

The Doctors included in this non-limited partnership providing the full range of general practice are:-

Dr Gillian Francis (Oxford 1977)
MA BM BCh DRCOG
Dr Jane Hortop (Birmingham 1979)
BSc Hons MB ChB
Dr Athanasios Simopoulos (Ioannia Greece)

Other Doctors

Dr Angela Thompson (Liverpool 1996)
MB ChB MRCP DCH DRCOG DFFP
Dr Kathryn Ariaraj (Sheffield 1998)
MB ChB
Degree in Medicine (MBBs Equivalent)
Dr Louise Clegg (Sheffield 2009)
MB ChB DFRH DRCOG DCH

We are a training practice. This means we usually have a G.P Registrar working with us. The GP Registrar is a fully qualified doctor with at least 3 years experience in hospital and is learning about working in general practice. From time to time we may also have locum doctors working in the practice to provide extra surgeries when one of the partners is away on holiday or on educational courses. These will always be fully qualified General Practitioners.

Practice Nurse

Sister Gill Prestwich RGN
Mrs Jane Bolderson (HCA)

Gill and Jane hold various appointments for smears, asthma, hypertension, diabetes and CHD and are available in the surgery for dressings, injections, travel advice, removal of stitches, ear syringing, health checks and ECGs. They also visit the housebound.

Hours- by appointment 8.30 -12:30, 2 - 6:00

Practice Staff

Practice Manager – Mrs Emma Hadwin

The practice manager is responsible for the day to day organisation of the practice including aspects of staffing, staff training, premises and communication with patients and other NHS organisations.

Business Manager – Mr Brian Waring

Receptionists and secretaries – Carole, Elaine, Karen, Cathy, Vicki, Lucy, Joy and Bev
They arrange appointments and home visits, handle repeat prescriptions and advise on the services available. As all staff have access to patient information, they are fully aware of the importance of confidentiality.

Other Health Personnel

The following staff work with us in the surgery and in the community - Phlebotomist (for blood tests), District Nurses, Midwife, Health Visitors, Community Psychiatric Nurses, PCAAL, Physiotherapy, Alcohol Practitioner and Counsellors

Spital Surgery Website

Please visit our new surgery website on www.spitalsurgery@nhs.net. You are able to register with the practice, request repeat medication and book an appointment. You can also follow us on Facebook, Twitter and Google+.

Appointments

All surgeries are by appointment. Urgent cases will be seen the same day. You may consult whom you wish, but it is preferable to stay with one doctor for each particular problem. If you have any special access requirements please advise the receptionists who will be happy to assist. If you can't attend an appointment, please let us know, as it frees an appointment for others.

Telephoning the Doctor

The best time to talk to the doctors is half an hour after the morning surgery.

Home Visits

If you are too ill to come to the surgery, a home visit can be arranged by telephone. Please try to phone before 10am.

Emergencies

If you require an urgent appointment or an urgent home visit, day or night, the number to telephone is always 334 4019. When surgery is closed a recorded message will give you a number of a doctor on call so you will need to make another call. All night and weekend calls are dealt with by the G.P Out of Hours Service based at Arrowe Park Hospital. The GP out-of-hours service is commissioned by the Wirral CCG.

Prescriptions

If you are taking regular medication we will give you a computer slip listing your medication. When you next require a prescription, hand in your slip at reception marking the items you need. Alternatively send it with a stamped addressed envelope. Your prescription should be available after 2 working days. We also provide an electronic prescribing service. Please sign up with a pharmacy of your choice to access this service

Results of Tests

Results usually take at least 3 working days to come through. Smear results take approximately 4 weeks. Please phone, or call at reception after 2.00pm if possible

Antenatal Clinic

Thursday 2pm. The antenatal clinic is led by the midwife and the doctor is available for consultation when necessary. Care is usually shared with the hospital.

Cervical Smears

We recommend that all women from the age of 25 to 50 have a smear every 3 years, then every 5 years to age 65. You may make an appointment for a smear with the practice nurse during normal working hours provided you have received a letter to ask you to attend.

Family Planning

A complete Family Planning service is available during normal surgery hours. We also prescribe and advise regarding emergency contraception.

Minor Surgery

A range of minor operations such as removal of lumps and bumps are carried out at the surgery.

Asthma Clinic

Run by Nurse Prestwich for any child or adult with asthma. In addition to regular check-ups and dealing with problems as they arise, we also instruct on proper use of inhalers and other devices.

Diabetes

Run by Dr Thompson for all our diabetic patients. Appointments are flexible but usually involve three visits to the doctor each year. We perform regular checks on control, screen for complications and can arrange appointments with the dietician, podiatrist, or hospital as appropriate.

