

Contacting Us

12

Long Lane Medical Centre,
Aintree, Liverpool, L9 6DQ

www.longlanemedical.com

Emergency Line

Tel: (0151) 530 1009

8:00am - 6:30pm Mon - Fri
answerphone with contact number
all other times

Appointments

Tel: (0151) 476 2460

8:30am - 6:30pm Mon - Fri

Fax (24hr): (0151) 476 2463

E-Mail for non medical matters

5941.generic@gp-n82110.nhs.uk

District Nurses 234 5117
Health Visitors 256 9273

NHS Direct

tel 111

www.nhsdirect.nhs.uk

Other local NHS services

NHS Walk-in Centres

Old Swan Health Centre,
St Oswalds Street, Liverpool
Tel: (0151) 285 3565

City Centre Walk In Centre,
6 David Lewis Street,
Liverpool,
L1 4AP
Tel: (0151) 247 6500

Both centres open 7am - 10pm
Mon - Fri and 9am - 10pm Sat &
Sun

NHS Direct

■ In addition, the NHS Direct
self help guide 'Not Feeling
Well?' is available at the back of
all new Thompson Local
telephone directories.

■ Your local pharmacist will be
able to give you free health
advice and you don't need an
appointment. Many operate
extended hours on a rota basis.
For details, call or visit NHS
Direct on 111.

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Long Lane Medical Centre

A guide to our services

www.longlanemedical.com
Tel: (0151) 530 1009 Appointments: (0151) 476 2460
Opening hours: Monday to Friday 8:30am - 6:30pm

This practice is within the Liverpool
Clinical Commissioning Group



Welcome Find Us

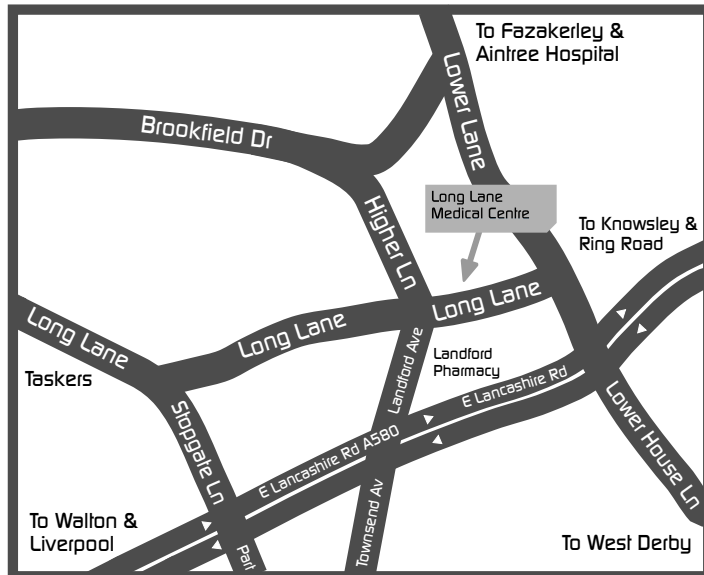
2

This leaflet was designed to inform you of the services we provide and any other information you should know during the time you are registered with us.

Now, patients can only be registered if their address falls within the area bounded on the North by Longmoor Lane, to the South by Utting Avenue, the East by Lower

Lane and Lowerhouse Lane and to the West by Stoppgate Lane and Parthenon Drive.

For the disabled, we have access via a ramp and one disabled parking bay for ease of access. In the waiting room, we have a Loop System installed for the hard of hearing.



From the A580 East Lancashire Road, turn up Lower Lane towards Fazakerley Hospital. Take the second turning on the left. We are 300 yards up on the right hand side of Long Lane.

Our Team

11

Practice Nurses

Wendy Pritchard
Jayne Lewis

Healthcare Practitioner

AnneMarie Youds

District Nurse Team

The Community Nursing Service is designed to help you or any member of your family if you become ill at home they provide skilled nursing care, support and advice. This may include wound care, terminal care, continence advice and diabetes education and care.

Health Visitors

Anne McEvoy
Lisa Eaves

The Health Visitors are trained nurses. Their role is to provide health information and advice within the community. In particular, you can contact your health visitor if your children are under 5 years and have additional health needs or minor ailments.

