

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

Partners:

Dr Athanasios Simopoulos MBB equivalent  
MRCGP PGCME  
Dr Katie Ariaraj MB ChB

## Other Doctors

Dr Angela Thompson (Liverpool 1996)  
MB ChB MRCGP DCH DRCOG DFFP  
Dr Louise Clegg (Sheffield 2009)  
MB ChB DFSRH DRCOG DCH  
Dr Johnny Minns (Exeter 2012) BMBS, BSc  
(Hons) Psychology, MRCCP.  
University of Sheffield July 2005 Psychology

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

Nurse Gill Prestwich RGN  
Nurse Jane Bolderson RGN

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 – 6pm

## 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  
Administrator- Lucy  
Receptionists and secretaries – Carole, Cathy, Vicki, Bev, Joy, Tracy, Gail and Sally. 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](mailto: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 and Twitter.

## Appointments

All surgeries are by appointment. Urgent cases will be seen the same day. You may consult with 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. Please note, during Christmas and following a bank holiday, we may operate a 'book on the day' appointment system to ensure all urgent cases are seen quickly.

## 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 0151 334 4019. When the surgery is closed please call 111 for advice.

## Prescriptions

We are unable to take prescription requests over the phone. Please hand in your prescription request or use the prescription box provided in reception. Medication requests take 2 working days to process. Your prescription can be sent to the pharmacy of your choice using the Electronic Prescribing Service. Please sign up with a

pharmacy of your choice or ask at reception to access this service.  
If you register you can order your prescriptions online. Just bring some photo ID to reception and we can provide you with your log in details.

## 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 for your results.  
Please note, if the hospital has ordered your tests, you should contact them for your results and not the surgery.

## Antenatal Clinic

Held on Thursdays at 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 test 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 moles are carried out at the surgery by Dr Simopoulos.

## Asthma Clinic

Run by our nurses 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 0151 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).  
For travel vaccinations, you can complete a form on our website. We will then book you in with our Practice Nurse if you need any vaccinations.

## Health Checks

Newly registered patients will be given a health questionnaire to complete and may be offered a routine health check. Patients aged 40-74, if eligible, will be offered an NHS health check. Patients who have ongoing 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 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](mailto: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](mailto: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 Centres

Arrowe Park Hospital Site, Arrowe Park Rd,  
Wirral CH49 5PE  
Eastham Clinic, Eastham Rake, Eastham, Wirral,  
CH62 9AN  
Victoria Central Hospital (minor injuries clinic),  
Mill Lane, Wallasey, CH44 5UF

## NHS 111

For health enquiries when we are closed. This is 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. This will be one of our Partners- Dr Hortop, Dr Simopoulos or Dr Ariaraj. If you have a preference we will do our best to accommodate your request.

## New Patients

Please ask the receptionist for an application pack to join our practice. Once completed, please return with some photo ID and we can register you as a new patient. You may be asked to attend a New Patient Check with our Nurse.

## 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 or by entering your postcode into the Practice Boundary Tool on our website.

## 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 be treated equally, regardless of age, gender, sexual orientation, race or religion
- To have a chaperone present during intimate examinations
- To be protected under the Data Protection Act and General Data Protection Regulation

## 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.



1 Lancelyn Court Precinct  
 Spital Road, Bebington  
 Wirral, CH63 9JP  
 Tel: 0151 334 4019  
 Fax: 0151 346 1063  
[www.spitalsurgery.nhs.uk](http://www.spitalsurgery.nhs.uk)

Office Hours: Monday – Friday 8:00 to 6:30pm  
 Surgery Times: (hours variable)

|                  |       |             |             |
|------------------|-------|-------------|-------------|
| Dr Simopoulos(m) | Mon   | 08.30-11.00 | 15.00-17.30 |
|                  | Tues  | 08.30-11.00 |             |
|                  | Wed   | 08.30-11.00 |             |
|                  | Thurs | 08.30-11.00 | 15.00-17.30 |
|                  | Fri   | 08.30-11.00 | 15.00-17.30 |
| Dr Ariaraj (f)   | Mon   | 09.30-11.30 |             |
|                  | Tues  | 08.30-11.30 | 15.00-17.30 |
|                  | Fri   | 08.30-11.30 | 15.00-17.30 |
| Dr Thompson (f)  | Mon   | 08.30-11.00 | 14.30-17.00 |
|                  | Wed   | 08.30-11.00 | 14.30-17.00 |
| Dr Clegg (f)     | Mon   | 08.30-11.00 | 15.00-17.30 |
|                  | Thurs | 08.30-11.00 | 15.00-17.30 |
| Dr Minns (m)     | Tues  | 08.30-11.00 | 15.00-17.30 |
|                  | Wed   | 08.30-11.00 | 15.00-17.30 |
|                  | Thurs | 08.30-11.00 |             |
|                  | Fri   | 08.30-11.00 | 14.30-17.00 |