Street

Liverpool L8 6QP

Tel: 0151 295 9239 Fax: 0151 709 0348

Patient Access

Our Reception staff are contactable by telephone from 8:00am until 6:30pm daily, and the building accessible from 8:30am to 6:30pm. If you need medical assistance when the surgery is closed, at evenings, weekends or bank holidays you can call the main practice number and you will be connected to our Out of Hours provider UC24. At UC24 a call handler will take your details and an outline of the problem, and a doctor will then call you back to help sort out your problem.

General Consulting Times

Monday to Friday: 9:00am - 11:00am & 4:00pm - 5:30pm

We are a busy practice providing appointments both on the day and in advance, making it easier for you to see a doctor quickly. You can register to book your own appointment online to save telephoning or coming in to the surgery. Please arrive 5 mins before your appointment time.

We are also a training practice which means that we have training Doctors on placement for four months at a time. These are qualified medical practitioners who are gaining General Practice experience

Practice Staff

Dr Julian Mahadana	GP MB, ChB
Sharon Poll	Practice Nurse
Maria Costello	Assistant Practitioner
Lisa Hughes	Healthcare Assistant
Lisa Williams	Practice Manager
Paula Hatch	Secretary
Clare Martin	Receptionist

Home Visits

Our Doctors typically see four patients at the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend. Please ring our telephone number as early as possible (preferably before 10.00am) to arrange a visit. Please be prepared to tell the Receptionist about your condition so we can visit the most urgent cases first. The doctor may wish to speak with you to see if it would be better for you to come to the surgery to be seen immediately.

Repeat Prescriptions

To order repeat prescriptions please fill in the tick box on the right hand side of your prescription and pass into the reception.

We only take repeat prescription over the phone for housebound patients. Please call between 1 -2pm when the lines are less likely to be busy. Repeat prescriptions are available after 4pm the following working day.

Test Results

For your test results please telephone the surgery between 1 – 2pm.

On average please allow 2 working days for your test results to come back from the hospital unless your doctor has advised otherwise. Please note that X-Ray results take a little longer, usually 7 days. Sometimes, it may not be possible to give full results over the phone. Reception staff are not medically trained so if the result is complicated, or if the doctor wants to see you about the result, we will offer you an appointment

We will only give results to the person who has had the test.

offer privacy in a separate room if your enquiry is sensitive. Please respect the privacy of other patients by standing well back from the reception desk until your turn.

Disabled access

The building is designed to give easy access for wheelchairs. We have parking spaces marked for disabled drivers, user friendly toilet facilities and automatic doors.

Please let reception know if you would like a copy of this leaflet in large print or another language.

Nursing Team

The Practice has a team of nurses who are responsible for Chronic Disease Management, which includes regular monitoring of patients with long term conditions such as Diabetes, Heart Disease, Stroke, Hypertension, COPD, Asthma and Rheumatoid Arthritis. This monitoring is also extended to monitoring for housebound patients. They also provide travel advice and vaccinations, cervical screening, women's health issues, including contraception, and general healthy lifestyle checks and advice.

Reception

Our Receptionists are usually the first point of contact and are here to help you. They have a lot of information to hand and in most cases will be able to help with your enquiry, ensuring you see the most appropriate clinician. Nonetheless, it is your right to request to talk only to the doctor. Anything that is discussed with the receptionists or any other member of the team is treated in strict confidence. You have a right to be treated courteously, and our Receptionists also have a right to be treated courteously by you. We can offer privacy in a separate room if your enquiry is sensitive. Please respect the privacy of other patients by standing well back from the reception desk until your turn.

Additional Services

Please ask at Reception for days for further information on any of the following clinics:

- Antenatal clinic
- Family Planning
- Baby Clinic
- Circulation Checks
- Weight Monitoring
- Phlebotomy (blood clinic)
- Anticoagulation clinic
- Treatment Room service
- Drug Dependency clinic
- Smoking Cessation
- Counselling Services

Non NHS Services

Certain services are offered outside of the NHS for which a fee is payable as recommended by the British Medical Association.

Private medical examinations	Private sick note
Travel immunisations,	Private prescription
Completion of insurance claim forms etc.	Appeals
Holiday cancellation report	

The current charges are displayed in the surgery. Overseas visitors may also be charged as private patients