

# **PRACTICE LEAFLET**

Bluebell Lane Medical Practice  
The Blue Bell Centre  
Blue Bell Lane  
Huyton  
Liverpool  
Merseyside  
L36 7XY

Bluebell Lane Medical Centre is a Partnership between two GP Partners and one Managing Partner

## **PARTNERS**

Dr F. Maassarani MB ChB  
Dr C. Kenny MB ChB  
Mr L. Panter

## **DOCTORS**

Dr S. Aioanei MD

## **NURSE CLINICIAN**

Gaynor Bond RGN

## **PRACTICE NURSES**

Debbie Hatton RGN

## **HEALTH CARE ASSISTANT**

Lesley Millen  
Mandy Cole

## **PRACTICE OPERATIONS MANAGER**

Jennifer Turner  
Tara Campbell (Deputy)

## Opening Times

<b>Monday</b>	8.00am – 6.30pm
<b>Tuesday</b>	8.00am – 6.30pm
<b>Wednesday</b>	8.00am – 8.00pm
<b>Thursday</b>	8.00am – 6.30pm
<b>Friday</b>	8.00am – 6.30pm
<b>Saturday</b>	CLOSED
<b>Sunday</b>	CLOSED

## Contact Details

Telephone: 0151 902 0030

Fax: 0151 489 8599

Web: [www.bluebelllanemedicalpractice.nhs.uk](http://www.bluebelllanemedicalpractice.nhs.uk)

## Welcome to Bluebell Lane Medical Practice

Welcome to Bluebell Lane Medical Practice, a friendly, caring GP Practice based in the heart of the community in Huyton, Liverpool.

We pride ourselves on delivering safe and effective care to the local population and aim to provide you with the best possible choice and standard of care. In order to achieve this, our dedicated team is here to help and treat you in a friendly and supportive manner.

We provide various clinics for the management of long term conditions such as respiratory disease (e.g. asthma or COPD), diabetes and heart disease. In addition, we also offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups.

We understand that your health is determined primarily by a range of social, economic and environmental factors and that treating you on a medical pathway (e.g. prescribing you a drug) may not always be appropriate to your individual needs. In recognising this we, with support from local organisations, have developed a health and wellbeing campus that offers a range of activities that our team can refer you in to. For example, our campus includes volunteering, arts activities, group learning, gardening, cookery, healthy eating advice and a range of sports. The main aim of the campus is to support you to take greater control of you personal health.

The service provided to you will be given by the most appropriately qualified member of the team, this following discussion and consent by yourself. It is important that you understand all the information offered to you so if in doubt please ask.

The Practice premises have suitable access for disabled patients. We also have a loop-hearing device for the hard of hearing.

We are supported by a Community Health Team, which includes, District Nurses, a Midwife, and a Health Visitor who treat people both in practice and in the community.

This leaflet provides a brief outline of our Practice; if you require any other information please visit [www.bluebelllanemedicalpractice.nhs.uk](http://www.bluebelllanemedicalpractice.nhs.uk) or contact our administration team on 0151 902 0030.

We look forward to a long and healthy relationship with you



# New Patient Registration

Bluebell Lane Medical Practice is currently registering patients who live in the Page Moss and surrounding areas.

Registering with us is simple and easy. All you have to do is fill in a few forms, book an appointment for a new patient health check (if you are over 15 years old) and then come to see us!

We will contact your old GP and take care of everything else for you, so don't leave it till you're ill – JOIN TODAY!

## Registration Forms

You can download the new patient registration form by either [clicking here](#) or asking our reception team. If you download the forms, give us a call to make your new patient check appointment.

## Proof of Identity

As part of registering with us you will be required to provide documents for proof of identification. We accept the following documents:

### *Personal Identification*

- Birth Certificate
- Marriage Certificate
- Student ID Card
- Passport or Identity Card
- Driving License
- NHS Medical Card

### *Proof of Address*

- Rent Book / tenancy agreement
- Wage Slip (with home address)
- Official Letter (Home Office / DWP)
- Bank statement
- Council tax statement / utility bill (dated within the past 3 months)

## New Patient Health Check

During this 30 minute appointment we will take some basic measurements such as your height and weight and then take a brief medical history from you. It's nothing to worry about; we simply want to get to know you and your health a little better.

