



# AINSDALE VILLAGE SURGERY



2 LEAMINGTON ROAD  
AINSDALE  
SOUTHPORT  
MERSEYSIDE  
PR8 3LB

TELEPHONE: 01704 395820

FAX: 01704 395875

[www.ainsdalevillagesurgery.nhs.uk](http://www.ainsdalevillagesurgery.nhs.uk)

## SURGERY OPENING HOURS

MONDAY	8.00—6.30
TUESDAY	8.00—6.30
WEDNESDAY	8.00—6.30
THURSDAY	8.00—6.30
FRIDAY	8.00—6.30

PLEASE NOTE THE SURGERY CLOSSES ONE WEDNESDAY AFTERNOON EACH MONTH FOR STAFF TRAINING. DATES ARE ON DISPLAYED ON SURGERY ENTRANCE DOOR AND WEBSITE

## YOUR DOCTORS

**Dr Lindsay McClelland MRCGP, MBBS, DRCOG**

(Qualified Newcastle 2002)

Married with 2 daughters. She has special interests in end of life care, training and prescribing. She worked previously as a GP Principal in a large training practice in Wigan

**Dr Octavia Stevens MB ChB**

(Qualified Manchester 2002)

Married with 3 children. She has interests in GP training. She worked previously as a GP partner at a practice in Preston. Dr Stevens is the CQC registered manager.

**Dr Amar Patel**

**Dr Maria Parish**

## TRAINING PRACTICE

**We are accredited as a training practice.**

We have qualified Doctors on placements who are gaining experience within a GP surgery. They are closely supervised by Dr Stevens and Dr McClelland

**Practice Manager**

Mrs Debbie Walton

**Practice Manager**

Kellie Mason

## RECEPTIONISTS

We have a team of 6 fully trained personnel who are here to arrange appointments, deal with your enquiries and support the doctors. Information given to the receptionists is treated in absolute confidence so help them to help you.

## NURSE PRACTITIONER

Lorraine Mitchell is an Independent/supplementary nurse prescriber, who holds a weekly minor ailments clinic, in addition to her general nursing clinic.

## PRACTICE NURSE

Mrs Sam Wordworth and Nasima Shah provide a wide range of services and can be seen for chronic disease management, asthma and spirometry, weight management, injections, immunisations and travel health, cervical smears, contraception checks, and general advice about health problems. The nurses care for all age groups.

## HEALTH CARE ASSISTANT

Mandy Stubbs assists the Practice Nurses in treatment room work. They can carry out blood tests, BP tests, and ECG examinations.

## PHLEBOTOMIST

Mrs Jenny Mahon carries out two clinics a week.

## DIETICIAN

The Community Dieticians are based at Zetland Street Southport, they see patients following referral from the Doctor, or nurse.

## HEALTH VISITORS

Our Health visitors' who are based at Formby Clinic' are trained nurses who provide information and guidance on healthcare problems and health education. They are routinely involved with the under 5's and their families.

## DISTRICT NURSES

The district nurses, visit patients in their own homes who are too ill to come to the surgery. They carry out nursing care following a referral from the doctor.

## PRACTICE PHARMACISTS

Mrs Jane Ayres will help and advise on any queries you may have with your medication.

## MIDWIFE

A team of midwives hold an ante-natal clinic at the surgery. They visit mothers and babies during the first 10 days following delivery.

## HOW TO SEE YOUR DOCTOR

Consultations are by appointment only. Appointments can be booked and cancelled on line via patient access or in person or over the telephone during surgery opening hours. Patients are allocated a named GP but may express a preference to see any doctor when making an appointment, however, should the doctor of choice not be available, you will be offered an appointment with another Doctor. You may prefer to wait to see your preferred GP but this could result in a wait of more than 24/48 hours. If you think that the problem will need extra time, please ask the receptionist for a longer appointment. Please remember to advise the surgery if you are unable to keep your appointment.

## TELEPHONE CONSULTATIONS

The doctor/nurses are happy to give telephone advice to patients where appropriate. Please give your details and contact telephone number to the receptionist and the doctor/nurses will call you back.

## ON\_LINE CONSULTATIONS

Get help, advice or request a sick note online using 'PATCHES' our on-line consultation service. Visit [www.ainsdalevillagesurgery.nhs.uk](http://www.ainsdalevillagesurgery.nhs.uk) for more information.

## GP Net earnings

**All GP Practices are required to declare the mean earnings for GP's working to deliver NHS services to patients at each practice.**

**We are not required to declare our GP earnings for 2021/22 as they were less than the earnings declaration threshold of £156,000 for this period.**



<b>APPOINTMENTS</b>	<b>Doctor surgeries</b>	
MONDAY	9.00—13.00	3.20-5.40
TUESDAY	9.00—11.30	2.20-5.50
WEDNESDAY	9.00—12.00	3.30-5.30
THURSDAY	9.00—12.00	2.00-5.30
FRIDAY	9.00—13.00	3.40-5.40
<b>APPOINTMENTS</b>	<b>Nurse surgeries</b>	
MONDAY	9.00-13.00	2.00-5.00
WEDNESDAY	9.00-13.00	2.00-5.00
THURSDAY	8.00-12.00	2.00-5.40
FRIDAY	8.00-12.50	2.00-5.40

These surgeries are subject to periodic change.

