

USEFUL CONTACTS

Emma Hadwin, Practice Manager

Spital Surgery

1 Lancelyn Court Precinct

Spital Road

Bebington, Wirral, CH63 9JP (0151 334 4019)

Patient Advice Liaison service (PALS)

Wirral University Teaching Hospital NHS Foundation Trust

Arrowe Park Road , Upton,

Wirral CH49 5PE (0151 643 5305)

Wirral Integrated Care Board

Corporate Team, NHS Wirral ICB

5th Floor, Marris House

Hamilton Street, Birkenhead, CH41 5AL

<https://www.cheshireandmerseyside.nhs.uk/contact/complaints/>

NHS Cheshire and Merseyside

Patient Experience Team

No.1 Lakeside, 920 Centre Park Square

Warrington, WA1 1QY

0800 132 996

Or enquiries@cheshireandmerseyside.nhs.uk

Care Quality Commission

Citygate, Gallowgate

Newcastle Upon Tyne NE1 4PA

03000 616161 or <http://www.cqc.org.uk/contact-us>



PATIENT INFORMATION LEAFLET

**WE AIM TO PROVIDE HIGH QUALITY,
EASILY ACCESSIBLE, PATIENT
CENTRED CARE**

Getting in Touch With Us...

You can visit our surgery **website** at: www.spitalsurgery@nhs.net.

You can also follow us on **Facebook**.

You can phone us on **0151 334 4019**

Or email us at cmicb-wi.gatekeeper-n85617@nhs.net

Or you can write to us at:

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1 Lancelyn Court Precinct

Spital Road

Bebington

Wirral CH63 9JP



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 Simopoulos specialises in dermatology, respiratory and is our research lead. He is also a GP trainer.

Dr Katie Ariaraj MB ChB. Dr Ariaraj is our prescribing lead and mental health and learning disability lead.

Dr Jonathon Minns BMBS, BSc (Hons) Psychology, MRCGP. Dr Minns specialises in cancer care and palliative care. He is also a GP trainer.

Other Doctors

Dr Angela Thompson (Liverpool 1996)

MB ChB MRCGP DCH DRCOG DFFP. Dr Thompson is our diabetes specialist.

Dr Louise Clegg (Sheffield 2009)

MBChB MRCGP DFSRH DRCOG DCH. Dr Clegg specialises in women's health.

We are a training practice. This means we usually have GP Registrars 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. We also have medical students on placement with us under close supervision from the partners.

From time to time we may 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 Nurses

Nurse Gill Prestwich RGN

Nurse Karen Atkins RGN

Student Nurse Lucy O'Sullivan

Our nursing team hold various appointments for cervical smear tests, asthma reviews, diabetic reviews, and baby vaccinations etc. and are available in the surgery for dressings, injections, INR clinics, NHS health checks, ECGs, learning disability reviews, dementia and frailty reviews.

Our nurses also carry out a number of vaccinations including flu, covid, RSV, shingles, pneumococcal, baby and pre-school vaccinations and some travel vaccinations.

Please phone to make an appointment.

Practice Staff

Practice Manager – Mrs Emma Hadwin

Senior Administrator- Lucy Ferguson

Medical Secretary – Justine Griffiths

Care Navigators – Karen, Cathy, Vicki, Jill, Louise, Lin, Ann, Kirsty and Haley.

Our Care Navigators arrange appointments, handle repeat prescriptions and advise on the services available. Our team are fully trained in Care Navigation and directing you to the most appropriate service. As all staff have access to patient information, they are fully compliant with confidentiality policies.

Other Health Personnel

We are part of the Healthier South Wirral Primary Care Network. This allows us to work with other local practices to provide extra roles to support our team and patients. These additional roles include - Phlebotomist (for blood tests), Wellbeing Practitioners, Health Coaches, Clinical Pharmacists and Mental Health Practitioners. You may be contacted by one of these additional roles as part of your care.

ANP/Paramedic Team

Social Prescribing Team

Health and Wellbeing Coaches

Learning Disabilities Team

Clinical Pharmacy Team

Frailty Team

Cardiovascular Disease (CVD) Service

Mental Health Practitioners (Adult and Child)

Ear Syringing Team

Care Home Ward Rounds

Research

We also have a designated research team working on a number of research studies at the practice. This enables patients to become involved in trialling new treatments, vaccines and medicines. You may be contacted if you are eligible for a research study, but if you do not want to be contacted about this, please let us know.

Appointments

All surgeries are by appointment. Urgent cases will be seen on the same day. You can call us on 0151 334 4019 to arrange this or complete an online Patches form on the Home page of our website. When you contact us, our Care Navigators will direct you to the most appropriate service, whether that is to see our GP, another member of the practice team, a Pharmacy First referral or self-care.

Home Visits

If you are unable to leave home because of illness or a physical or mental disability, 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, the number to telephone is always 0151 334 4019. When the surgery is closed, please call 111 for advice.

NHS App

With the NHS app you can:

- Order prescriptions
- Check test results
- See your upcoming appointments
- Book into certain nurse clinics
- Check your referral status
- View your medical record
- Please turn on your notifications

Prescriptions

We are unable to take prescription requests over the phone. You can order prescriptions via the NHS app or by posting your repeat list into the prescription box provided in reception. Medication requests take 2 working days to process. Your prescription can be sent through electronically to the pharmacy of your choice using the Electronic Prescribing Service. This can be arranged by your chosen pharmacy or our reception team.

Results of Tests

Results usually take at least 3 working days to come through. You can check your results on the NHS app. If you need to phone us for results, please call after 2.00pm if possible. Please note, if the hospital has ordered your tests, you should contact them for your results and not the surgery.

Minor Surgery

A range of minor operations such as removal of moles are carried out at the surgery by Dr Simopoulos. Please ask for an appointment with Dr Simopoulos to discuss this if required. Dr Minns carries out joint injections. If you think you need one, please ask to be booked in with him for a consultation.

Diabetes Clinics

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

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 certain long term health conditions will be reviewed 6-12 monthly.

Private Medical Examinations

These are available for Insurance, HGV and pre-employment purposes. A fee is charged. Please see our website for details.

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
Miriam Medical Centre, Laird Street, Birkenhead, CH41 8DB

Please check online in advance for opening times/ booking arrangements

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

Spire Murrayfield Hospital : 648 7000 (private)

Allocated GP

All patients are allocated a named accountable GP. This will be one of our Partners- Dr Simopoulos, Dr Ariaraj or Dr Minns. This GP is responsible for your overall care but you may see any of our doctors for appointments if you wish.

New Patients

Please ask at reception for an application pack to join our practice or apply online via our website. You can check whether your address is within our practice boundary by visiting the 'Register with our practice' page on our website. Unfortunately, we cannot accept any new patients from outside our practice boundary.

You may be asked to attend a New Patient Check with our Nurse.

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

Patients Group

Have your say on services and receive surgery updates by joining our Spital Surgery Patients Group.

If you would like to come along to a meeting or find out more, email our Chair, Steve at stephenevans03@nhs.net

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 in writing. Please ask for Mrs Emma Hadwin, the Practice Manager, or email the surgery. A copy of the practice complaints policy which complies with the NHS complaints procedure can be requested from the surgery or found in our waiting room and on the Contact Us page of our website.

Accessibility

If you have any accessibility needs such as needing extra time for appointments, appointments at quieter times or communication from us in a certain format, please let us know so we can record this on your GP record. We will aim to accommodate your needs wherever possible.