Practice Manager

Tracy Lynch

**Julie Woods MSc
(Clinical Nursing)**

Qualified as a Nurse Clinician (MSc) University of Liverpool 2006, (RGN) South Sefton School of Nursing 1983



Has been at Long Lane Medical Centre since 1989, has been a Partner since 2006

Is a generalist but has special interests in mental health, gynaecology, staff development, education.

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**Dr Ciaran Forbes
MBBCHBAO DRCOG
MRCGP**

Studied Undergrad Queens University Belfast & qualified 2007



Undertook post-graduate training with NIMDTA qualifying 2012

Based in Merseyside Since Sept 2012
Interests – Palliative care, Minor surgery

Dr I.M.M. Woods MBChB

Qualified Dundee University 1976, been at Long Lane Medical Centre since 1977



Has a special interest in

Respiratory Medicine, Occupational Health and Elderly rehabilitation.

Long Lane Medical Centre is a training practice. This means that hospital doctors (GP Registrars) wanting to enter general practice spend 12 months with us in order to gain the experience they need to become family doctors. Our GP Registrars will be holding appointments in the same way as the other clinicians.

As a training practice, your medical training records may be used for educational purposes. Because of this, we ask patients registering with us to sign a consent form giving permission for their records to be used in this way.

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 in dealing with your health care.

- As family practitioners, we aim to deliver high quality care for the whole family within our local area.
- We aim to respect each persons' individual needs and preferences.
- We are a team and will work in partnership with you in your health care, 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.

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health & treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

However, anonymised patient information will also be used at local and national level to help the Primary Care Trust and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, you will need to fill in an opt out form.

The surgery is fully computerised and is registered under the Data Protection Act 1998. If you wish to view your medical record, please call our practice manager.

Dietitian

We have the services of a dietitian for one session per week. She is able to advise on special diets for people with malabsorption or coeliac disease, tube feeding etc. as well as the more routine problems of diabetes and high cholesterol. It is essential that you see one of the practice clinicians first as the gateway to this service

Smoking

Walk-in time Monday 2 - 3:15pm
Smoking Cessation is available to assist you in giving up smoking & e-cigarettes following counselling from the Fag Ends service. Speak to the receptionists for more details or telephone 0800 195 2131

Students

Our practice is committed to providing experience to the next generation of health care workers and takes Medical, Dental, Nursing and work experience students. If you find one sitting with the Doctor or nurse at your appointment and feel embarrassed or inhibited by their presence, please ask if they can leave whilst you are seen. This is your right and is not a problem for anyone.

Diabetic Clinic

Shared care according to Liverpool Diabetes guidelines and the diabetes register ensures seamless care in the management of your diabetes. We will arrange for your retinas to be screened annually by retinal camera at Breeze Hill. This is important. If you miss it, please contact Wendy Pritchard, who is responsible for the management of your care.

Aged 40 - 74

Our nursing team will invite you to attend for an NHS health check to assess your risks of heart attack or stroke and discuss how to reduce the risk with healthy eating, lifestyle changes and/or medication. If you have not had an invitation and would like to attend, please contact reception.

Our nursing team offer services including travel health, weight monitoring, contraceptive injections, ear syringing and advice regarding healthy lifestyles. Please contact reception to book an appointment.

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

Qualified Liverpool University 1992, been at Long Lane Medical Centre since 1996.



Main Interests; Trainer for specialist doctors in General Practice, Family Planning trainer for the RCOG DFSRH, Women's health and Child development.

Practice lead for perinatal care, mental health, rheumatology, epilepsy and thyroid disorders

Dr J. Bentley MBChB, MRCGP, DRCOG/DFFP

Qualified Liverpool University 1991, been at Long Lane Medical Centre since 1997.



Teacher of the University of Liverpool (Dept. of Healthcare Education) - 1994

GP trainer & Practice lead for Prescribing

Dr E.A. Ireland MBChB, MRCGP, DRCOG, DFFP



Qualified Liverpool University 1986, been at Long Lane Medical Centre since Sept 2002.

Practice lead for cancer & osteoporosis

Dr Stuart Laurie MBChB, DCH, DRCOG, MRCGP



Qualified University of Leicester 1998, been at Long Lane Medical Centre since 2006.

Interest in musculoskeletal problems and a member of the British Medical Acupuncture Society.

Practice lead for diabetes.

