Greenbank Drive SURGERY

8 Greenbank Drive
Liverpool L17 1AW
Tel: 0151 733 5703
www.greenbankdrivesurgery.nhs.uk

This leaflet has been prepared to give you information about the services provided by this practice. As new services develop, the leaflet will be updated. If you have any questions, please do not hesitate to speak to any of the practice staff.



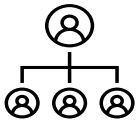
THE DOCTORS

Dr J A Topping (Partner) – MB ChB FRCGP DFFP
Dr Topping joined the practice in August 2007

Dr C Beagrie (Partner) – MB ChB
Dr Beagrie joined the practice in August 2019

Dr M McGee (Partner) – MB ChB
Dr McGee joined the practice in 2021

Dr K Fisher – GP – MB ChB
Dr Fisher joined the practice in January 2025



STAFF

Practice Manager – NEBS Management (ILM)
Yvonne Smith is responsible for the day-to-day running of the practice. Yvonne has been with the practice since 2004.

Reception Manager: Hayley is responsible for managing reception

I.T. Manager: Claire is responsible the surgeries IT Systems

Reception/Administrative Staff: Our reception and administrative staff are skilled care navigators who will assist you in accessing the right help at the right time. They also support the clinical team.

Practice Nurse – BN (Bachelor of Nursing)
Kathryn Richards is our Practice Nurse delivering long term condition reviews, Contraception, Cervical Screening, Travel Health, Childhood and Adult immunisations

Health Care Assistant:
Mandy carries out new patient checks, NHS Health Checks, Hypertension reviews, Phlebotomy, Flu and Covid vaccinations.

Registrars and Foundation Doctors
GP Registrars & Foundation Doctors are assigned to the Practice, are qualified doctors and deal with all aspects of patient care.

Medical Students
As we are a training practice, we have Medical Students sitting in on consultations with our Doctors/Nurses and Health Visitor.

If you don't agree with a student being present during your consultation, please inform the reception staff or clinician



ACCESSIBILITY

Practice Area
The practice covers most of the L17 area, and part of L18 and L15. If you are not sure if your address is within our boundary, please speak to reception staff.

Registering
A request to register at the practice can be done by telephone, in person or via the website.
A simple registration form will need to be completed.

As a new patient you will qualify for a New Patient Check with a nurse. If you would like to take up this offer, please ask at reception.

Please inform the Surgery if you change your contact details e.g., address, telephone number etc.

Parking
The practice car park is for staff/disabled
persons only. Patients are asked to park outside of the surgery on the road.
There is a ramp to allow access by wheelchair to the premises.
Assistance is readily available.

Bus Routes
The practice is served by bus routes:
60, 74, 75, 80, 86
For University students, the **699** runs from Carnatic Halls of residence during term-time.




APPOINTMENTS

Consultations
Consultations are conducted either in person, over the phone or online. To request an appointment you can call the surgery, speak to a receptionist in person or submit a BLINX form online.

To ensure we can provide the right care at the right time you will be asked for some basic information. This is used confidentially to triage your enquiry. We may suggest your problem is best dealt with by another organisation, in which case we will support you to arrange this.

*****Please note, if you have a telephone consultation booked and miss 2 calls from the GP, you may be discharged*****

Home Visits
If you require a home visit, please ring the Surgery as early in the day as possible. A doctor will you ring you back and arrange to visit you at home if this is thought necessary.

***** Cancelling Appointments *****
Please contact the surgery to cancel if you are unable to attend for an appointment so that another patient can be seen.

Available Service

Annual Health Reviews
A review of long-term conditions such as Hypertension, Diabetes, Asthma, Atrial Fibrillation, Stroke/TIA, Rheumatoid Arthritis

Phlebotomy (Blood tests)
Blood test required for annual health checks can be booked in with our Healthcare Assistant. For other blood tests, an appointment can be made at **merseycare.nhs.uk/mybloodtest** or by calling 0151 285 4548.
If attending a test outside of the practice, ensure to collect your blood forms first.

