**Tell us if you are a carer**

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid

It is important that we know if you are a carer so that we can make sure you receive information, services and the help that is available. Please tell us via our website or by speaking to one of the team.

**Patient Reference Group**

The Practice is keen to engage with patients who can represent and reflect the thoughts of patients and give us constructive feedback that enables us to continuously improve the service we provide.

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about the quality of the care or service you received, and ideas you may have to improve the surgery or the services that are provided. We will contact you via email and keep our surveys succinct so it shouldn’t take too much of your time.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample of our patient population.

To become a member of the reference group, please fill out the online form on our website or speak to one of the team.

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| **Doctors**   |  |  |  | | --- | --- | --- | | Dr Richards | Dr Roberts | Dr N Dennis | | Dr Kapoor | Dr Hughes | Dr Jones | | Dr Harrand  Dr Prior | Dr Towersey | Dr Taylor  Dr Hookham  Dr Wood | |  |  |  |   **Practice Management**   |  |  | | --- | --- | | **Mr Paul Warren** | **Business Partner** | | Provides leadership and management and ensures smooth running of the practice and to facilitate good governance and efficient, safe and effective services for patients and staff alike. | | | **Miss Janine Clarke** | **Patient Services Manager** | | Janine is responsible for managing patient services and is available to discuss any administrative or non-medical aspects of your health treatment. | |   **Nursing team**   |  |  | | --- | --- | | Jane Hancox  Emma Harrison  Jane Roberts  Ruth Don  Eleni Kkola  Paula Jones  Andrew Birss  Jackie Blackburn  Sally Rogerson | Practice Nurse  Advanced Nurse Practitioner  Practice Nurse  Practice Nurse  Health Care Assistant  Health Care Assistant  Health Care Assistant  Phlebotomist  Phlebotomist | |  |  |   **Reception and Administration Team**  Our reception and administration team are all experienced and are here to assist you in advising how to make an appointment and answering your queries. The Receptionist may need to ask you for further details to enable us to assist you as quickly as possible. *Please remember that they are not simply being nosy!***They are bound by the same strict rules of confidentiality as the doctors and nurses.**  5 |
| **Providing care in a friendly, respectful and safe environment**   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PARTNERS**   |  |  |  | | --- | --- | --- | | Dr Richards  Dr Kapoor  Dr Prior | Dr Harrand  Dr Hughes  Mr P Warren | Dr Roberts  Dr Towersey | |  |  |  | |  |  |  |   **BUSINESS MANAGER**  Mr P D Warren  **PATIENT SERVICES MANAGER**  Miss J Clarke | |  | | 0151 643 6700  cmicb-wi.stcatherinessurgery@nhs.net  Web: stcatherinessurgery-wirral.nhs.uk  **Opening Times**  Monday-Friday 0800-1830 | |
| We are a family orientated practice based in the heart of the community, committed to delivering quality healthcare in an open and friendly manner.  We take a patient-centred approach to healthcare promoting the partnership between clinician and patient and strive to improve the healthcare of our patients, working collaboratively with other multi-disciplinary teams and our patients.  We recognise the challenges faced by our patients and make clinical decisions in a responsible, innovative and efficient manner based on best medical practice and guidance.  **Appointments**  Appointments can be requested by using PATCHS for an online appointment request. You can do this on our website under the section “Request an appointment”.  Appointment requests will be subject to clinical triage, to enable us to prioritise patients based on their clinical need. This means that you will be offered an appointment with an appropriate clinician if deemed necessary, within an appropriate timeframe for the symptoms described. It is therefore important to ensure you give detailed information on your PATCHS request.  Before requesting an appointment, please follow the self-care advice and read the detailed information about the many community services available as these may quickly provide the help you are looking for.  **On-line access**  On-line access enables patients to request prescriptions and check appointment details online at any time. We also now offer access to certain aspects of your medical records on-line. Please ask at reception to register for this service.  **Prescriptions**  We aim to deal with requests for repeat prescriptions after 2 full working days . Please submit prescription requests on our website or in person at the reception desk. We do not take telephone prescription orders over the phone. |
| **Home Visits**  If you feel you need a home visit, please submit your request as early as possible, preferably before 12 noon. Many problems can be dealt with over the phone and some are often best dealt with in the surgery with superior examination and investigation facilities. Time constraints mean home visits are reserved for the housebound and terminally ill; GP’s can see five patients in the surgery in the time it takes to do one home visit. If you request a home visit a GP will call in advance to discuss details.  **Chaperones**  All patients are entitled to have a chaperone present for any consultation. Please discuss with the clinician you are seeing.  **Disabled Access**  The Health Centre is DDA compliant. Disabled toilets are available in the waiting rooms. If you have any individual requirements, please advise reception.  **Teaching & Research**  As a teaching Practice, students spend part of their medical training with us from the University of Liverpool. The Practice is also involved with various medical research studies. We would value your co-operation with both of these, but we understand if you do not want to be involved.  **NHS 111**  NHS 111 is a free-to-call non-emergency medical helpline. Simply dial 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. It is available 24 hours a day, 365 days a year. This number is also used out of surgery hours for emergency phone calls. |
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