

# The Practice Staff

## Practice Manager

The Practice Manager oversees all aspects of the running of the Practice and is happy to help with non-medical queries and welcomes comments or suggestions about the Practice.

## Receptionists

Our receptionists are all here to help you and are fully trained personnel. They will try to answer any non-medical questions and will deal with all matters in the STRICTEST CONFIDENCE.

They will ask for as much information as is required to help you access the best possible service. They are able to liaise with the doctors and other members of the primary care team to ensure you access the most appropriate care.

## Practice Nurse

Sister Juliette Palmer deals with a wide range of health promotion and clinical matters. Appointments with her are made through reception. She is happy to see people with regards to hypertension (blood pressure), asthma, diabetes, travel advice and vaccinations, weight management, coronary heart disease and to give advice regarding general health and wellbeing. She is able to take smears and give family planning advice.

She works closely in conjunction with the doctors.

## District Nurse

We have a team of District Nurses attached to the Practice. They care for all age groups and visit patients in their home if they are unable to come to the Surgery. They give help, advice and carry out nursing care following a referral from the doctor.

## Midwife

The Midwife holds an antenatal clinic at the Surgery once a week. She also visits mums and babies during the first ten days following delivery.

## Health Visitor

Our Health Visitor is a trained nurse who provides information and guidance on health care, particularly for babies, children, pregnant women and the elderly.

## Diabetes Dietician

The Diabetes Dietician liaises between doctors, practice nurse and the hospital in the shared care of patients. Clinics are held at the Surgery by appointment.

## Flu Vaccination

An Influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes and those over 65 years of age.

Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are housebound a home visit will be arranged.

For the latest information visit: [www.curzonroadmedicalpractice.co.uk](http://www.curzonroadmedicalpractice.co.uk)

## Repeat Prescriptions

Repeat prescriptions will be issued at the Doctors' discretion and are normally for patients on long-term treatment. Requests for prescriptions can be made in writing, by calling at the surgery during opening hours or by fax on 01704 533794.

Please allow two complete working days before collection and make allowances for weekends and public holidays.

Where possible, use the tear off slip from your previous prescription, ticking the items required. For safety reasons we will not routinely accept prescription requests by telephone. We are happy for pharmacists to liaise directly with us on your behalf for repeat medication.

## Facilities for the Disabled

Our premises are accessible for disabled patients. If you have difficulty with access please contact reception who will endeavour to offer every help necessary.

## Clinics

Clinics	GP/Nurse	Time
Antenatal	Midwife	Thursday 10.30-12.00
Asthma/COPD	Nurse	By appointment
Blood Pressure	Nurse	By appointment
Cervical Smears	Nurse	By appointment
Childhood Vaccinations	Nurse	By appointment
Coronary Heart Disease	Nurse	By appointment
Diabetic	Nurse	By appointment
Family Planning	Nurse/GP	By appointment
Flu Vaccinations	Nurse	By appointment
Smoking Cessation	Nurse	By appointment
Travel Vaccinations Non-registered patients welcome Try to allow 4 weeks prior to travel for full cover	Nurse	By appointment
Weight Monitoring	Nurse	By appointment
Well Person	Nurse	By appointment

## Non-NHS Examinations

The doctors are happy to carry out medicals e.g. insurance and driving licence, by appointment, outside surgery hours. Please ask at reception for the charges for these services.

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## **Weekend and Night Cover**

If you need a doctor outside surgery times please ring the Surgery on 01704 534137 or 531114 and listen to the recorded message which will give you the contact telephone numbers.

The Out-of-Hours Centre is open from 6.30pm - 8.00am from Monday to Thursday and from 6.30pm Friday to 8.00am Monday. They also provide bank holiday cover. The Centre can be contacted on 0845 070 4422.

## **Care at the Chemist**

Please be aware that local pharmacists participate in the 'Care at the Chemist' scheme where you can register and obtain advice and treatment for minor ailments. If you are exempt from prescription charges you will not have to pay for items recommended by the pharmacist which are normally issued on prescription.

## **Complaints Procedure**

We do hope that you will never have cause to complain about the service we provide, however, if such an occasion arises we would hope that an informal discussion would enable any situation to be resolved. We do have an in-house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception.

We always welcome suggestions for improvement and if you are happy with this service we would also like to hear it.

The complaints person for the Practice is the Practice Manager and any complaint should be put in writing.

## **Comments and Suggestions**

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or addressed to the Practice Manager.

## **Confidentiality**

We ask for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

## **Zero Tolerance**

We strongly support the NHS policy on zero tolerance. Anyone attending the Surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme cases we may summon the police to remove offenders from the Practice premises.

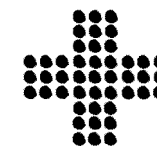
## **Freedom of Information**

We follow a non-discriminatory policy in the Practice and we comply with both the Freedom of Information Act and the Data Protection Act. Details can be requested by writing to the Practice Manager.

PCT: NHS Sefton, Merton House, Stanley Road, Bootle, L20 3DL Tel: 0151 247 7000

# Curzon Road Medical Practice

'Traditional Family Medicine'



5 Curzon Road  
Southport  
PR8 6PL

Tel: 01704 531114/534137

Fax: 01704 533794

email: [curzon.road@nhs.net](mailto:curzon.road@nhs.net)

## **Dr MDI Bond & Dr A McKenna**

## **Welcome to the Practice**

We are a small, traditional general practice offering holistic care to our patients helped by our unique knowledge of family and social circumstances. We work closely as a team from clinical to administrative staff and by getting to know our patients, we can offer care which is personalised and enables us to offer the best quality and continuity of care over time.

This philosophy is reflected in the high level of satisfaction received from our patients in feedback questionnaires.

We ensure the use of locums in the practice is kept to a minimum but will confidently assure our patients that all locums used are qualified, competent and known to ourselves.

## **How to Register**

You can apply to join the practice if you live within our catchment area by completing an application form available from reception. You will be registered with the practice and not with a particular doctor, but you are free to see the doctor of your choice.

To enable us to provide the best possible care, you will be invited for a New Patient Check with our practice nurse when you register.

## **Surgery Times**

The surgery is open as follows:

Monday	8.30am - 1.00pm	2.00 - 8.00pm
Tuesday	8.30am - 1.00pm	2.00 - 6.00pm
Wednesday	8.30am - 1.00pm	2.00 - 6.00pm
Thursday	8.30am - 12noon	Closed
Friday	8.30am - 1.00pm	2.00 - 6.00pm

Appointment lines are open from 8.00am Monday to Friday

### **How you can help us:**

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit before 10am
- Ring for test results after 9am

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