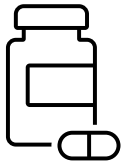
Travel advice/vaccination
Our Nurses offer free advice for people who are planning to travel abroad. There is a charge for some vaccinations, please ask at Reception.

Other vaccinations
Child and infant immunisations, Flu, Covid-19, Whooping Cough, and RSV can all be booked ahead.

Physiotherapy (FCP – First Contact Practitioner)
Patients requiring physiotherapy for new musculoskeletal issues can ask our reception/admin team to refer you to be seen by the Physiotherapist at our practice. Your condition will be assessed and diagnosed by the Physiotherapist who will create a management plan for you.

Antenatal, Post-natal and Baby 1st Immunisations:
The antenatal clinic is run by midwives and takes place on Wednesday mornings.
You will be seen regularly throughout your pregnancy either at practice or at the local hospital, or both.

Post Natal Check & Baby 1st Immunisations: When your baby reaches 8 weeks old, Mum and baby will visit the Practice for a post-natal exam, health check & 1st immunisations. You will receive a reminder letter soon after the birth to book this.



PRESCRIPTIONS

Repeat prescriptions
For those who are able we ask you to order your medications through the NHS App.

For paper requests, you are required to retain the right-hand side of your previous prescription.
When you next need your repeat, tick the items you need and hand in the right-hand side.

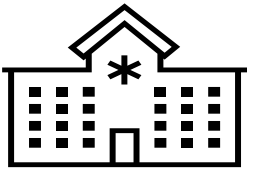
If you do not have your right-hand side, you may hand in a note with the items you request on this.

All repeat prescriptions will be ready to collect from your nominated pharmacy 48 hours after request being received.

Out of hours emergency repeat prescriptions
If the surgery is closed, you may obtain an emergency prescription through NHS 111.

Most pharmacies can provide an emergency supply of medication. It may be helpful to bring an old prescription or medication packaging with you.

*****Please note – We do not accept prescription requests made over the telephone. If you request a prescription and it is not on your repeat items, you will need to come in and see a doctor*****



SPECIALIST & HOSPITAL CARE

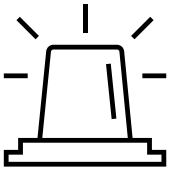
If a GP believes you need hospital treatment or specialist care elsewhere, a referral will be made.

Often this means you will receive a choose and book letter which allows patients to select when are where they receive treatment.

Test Results
The time taken for test results to reach the practice varies.
Please ask the clinician at the time of your test how long to wait before contacting the surgery. You are responsible for chasing up on your own test results.

You can check your results by viewing them on the NHS app or by calling the surgery.

When ringing for results please ring after 11am when the lines are less busy. If you are making an appointment to discuss your results, please check with Reception that your results have been received at the surgery.



OUT OF HOURS AND EMERGENCY CARE

Out of Hours Service
At evenings and weekends, UC24 offers patients registered with our practice a full GP service when our practice is closed.

For urgent advice and treatment: Dial NHS 111 (111)

For immediate life-threatening emergencies: Dial 999

The nearest Walk-In Centres are:

Old Swan
Crystal Close, St Oswald Street, L13 2GA. Tel: 0151 285 3565.
Open: 7am-10pm daily.

South Liverpool (Garston)
Church Road, Garston, L19 2LW.
Tel: 0151 295 9010
Open: Mon-Fri 9am-9pm, Sat, Sun & B/H 9am-5pm.

Smithdown Children's Walk In Centre:
Smithdown Road,Liverpool L15 2LQ.
Tel: 0151 285 4820.
Open Mon-Fri 8am-8pm, Sat Sun & B/H 10am-4pm.

Liverpool City Centre
6 David Lewis Street,L1 4AP.Tel: 0151 247 6500.
Open Mon-Fri 7am-10pm, Sat, Sun & B/H 9am-10pm.Closed Christmas Day

ONLINE SERVICES

Online Access

You can order repeat prescriptions and view your medical records online if you wish via the MyGp or NHS app.

