



EASTVIEW SURGERY PRACTICE LEAFLET

2023

WELCOME TO EASTVIEW SURGERY

Practice Ethos

- Provide high quality general medical services
- The practice believes in the importance of health education, preventative medicine and encouraging patients to take responsibility to pursue a healthy lifestyle
- Patient centered service
- Equality and adaptable provision of service dependent on patient

CONTACT DETAILS

EASTVIEW SURGERY

Dr M I Hughes

Dr R K Dye

81-81 Crosby Road North
Waterloo

LIVERPOOL

L22 4QD

Appts line: 0151 920 7255

Query line: 0151 928 8849

Fax No: 0151 928 2090

Website:

www.eastviewsurgery.nhs.uk

Staff

Staff at Eastview Surgery consist of the following:

Clinical

- Principal General Practitioners
- Salaried General Practitioners
- Practice Nurses
- Health Care Assistant (HCA)

Administrative

- Practice Manager
- Secretaries
- Reception/Admin
- Domestic

Surgeries and Appointments

The Practice operates an appointment system. To book an appointment via telephone patients are requested to telephone on 0151 920 7255. Please let us know if you cannot keep the appointment

Home Visits

Requests for visits should be made between 8:00am and 10:00am, except for emergencies, so Doctors can plan their rounds. The number to ring is 0151 928 8849. Visits are ONLY for those too ill or infirm to be able to attend the Surgery and are not made as a matter of convenience

Reception Opening Hours	
Monday	8.30am – 6.30pm
Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 6.30pm*
Thursday	8.30am – 6.30pm
Friday	8.30am – 6.30pm

* The surgery is closed on a Wednesday, once a month, for staff training



e-Consultations

You can contact the surgery online via an e-Consultation.

You will find the option to complete an e-Consult on the home page of the Eastview Surgery website.

www.eastviewsurgery.nhs.uk

Here you can request Fit notes, get advice from a clinician about common ailments and request treatments.

When you complete a clinical e-Consult we will endeavor to contact you by 6.30pm the next working day. This could be to advise to book an appointment, collect medication from a pharmacy or other relevant information.

If this is completed on a Friday, you will not be contacted until Monday at 6.30pm (if this is a bank holiday it will be on Tuesday)

When you complete an administrative e-Consults we will endeavor to contact you within 3 working days. This could be to send a fit note, respond with a specific request you have or other relevant information.

You must be a registered patient at Eastview Surgery.

We do not accept medication requests via e-Consultations.

Repeat Prescriptions

Requests for repeat prescriptions should be made in writing at least two working days prior to collection. For reasons of safety, we do not accept telephone requests unless in exceptional circumstances. We are not a dispensing practice and do not keep drugs on the premises.

You may wish to register for Patient Online Services to order your medication. Please ask reception for further details.

Clinics and Services

We believe strongly in the importance of health education, preventative medicine and the responsibility of the individual for pursuing a healthy lifestyle.

We provide a range of clinics and services for our patients; these are listed below. Further information is available from the surgery

- Baby Immunisation
- Baby Development Checks
- Antenatal & Postnatal Care
- Long Term Conditions Management
- All Travel Vaccinations
- Influenza, Pneumonia and Tetanus & other preventative immunisations



Practice Nurses

Our Practice Nurses are available by appointment for chronic disease management, health promotion, vaccinations and immunisations including travel vaccinations and advice, health screening including cervical smears and various treatment room duties.

Midwife

The community midwife holds a clinic at the practice on a Tuesday.