Appointments

8

Appointments can be made either in person or by telephone on **476 2460** during the hours of 8:30am - 6:30pm on the day of the appointment or you can pre-book up to four weeks in advance. Please ask at reception regarding online appointment booking.

■ Your appointments will be given at a set time with the doctor of your choice, if available.

■ Where possible, it is best to see the same doctor each time as this is helpful in building up a picture of your condition.

■ Julie Woods, our nurse clinician, treats patients for a wide range of common conditions and will be able to prescribe any appropriate medications.

■ Please let us know if more than one member of a family needs to be seen. We will be able to give you a longer appointment slot.

■ Tell us if you want someone to accompany you during an examination or a private room to discuss any matters.

How you can help us:

■ Be on time for your appointment

■ Tell us if you need to cancel

■ Call for a home visit or emergency appointment before 10am

■ Ring for test results in the afternoon

Services

5

Chronic Disease Clinics

You will be offered an annual review if you have a long term health condition. If needed, a blood test request form will be included with your letter. Some patients will be reviewed more often. If you have any queries, please contact Wendy Pritchard, who is responsible for managing your care.

Primary Care Mental Health Team

The Primary Care Mental Health Team is accessed by referral from one of the doctors, unless you are already on their books when they can be contacted through the practice.

Counsellor

Different levels of counselling are available. Dorothy provides a listening service, Counsellors are able to provide a full range of counselling techniques within the practice. If you feel you might benefit from their services, talk to one of the practice clinicians.

Your local CCG

The area served by Long Lane Medical Centre is in the district covered by Liverpool Clinical Commissioning Group.

Liverpool Clinical Commissioning Group is responsible for ensuring you get all the services you need and any not provided by the practice are provided through them. For details of all primary care services in the area, look at Your CCG Guide to Primary Care Services at www.liverpoolccg.nhs.uk or get the information you need at www.nhs.uk

The CCG also produces Your Guide to Local Health Services.

Liverpool CCG
1 Arthouse Square
61-69 Seel Street
Liverpool
L1 4AZ

Tel: (0151) 296 7000

Opening Times

6

Weekdays 8:30am - 6:30pm

Although we are typically open all day, patients can only see doctors by appointment.

Please note that on some Wednesdays or Thursdays we may close earlier due to e.g. staff training or holidays. We will publish these dates in advance.

There is an extended hours service every **Thursday** between **6:30pm - 8:30pm**. There are two clinicians available by appointment only for patients unable to attend during routine surgery hours. The surgery is not open for other services at this time.

Clinics Antenatal Clinic

Tuesday
Bookings 9:00am -
10:00am
Follow up by appointment
only 10:30am - 12:30am

Health Visitors Baby Clinic

Friday 9:30am - 11:30am
by Appointment only
If your baby is due the 8
week review and/or
immunisations that you
may be in the surgery for,
please attend early

Fag Ends Smoking Clinic

Monday
2:00pm - 3:15pm
Drop in

Prescriptions

7

Prescription Enquiries (0151) 530 1009

If you are housebound, please contact Pat Sharrock on the above number to make special arrangements for prescription ordering. Prescriptions can otherwise only be ordered by fax, in person, over the internet or by post.

Online Prescription Form
www.longlanemedical.com
48 Hour Repeat Prescription
Ordering Service - Allow two full
working days for your request.

Collecting Prescriptions
Prescriptions will be available for
collection from the reception area
after 2 pm two days after requests
are received, during surgery open
hours. Please note, we are no
longer able to fax prescriptions in
non-emergency situations.

Daily & weekly collections
Some local pharmacies collect
prescriptions from the surgery on
a daily or weekly basis. Please
ask at reception for details.

Care at the Chemist

Care at the Chemist is a scheme that allows you to obtain medicines to treat certain illnesses from some local pharmacies (e.g. Boots Long Lane Pharmacy) without having to go to the doctor for a prescription first.

Illnesses that can be treated are;
Constipation or diarrhoea,
Headache, Teething & mouth
ulcers, Temperature, Earache
Bites and stings, Hay
Fever, Conjunctivitis (Red
Eye), Contact dermatitis,
Haemorrhoids, Indigestion, Heart
burn, Tummy upset, Coughs,
Sore throat, Blocked nose,
Thrush, Head lice, Athletes foot,
Threadworms, Cold sores.

Please ring your local chemist to
ensure they are part of the
scheme first.