Please ask at Reception for a registration form. Two forms of identification are required, one photographic and one bearing your current address.

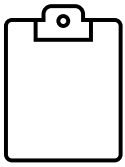
To book appointments online, please visit our website at: www.greenbankdrivesurgery.net and process this through our BLINX system.

Social Media

Facebook and Instagram are other sources of communication where patients can find regular updates and health information. Please find us at “Greenbank Drive Surgery” and “like” our page.







PATIENT FEEDBACK AND COMMITMENT PROVIDING A QUALITY SERVICE

Patient Charter
Greenbank Drive Surgery aims to provide our patients with a high standard of comprehensive primary care services.

We intend to do this through delivering a service to patients that provides:

- Professionals who are fully qualified to care and deal with patient concerns and illnesses
- Further treatment through referring you to advanced specialist care if there is need to
- Information and health education for patients
- Awareness of the possible side effects of medication
- Awareness of the natural pathway of illness
- Advice on preventative measures that can be taken to prevent a reoccurrence
- Any self-help information on minor illnesses
- A prompt start to all surgeries and clinics – please appreciate delays are unavoidable, however, when this happens, we will keep you informed.
- A quick and efficient service for repeat prescriptions
- Emergency out of hours access to medical care
- A quick and efficient service for answering the phone which will be manned at all times, and all incoming calls will be answered as swiftly as possible.
- Staff that are courteous, sensitive, respectful, and trained to deal with patient queries
- Prompt and accurate information regarding test results
- Appropriate access for wheelchair and pushchair users

Patient Participation Group (PPG)
The purpose of the PPG is to help us improve & develop the quality of our services to our patients. We value our patients' opinions and if you would like to join our PPG please ask at Reception.

Fees
Sometimes patients may request our doctors to complete various forms/letters. As this is not part of your NHS care, there will be a charge for this. A list of fees can be found on our website and noticeboards in the Surgery.

In order to provide an effective/efficient service, we ask patients to:

- Treat the practice staff in a courteous manner at all times
- Keep appointments or giving as much notice as possible if an appointment is to be cancelled.
- Attend surgery wherever possible. Home Visits take up more of the doctors and nurses time and should only be requested if you are not well enough to get to surgery
- Request home visits before 10.00am wherever possible.
- Remember that an appointment is for one person only
- Inform the practice of any changes to your address or circumstances and making sure the practice has your telephone number.
- Give your views on the quality and type of service provided by the surgery.

Violence/Aggression
The Practice has a Zero Tolerance Policy towards any incident that causes hurt, alarm, damage, or distress.
Any act of violence or aggression may result in a patient being removed from the Practice Register.

Confidentiality: The practice is committed to adhering to confidentiality and the rights of the patient. In order to do this the practice follows The Cheshire and Merseyside Information sharing charter, which provides a framework for the secure and confidential sharing of information between partner organizations that contributes to the health and/or social care of an individual.

The practice will therefore:

- Make clear to patients when staff are or will be disclosing information with others.
- Communicate effectively with patients to ensure they understand what the implications may be if they choose to agree to the disclosure of information
- Ask patients before using their personal information in ways that do not directly contribute to, or support the delivery of their care
- Discuss concerns about how their information is disclosed and used.
- Respect the rights of patients including their right to have access to their health record.
- Respect patients' decisions to restrict the disclosure or use of information, except where exceptional circumstances apply

For more information on why we hold information about you and how it may be used, please ask for a Patient Information Leaflet - **What You Need to Know.**



If you have any comments, compliments or complaints to make about any aspect of our service, please speak to the receptionist or ask to speak to the Practice Manager. We will do all that we can to resolve your complaint.

Suggestions may also be placed in the box allocated for that purpose on the wall in the reception corridor. We listen and respond positively to your suggestions. A comprehensive leaflet explaining the procedure is available at the practice and via the website. **www.greenbankdrivesurgery.nhs.uk**