Following the health check you will be fully registered with the Practice and be free to make appointments with any of our Doctors and other clinical staff.

### *What to bring to your appointment*

When you attend your new patient health check you will be required to bring the following things with you:

1. The two registration forms fully completed and signed
2. A urine sample (you can either take away a pot and bring it back with you or provide a sample on the day of your appointment)
3. A list of any medications you take. This will help to reduce any delays in you getting your next prescription
4. Two forms of identification; one form of personal identification and one proof of address
5. If your child is under 5 years you will need to bring with you their red immunisation book.

When you register with us, you will be allocated a named GP who is accountable for your care. For continuity of care we encourage you to see your named GP each time you come to the Practice. There will be times, however, when s/he isn't available to see you and when this happens we will provide an explanation and offer you an appointment with another clinician. If you are not happy with your allocated GP you may request a change and we will endeavour to accommodate your request.

## Appointments

At Bluebell Lane Medical Practice we provide a wide range of appointments and appointment times including times outside normal office hours.

You can book an appointment with any clinician up to two weeks in advance. **The easiest and most convenient way of booking your appointment is via our online system.**

We provide a range of appointments within Practice which include:

- **Routine:** these appointments can be booked up to two weeks in advance
- **On the day:** these appointments are requested via eConsult, NHS approved software that allows us to respond to your medical query within 3 hours. All patients and those requesting same day appointments for babies over 6 months of age should fill in a n eConsult form via the homepage of our website [www.bluebelllanemedicalpractice.nhs.uk](http://www.bluebelllanemedicalpractice.nhs.uk) eConsult is open and available to patients from 6am to 1pm Monday to Friday. eConsults received outside of these times are not able to be processed and patients should contact the practice by telephone to book an advance routine appointment, or complete an eConsult the next working day from 6am to 1pm.
- **Vulnerable Patients;** If you (or the person you care for) are known to us as a vulnerable patient (for example English as an additional language, learning difficulties, mental health, have a terminal illness or have a child on the child protection register) or you are requesting an appointment for a baby under 6 months then you will not be required to complete an online consultation. Please call our team as normal on 0151 902 0030 and we will accommodate your needs.
- **Emergency:** these appointments are for children under 5 years old or vulnerable adults that have become acutely unwell. Either a telephone appointment or face to face appointment will be offered by a prescribing clinician.
- **Telephone:** these appointments are available to all patients over the age of 15 years old and are appropriate only if examination is not required. Patients requesting a same day appointment via eConsult will be triaged by our clinical team and in some cases will be contacted back in a telephone appointment situation.
- **Face to face same day appointments:** Patients who have requested a same-day appointment via eConsult will be triaged by our clinicians and called back. Some queries can be resolved over the phone, however those patients who complete an eConsult between 6am and 1pm Monday to Friday may be

invited in for examination by the doctor in a face-to-face appointment that same day.

- **Extended Access appointments:** Knowsley CCG have provided an Extended Access service to cope with winter demand on GPs. Extended Access appointments are additional appointments available at other practices and health care centres. Appointments are available during the day, evening and weekends but take place at other sites, not at Bluebell Lane Medical Practice. If we have no appointments available but your clinician would like you to be seen face-to-face, you may be offered an Extended Access appointment elsewhere in the Borough to ensure you can be seen.

## **eConsult Call Backs**

If you do not have internet access or you are unable to complete an eConsult online consultation form, you are encouraged to call the practice as normal from 8am Monday to Friday and our team will allocate a time to 'call back' and take you through the eConsult questions. Once this eConsult is submitted, your medical query will be triaged by the clinicians and you may be invited in for a face-to-face appointment. Where possible our clinicians will endeavour to provide the help and assistance you need via a telephone appointment.

## **Double Appointments**

If you feel that you may need more time to discuss all your issues then please ask for an extended appointment.

## **Appointment Reason**

When booking an appointment you will be asked the reason for requiring an appointment; this is not because our staff are being nosy it is because we need to ensure that we book you in with the most appropriate member of the team and because some appointments require more time such as smears and spirometry.