**WHEN THE SURGERY IS CLOSED**

A doctor is always on call. If you need a doctor urgently when the surgery is closed please telephone the surgery on **01704 395820**. You will receive a recorded message advising you hang up and dial 1 1 1 . Calls to NHS 111 are free from landlines and mobile phones.

In an emergency an ambulance can be summoned by dialling 999.

**WALK IN CENTRES**

**Litherland Town Hall**-0151 475 4667,

Hatton Hill Road, Liverpool L21 9JN

**The Liverpool City Walk in Centre**

Unit 4, Charlotte Row, 53 Great Charlotte St, Liverpool L1 1HU

**HOME VISITS**

Home visits are reserved for patients who are truly housebound or so incapacitated that they cannot be brought to the surgery. Visits are based on medical need. Please try to phone before 10.30am and give the receptionist an indication of what is wrong so doctor can assess the priority to give your call. Some visits may not be made until the afternoon so please tell the receptionist if you think the visit will not wait. Patients will only be visited at their registered address or at an address within the practice boundary.

**REPEAT PRESCRIPTIONS**

If you are on regular medication and the doctor does not need to see you ,you can request a prescription on line or by calling into the surgery, complete a form or use your previous computer re-order form. By post enclosing an SAE.

You can register at reception for patient on line access to enable you to email your repeat prescription request directly to our clinical system. Prescriptions ordered before 12.30 are sent directly to your chosen pharmacy after 2.00pm the next working day.

Prescriptions requested after 12.30pm are sent to the pharmacy 2 working days after ordering.

Telephone requests are accepted from housebound patients only

**TEST RESULTS**

Samples can be left at the surgery every morning. Please ask at reception for a suitable container.

Containers must be labelled with your name, date of birth and date and time of the specimen. Most results/ are returned electronically throughout the day. The best time to telephone for information is mid afternoon.

**SERVICES**

We are constantly seeking to improve the range of services to our patients and currently offer: We offer Long term conditions clinics covering all chronic disease management.

- Asthma management
- Phlebotomy
- Cytology
- Contraceptive advice
- Maternity care
- Children’s immunisations and development
- Adult immunisations / Travel vaccinations
- ECG
- Joint Injections
- Weight management
- In house pharmacist advice
- Frail and Elderly clinics

This list is not exhaustive, ask at reception.

**PATIENT COMMENTS**

Suggestions for improvements and compliments are always welcomed. There is a suggestions box in the reception area. We hope you never have cause to complain either with regard to your medical treatment or any other reason. However, if such an occasion arises we would hope that an informal discussion with the practice manager would enable any situation to be resolved.

We have an in house complaints procedure in line with NHS guidelines. An explanatory leaflet is available on request.

Alternatively you may wish to contact NHS England who commission the service that has caused you to complain . They can be contacted on 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Address: NHS ENGLAND, PO BOX 16738, Redditch. B97 9PT

**CHAPERONES**

Patients are welcome to be accompanied at their consultations by a friend or relative. We will arrange for a chaperone to be present during a consultation as required by the clinician and/or patient.

**CARERS AND VETERANS**

Please advise the receptionist if you are a carer for someone or if you have a carer. Please also advise if you are a Veteran. We have a variety of support leaflets available.

All carers are eligible to receive a free flu vaccine each year.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

Please advise the receptionist of any change to your contact details. We will ensure your records are updated.

**PRACTICE BOUNDARY**

We are willing to accept patients onto our list providing they reside in the area from Carr Lane, to include all of Ainsdale to the Coastal Road and to the start of the Formby By-pass.

Please check using the boundary map on our practice website [www.ainsdalevillagesurgery.nhs.uk](http://www.ainsdalevillagesurgery.nhs.uk)

**HOW TO REGISTER**

Please ask at reception for a new patient form, alternatively you can complete the on line form via the practice website.

All patients registering with the practice will be allocated a named GP.

Patients who are disabled are welcome. We have a ramp to provide easy access to the surgery and have consulting and toilet facilities on the ground floor. There is a designated disabled car parking space.

Assistance guide/hearing dogs, accompanying patients , are permitted on the premises. No other animals are permitted. There is an audio loop available. We have access to translation services and can arrange consultations with global accent and a deaf interpreter.

We have an open reception area, if you wish to speak in confidence to a member of the team, please advise the receptionist and arrangements will be made for you to speak in a private area or private room. A room is available for mothers who wish to breastfeed in private. We observe a non smoking policy within the premises and we follow a non discriminatory policy for patients and staff. We have a car park at the rear of the building for patient use while attending the surgery. Parking space is limited.