Well Baby Clinic

There is a team of Health Visitors who hold a baby clinic at Bebington Civic Centre who look after all our patients. They can be contacted on 327 2411

Immunisation Clinic

Our baby immunisation clinics are available with the nurse. Adults may make an appointment with the nurse for tetanus and polio boosters (every 10 years) and immunisation for travel abroad.

Health Checks

Newly registered patients will be given a health questionnaire to complete and will be offered a routine health check. Patients aged between 40-74 if eligible, will be offered an NHS health check. Patients who have on going medical problems will be reviewed 6-12 monthly.

Private Medical Examinations

These are available for Insurance, HGV and pre-employment purposes. A fee is charged. Please ask at reception.

NHS England

Various audits, both medical and administrative are carried out from time to time on behalf of the NHS. These audits are conducted under the aegis of the Board under strict control and utmost confidentiality. The Board who will supply details of primary medical services in the area can be contacted at:-

NHS England, PO Box 16738, Redditch, B97 9PT Tel 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)
Email: england.contactus@nhs.net

Complaints can be made to NHS England using the above details or to PALS. The PALS team are available 8.30am to 4.30pm, Monday to Friday. Freephone 0800 432 0251
Email: wih-tr.pals@nhs.net or Write to PALS at PALS, Wirral University Teaching Hospital NHS Foundation Trust, Arrowe Park Road, Upton, Wirral, CH49 5PE.

Walk In Centre

Arrowe Park Hospital Site, Arrowe Park Rd, Wirral CH49 5PE
For healthcare advice, information and treatment (no appointment necessary) from 7.00am – 10.00pm Monday to Friday and 9.00am – 10.00pm at weekends

NHS 111

A nurse-led telephone service which can be contacted 24 hours a day on 111.

Local Hospitals

Clatterbridge Hospital : 334 4000
Arrowe Park Hospital : 678 5111
(Casualty dept)
Murrayfield Hospital : 648 7000 (private)

Allocated GP

All patients are allocated a named accountable GP. If you have a preference we will do our best to accommodate your request.

New Patients

Please ask the receptionist for an application form to join our practice. You can advise the receptionist of the GP you would prefer to see and where possible we will confirm your request or offer an explanation.

Practice Area

Our Practice covers Spital, Bebington, Higher Bebington, Eastham (west of A41 and north of Eastham Rake) and Port Sunlight. Further details are available from the Practice.

Zero Tolerance

We operate a zero tolerance policy. The government definition of this is “any incident where staff are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health”
This policy extends to home visits made by a health professional. Relatives, carers and other

household members may also be considered culpable where applicable.
The GP will consider off-listing the patient if such behaviour is deemed to irreparably damage the GP/patient professional relationship. In the rare instances when patients are removed from our list for aggressive or violent behaviour against us, whether on our premises or during a home visit, 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.

Responsibilities of Patients

- To keep appointments as arranged or, if unable to, to telephone the surgery to cancel.
- To respect race, gender and disability of staff and fellow patients.
- Not to carry out any fraudulent practices
- To be polite and courteous at all times

Rights of Patients

- To be treated with dignity and respect
- To have a chaperone present during intimate examinations
- To be protected under the Data Protection Act

Your Comments

We are a small practice, aiming to provide a personal, friendly and efficient service. If you have any comments or suggestions regarding the service we provide, we would be happy to hear from you either in person or by letter. Please ask for Mrs Emma Hadwin, the practice manager. A copy of the practice complaints policy which complies with the NHS complaints procedure can be requested from Mrs Hadwin.

Drs Francis, Hortop & Simopoulos
Spital Surgery

1 Lancelyn Court Precinct
Spital Road
Bebington
CH63 9JP
Tel: 0151 334 4019
Fax: 0151 346 1063
www.spitalsurgery.nhs.uk

Office Hours:

Monday – Friday 8:00 to 6:30pm

Surgery Times: (hours variable)

Dr Francis	Tues:	3:00 to 5:30
	Thurs :	8.30 to 11.00 3.00 to 5.30
Dr Hortop	Mon:	8.30 to 11.00
	Tues:	3:00 to 5:30
	Wed:	8.30 to 11.00 3:00 to 5:30
Dr Simopoulos	Mon	8.30 to 11.00 3.00 to 5.30
	Tues:	8.30 to 11.00
	Weds	8.30 to 11.00
	Thurs	8.30 to 11.00 3.00 to 5.30
	Fri	8.30 to 11.00 3.00 to 5.30
Dr. Thompson	Mon:	8.30 to 11.00 2.30 to 5.00
	Wed:	8.30 to 11.00 2.30 to 5.00
Dr Ariaraj	Tues:	9.30 to 11.30 3.00 to 5.00
	Fri:	9.30 to 11.30 3.00 to 5.00
Dr Clegg	Tues:	8.30 to 11.00 3.00 to 5.30
	Thurs:	8.30 to 11.00
	Fri:	8.30 to 11.00 3.00 to 5.30