If you are able to attend the Practice in the morning then please do so as this will allow the evening appointments to be available for patients who work.

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.

## **Home Visits**

We encourage all patients to attend the Practice as we can see up to six patients in the Practice in the time it takes to visit a patient's home.

However, if you feel that for medical reasons you are unable to come to the Practice then please complete an eConsult online consultation form for same day

appointments (Preferably before 10:30am) or if you are looking to arrange a routine advance home visit appointment please telephone us to discuss your request.

You will be triaged when making a request for a home visit; this will involve a member of our admin team asking you a few simple questions. The information you provide will be sent to a clinician who will then review your request and make direct contact with you via telephone to discuss the problem and to determine if a visit is appropriate.

Please note: if you are not deemed as being housebound then you may not be eligible for a home visit.

## Out of Hours

Medical services between 18:30 and 08:00 Monday to Friday, at weekends and bank holidays are commissioned by the NHS Knowsley CCG.

Should you need advice or medical treatment quickly and cannot wait for an appointment to see your doctor then please call NHS 111.

You'll be advised by a trained adviser who will ask you a series of questions to determine what level of help you need.

**Should you be experiencing a medical emergency please call 999.** An emergency is when someone needs medical help to save their life.

## Prescriptions

If you take medication regularly, it may be put on 'repeat' by one of our Clinicians. This means that a prescribing clinician has authorised you to have a certain number of prescriptions before they want to see you again to review how things are going.

All medication requests take a minimum of 48 hours to be processed. Please put your requests in with plenty of time to avoid delays in continuing to take your medication. Please note that requests may take longer over the holiday periods of Easter, Christmas and the New Year.

Repeat prescriptions may be ordered by any of the following methods:

1. **Online:** You can order your repeat prescription via Patient Access. If you have access to the internet this is the most efficient way to order your prescription as your request will go straight into our clinical system!
2. **In Person:** Fill in a prescription request form (available from reception or the practice website) is available at the reception desk or tick the box next to the

items you require on the tear off side of your prescription. Place your requests in the letter box located at reception.

3. **Post:** Fill in a prescription request form (available from reception or the practice website) and send it to Bluebell Lane Medical Practice, The Blue Bell Centre, Bluebell Lane, Huyton. L36 7XY.
4. **Fax:** Fill in a prescription request form (available from reception or the practice website) and fax it to 0151 489 8599.

## Compliments, Concerns and Complaints

We welcome any comments you may have on the services we provide, whether that is a compliment, a concern or a complaint. Our aim is to provide the best possible care and treatment for you and understand that although we strive for excellence, occasionally things may go wrong or may not be how you would like.

If you wish to make a complaint then we ask that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaint, however, the time limit can be waived if there are good reasons you could not have complained sooner.

You are able to complain verbally or in writing; if you make a verbal complaint then the complaint shall be recorded and a copy of the written record given to you.

We will acknowledge your complaint within 3 working days and offer to meet you to discuss the complaint, at a time to suit you. We will advise you of how we will investigate your complaint and the likely time for the investigation. If you do not wish to meet then we will aim to provide you with a written response within 10 working days.

Please direct your complaints, compliments and concerns to [MG.Communications@KnowsleyCCG.nhs.uk](mailto:MG.Communications@KnowsleyCCG.nhs.uk)

Or you may wish to address your complaint to the Practice Manager verbally. Please contact us to arrange a meeting or send your complaint in writing to our surgery.

Alternatively, you can register your complaint directly with NHS England by the following means:

1. **Post:** write to NHS England, PO Box 16738, Redditch, B97 9PT
2. **Email:** write 'for the attention of the complaints team' in the subject line and send your email to [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

3. **Telephone:** contact **0300 311 22 33** (Monday to Friday 8am to 6pm, excluding Bank Holidays).

If you are not satisfied with your reply from NHS England then you have the right to approach the Parliamentary and Health Ombudsman who will undertake an independent investigation.

