



Prescriptions

Online Services

As chemists can no longer order repeat prescriptions for patients you might want to take full advantage of our online service.

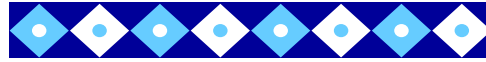
You will be able to **book appointments, order repeat prescriptions** and even **view part of your medical record**.

You will need to show photo ID and sign a consent form (available at reception) before full registration can be complete.

Please speak to a member of staff if you would like to register for this service.

*** If you are housebound please contact reception on 0151 476 2460 to make special arrangements for prescription ordering.**

Please note that prescription requests take 48hrs to process.

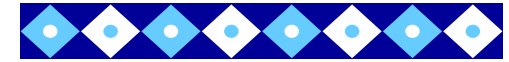


Long Lane Medical Centre

The area served by Long lane Medical Centre is in the district covered by Liverpool Clinical Commissioning Group (CCG).

The CCG is responsible for ensuring you get all the healthcare services you need and any not provided by the practice are provided through them. For details of all Primary Care Services in the area go to Your CCG Guide to Primary Care Services at www.liverpoolccg.nhs.uk.

NHS Liverpool Clinical Commissioning Group
The Department
2 Renshaw Street
Liverpool
L1 2SA



Long Lane Medical Centre

A Guide to our services



www.longlanemedicalcentre.nhs.uk

Long Lane Medical Centre
Long Lane
Liverpool
L9 6DQ

Tel: 0151 476 2460

Dr J Callaghan MBChB, MRCGP, DRCOG, DCH, DFFP

Dr J Bentley MBChB, MRCGP, DRCOG, DFFP

Dr S Laurie MBChB, DCH, DRCOG, MRCGP

Dr E Ireland MBChB, MRCGP, DRCOG, DFFP

Dr C Forbes MBBCHBAO, DRCOG, MRCGP

Julie Woods MSc Nurse Clinician and RGN



Patient Charter

Our Patients' Charter details what you can expect when dealing with the surgery. These are the guidelines by which our surgery operates. Please read through them when considering Long Lane Medical Centre for your healthcare.

- As family practitioners, we aim to deliver high quality care for the whole family within our local area.
- We aim to respect individual needs and preferences.
- We are a team and will work in partnership with you in your healthcare, protecting your confidentiality within our team.
- We value honesty, trust and respect in our relationship with you.
- We aim to keep you well informed about your health, the choices, treatments and benefits available to you. If there is anything you feel you are unsure of, please ask.
- We aim to continually improve the services we provide through ongoing professional education, personal development and patient feedback.

Appointments

Appointments can be made either in person, online or by telephone on 0151 476 2460 during the hours of 8:30am—6:30pm, you can either book an appointment for the day you call on if available or you can pre-book an appointment up to 4 weeks in advance.

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Ring for test results after 10am
- Call for home visits before 12pm

The Surgery is open **Mon-Fri** between the hours of **8:30am-6:30pm**.

***Thursday evenings offer extended hours appointments between 6:30pm-8:30pm**

Please note that on some Wednesdays we may close earlier due to staff training but we will publish these dates in advance.

Services

Chronic Disease Clinics—You will be offered an annual review if you have a long term health condition. You will be sent a letter along with a blood test request form (if necessary) asking you to make an appointment.

Antenatal Clinics are held on Tuesday mornings between 9:00am-11:45am by appointment only.

Child Immunisation Clinic—we hold a clinic every Friday AM & Wednesday PM by appointment only. You will receive a letter from child health informing you when your child is due his/her immunisations in advance.

Diabetic Clinic—Shared clinics are held on Monday AM & Wednesday AM with Anne Marie, Jayne and Sam by appointment only. You will also be sent for annual eye screening checks.

NHS Health Checks—If you are aged 40-74 you will be asked to book an appointment for a health check, this will assess your risk of heart attack or stroke and discuss healthy eating and lifestyle.

Smoke Free Liverpool—We hold a weekly drop in clinic for those wishing to give up smoking on Monday between 2:00pm-3:00pm.

You can also see Smoke Free Liverpool at other times and venues. Please call 0800 061 4212 for details.