Compliments, Suggestions and Complaints

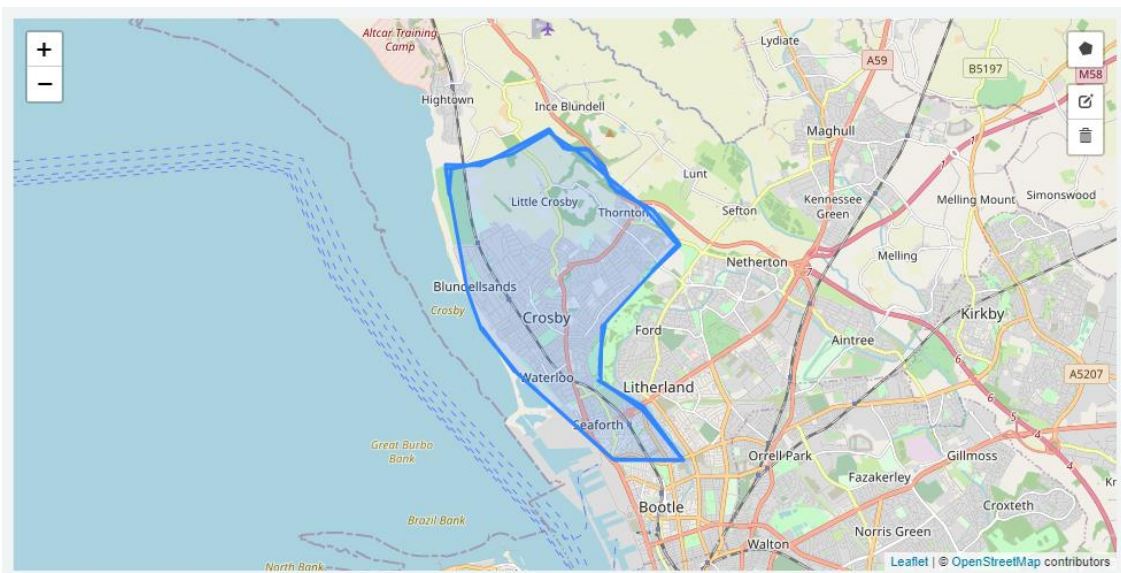
Whilst we constantly strive to provide a friendly and efficient service, we realise that occasionally things do not go as smoothly as we would like.

We would like to hear from you if you have any difficulties, compliments or suggestions as to how we can improve our service.

Please contact our Practice Manager, Jennifer Forrester in writing or by submitting an e consultation from the home page of our practice website www.eastviewsurgery.nhs.uk

Practice Area

Liverpool 23, 22, 21 and 20 up to Knowsley Road. A map of the practice area is below:



If your address is outside of our practice boundary you will be asked to register at another GP practice in your area.

Translation Service

The practice has access to a translation service – please ask reception for details.



Litherland Walk-in Centre

This is an NHS 'Walk-in' Centre located on Hatton Hill Road, Litherland, which offers treatment of minor injuries and dressing of wounds.

Violent/Abusive Patients

The practice operates a Zero Tolerance stance towards violence and abuse. GPs and staff who work in general practice are providing an essential service to local people. They have a right to work in an environment that is safe and secure for themselves and the patients that they care for. Patients who are violent, aggressive or abusive will lose the right to be registered with the GP of their choice and conditions will be placed on their future care.

Data Protection Act

All patient records are dealt with in accordance with the Data Protection Act and disclosure to a third party will only be made with the written permission of the patient or their parent or guardian in the case of children under 16. Access to information by the patient is dealt with under the Freedom of Information Act.

Change of Name and Address

Please let us know as soon as possible if you change your name, address or telephone number.

Contraception

All the Doctors will prescribe the pill and offer advice on all forms of contraception.

Women's Health and Smear Tests

Cervical smear tests are a simple, painless examination, which may prevent cancer of the cervix. For routine cervical smear tests, we advise booking with the Practice Nurse. When making appointments please tell the Receptionist you want a smear so sufficient time is booked.

X-Rays and Blood Results

For results, please make a routine appointment two weeks after having the test taken or having the x-ray to see the Doctor who ordered it unless instructed otherwise by the Doctor at the time of consultation.

Sick Notes

Self-certificates are accepted for the first working week of up to six working days, after this, a doctor's note is necessary, and the doctor should be consulted in a routine appointment.

Disabled Patients

There is a disabled access ramp at the front of the building and consulting rooms available on the ground floor. There is also a WC on the ground floor that has wheelchair access. If you have difficulty climbing stairs, please inform the receptionist so that arrangements may be made for you to be seen on the ground floor.



Services Not Provided by the NHS

Certain examinations, vaccinations, letters and certificates are not provided on the NHS. The Doctors or staff will inform you of the relevant fee

NHS 111

This is a service providing medical advice on the telephone. Call **111** to access this service. If you are an internet user, you may access the NHS Direct service online, at www.nhsdirect.nhs.uk this is a useful website, providing a wide range of medical advice with a selection of answers to frequently asked questions.

REMEMBER

SMOKING SERIOUSLY DAMAGES YOUR HEALTH

EXCESS ALCOHOL SERIOUSLY DAMAGES YOUR HEALTH

DRUGS SERIOUSLY DAMAGE YOUR HEALTH