You can contact the PHSO by the following means:

1. **Post:** write to The Parliamentary and Health Service Ombudsman, Millbank Tower, 30 Millbank, London, SW1P 4QP
2. **Email:** write to [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
3. **Telephone:** contact **0345 015 4033**

## Your Responsibilities as a Patient

We kindly request that you:

- treat the clinical and administration staff with the same courtesy and respect
- Keep appointments that have been booked
- Inform us as early as possible if you are going to be late for an appointment
- Inform us as early as possible if you are unable to keep an appointment so that it can be released for another patient to use
- Only request a home visit when you are too ill or infirm to come into the Practice
- Inform us of all changes of:
  - address
  - telephone number
  - mobile telephone number
  - name
  - email address
- Pay fees and charges due at the time that the service is provided
- Provide documentary evidence for any entitlement to free prescriptions when this is requested by a member of staff

## Zero Tolerance

We operate a zero tolerance policy for both physical and/or verbal abuse against all our members and staff and patients. We aim to treat patients with courtesy at all times and expect patients to show similar respect towards our staff.

We take all threatening, abusive and violent behaviour very seriously. Should a patient act in a manner which is considered to be violent or abusive all necessary steps will be taken to protect the well-being of all staff and patients of Bluebell Lane Medical Practice.

## Our Responsibilities as a Practice

We will:

- treat you as an individual and with courtesy and respect at all times
- give you full information about the services we offer and every effort will be made to ensure you receive any information which directly affects your health and the care being offered.
- provide you with our names and ensure you know how to contact us. Staff names will either be on their consulting room doors or on name badges.
- provide you with an explanation if your wait is longer than 30 minutes. Despite us running a 10 minute appointment system, you may not be seen at your appointment time due to circumstances beyond our control.
- attempt to answer your telephone call promptly.
- ensure we maintain your confidentiality at all times

## Confidentiality and Access to Medical Records

We keep records about your health and any care or treatment you receive from the NHS. It is important to keep a record of your health activity as this helps us to ensure that you receive the best possible care from us.

Your records are always stored safely in the practice and they are mainly saved within your medical record on the secure clinical system.

No information from your health records is passed to a third party without your consent.

However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals. In this situation we would not ask your permission beforehand.

We will not, without good reason give your medical details over the phone, unless we are certain of who we are talking to. We will not give details about you to anyone else without your permission.

## Your NHS Commissioner

### NHS Knowsley CCG

To find out more information on the Primary Medical Services commissioned within your area you can contact NHS Knowsley Clinical Commissioning Group (CCG) on the following:.

NHS Knowsley CCG  
Nutgrove Villa  
Westmorland Road  
Huyton  
L36 6GA

Telephone: 0151 244 4126

Email: [Knowsley.CCGCommunications@knowsley.nhs.uk](mailto:Knowsley.CCGCommunications@knowsley.nhs.uk)

## Useful Numbers

### Hospitals

University Hospital Aintree	0151 525 5980
The Walton Centre for Neurology	0151 525 3611
Royal Liverpool & Broadgreen University Hospitals	0151 706 2000
Whiston Hospital	0151 426 1600
Liverpool Heart & Chest Hospital	0151 600 1616
Liverpool Women's Hospital	0151 708 9988
Clatterbridge Cancer Centre (Wirral)	0151 334 1155
Clatterbridge Cancer Centre (Fazakerley)	0151 514 2800
Alder Hey Children's Hospital	0151 228 4811
Southport & Ormskirk District General Hospital	01704 547471

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## Other Useful Numbers

Kirkby Health Suite	0151 545 0170
Tower Hill Resource Centre	0151 546 4062
Kirkby Walk-in Centre (St Chads Clinic)	0151 244 3180
Willowbrook Hospice, St Helens	0151 430 8736
Woodlands Hospice, Aintree	0151 529 2299
Macmillan Community Palliative Care Team	0151 431 0156
Knowsley Cancer Support Centre	0151 489 3538
Knowsley Drug & Alcohol Services	0151 443 5626
Alcohol Services Knowsley (ASK)	0151 330 4110
Community COPD Team	0800 0730 236
Knowsley Contraception & Sexual Health	0151 244 3580
Chlamydia Testing Service	0151 227 1471
Environmental Health Office	0151 443 4723
Citizens' Advice Bureau	0845 1221 300
Knowsley Social Services	0151 443 2600