

## Useful Contacts

### 111 SERVICE

111

<b>Whiston Hospital</b>	<b>0151 426 1600</b>
<b>St Helens Hospital</b>	<b>01744 26633</b>
<b>Royal Liverpool Hospital</b>	<b>0151 706 2000</b>
<b>Broadgreen Hospital</b>	<b>0151 228 4878</b>
<b>Walton Hospital</b>	<b>0151 525 3611</b>
<b>Fazakerley Hospital</b>	<b>0151 525 5980</b>
<b>Liverpool Women's Hospital</b>	<b>0151 708 9988</b>
<b>Alder Hey Children's Hospital</b>	<b>0151 228 4811</b>
<b>Huyton-Walk-in Centre</b>	<b>0151 489 9844</b>
<b>St Helens Walk-in Centre</b>	<b>01744 627400</b>
<b>Halewood Clinic (Roseheath)</b>	<b>0151 486 4011</b>
<b>Cohen Chemist (Halewood)</b>	<b>0151 498 4840</b>
<b>Boots Pharmacy (Halewood)</b>	<b>0151 486 4092</b>
<b>Tesco Pharmacy (Allerton)</b>	<b>0845 677 9002</b>
<b>Citizens Advice Bureau</b>	<b>0151 426 4585</b>
<b>Police</b>	<b>0151 709 6010</b>
<b>NHS Knowsley</b>	<b>0151 443 4900</b>



**The Hollies Medical Centre**  
**Hollies Road Halewood Village**  
**Liverpool L26 0TH**  
**0151 244 3548**

**Fax No: 0151 244 3558**

[www.theholliesmedicalcentre.co.uk](http://www.theholliesmedicalcentre.co.uk)

#### Dr Sandy Rai MALE

MBChB MRCP

Liverpool School of Medicine 2003

Interests:- Neurology, Occupational Health

#### Dr Victoria Hoyle FEMALE

MBChB MRCS MRCP

Liverpool School of Medicine 2007

Interests— Minor Surgery, Women's Health, Weight Loss/

Nutrition

#### Dr Jill Carson FEMALE

MBChB MRCP (Hons)

Liverpool school of Medicine

Interests—Palliative Care

#### Dr James Benton MALE

MBChB MRCS MRCP DOHNS

Interests: ENT, Men's Health, Joint injections

## Surgery Opening Times

### **\*\*Monday 08:00am – 6:30pm Drop in until 10.30**

Tuesday 08:00am – 6:30pm

Wednesday 08:00am – 8:30pm

Thursday 08:00am – 6:30pm

### **\*\*Friday 08:00am – 6:30pm Drop in until 10.30**

\*\* Appointments are available to book up to 6 weeks in advance as well as on the day. Every Monday & Friday morning, the practice operates a drop in clinic where patients attending between the hours of 8.00am and 10.30am will be seen by one of the clinicians in order of arrival.

**IF you cannot keep your appointment or no longer require it please let us know in good time – someone else may need it.**

If you have a preference to see a particular clinician, please make your request known to reception. We have both male and female clinicians available for appointments.

## Home Visits

If you are housebound and a home visit is needed, please telephone the surgery before 10am, where possible. Please give the receptionist your contact number as you may be contacted by one of the Doctors for further information. **Every effort should be made to attend the surgery.**

## Out of Hours

Out of Hours service is provided by UC24; this service is commissioned by NHS Knowsley. When the surgery is closed RING 111

## Other Agencies:

On the occasion you may be receiving treatment from other agencies, we may need to share some information so that we can work together for your benefit. We cannot give details without your permission. We will not, without good reason, give your medical details over the phone unless we are certain of who we are talking to.

## Private Fees:

It is important to understand that GPs are not employed by the NHS, they are self-employed, and they have to cover their costs - staff, buildings, heating, lighting, etc - in the same way as any small business.

## Carers:

## Medical Examinations:

Some insurance forms can appear deceptively simple but need a full examination for their completion. Examinations of this nature can sometimes take a long time and, therefore, a fee has to be charged. A special appointment will be required and the fee payable at the time of the appointment. Please advise the reception staff at the time of booking. Please ensure you bring your insurance form with you to the appointment. Pre-employment, HGV and PSV licenses are not paid for by the NHS. When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest of forms, the doctor might have to check the patient's entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor

As a practice we support Carers, please see our Carers Link at Reception who will provide further information and access to support for Carers

### **Health Checks:**

Health Checks are now available to patients between the age of 16 and 75 years who have not seen the Doctor in the last three years. Patients over 75 years are entitled to an annual health check.

### **Complaints/ Comments and Suggestions:**

We endeavour to provide a high standard for our patients. If you have any complaints, concerns or can suggest any improvements please contact the Practice Manager in writing. We operate a practice complaint procedure as part of the NHS system of dealing with complaints.

### **Zero Tolerance:**

The practice operates a policy of withholding treatment from violent and abusive patients. Any form of violent, aggressive or abusive behaviour towards any of our staff will not be tolerated. Individuals behaving violently towards staff will be reported to the police.

### **Confidentiality: Why we collect information about you :**

We keep records of any care or treatment you receive from the NHS. These records contain basic information about you. It is important for us to keep these records to ensure you receive the best possible treatment from us.

#### *How we keep your records confidential*

Your records are kept in a safe place in the surgery either on computer or paper files. Receptionists and secretarial staff are responsible for keeping your records, and will access them from time to time.

### **Accountable GP and Safeguarding Lead:**

Dr Rai is the named Accountable GP at the Practice, however patients will at times see other GP's. The Practice operates a Safeguarding policy to protect children and adults. The Safeguarding Lead is Dr Rai

### **Disabled Access**

The practice has suitable access for people with disabilities.

### **Useful Contact Details**

**Halewood Walk –In –Centre Tel: 0151 244 3532**

The Walk in Centres are open 365 days a year and the opening hours for all the walk in centres are:

**Opening hours:** 8am - 9pm (Monday- Saturday)

10am - 9pm (Sunday and Bank holidays)

A Nurse led service, staffed by experienced Nurses, offering treatment and advice for minor illnesses and injuries including:

Cuts and bruises	Diarrhoea and Vomiting
Bites and Stings	Abdominal Pain
Burns and Scalds	Sore Throats
Sprains and Strains	Coughs, Colds, Flu like symptoms

Details of Primary Medical Services available in this area may be obtained from:

### **Knowsley CCG**

Health and Social Care Headquarters

Nutgrove Villa

Westmorland Road

Huyton

L36 6GA

Tel: 0151 443 4900

## **New Patients – Practice Boundary**

New patients wishing to be registered must live within the practice boundary. Application forms are available from reception and an appointment with the Practice Nurse for a medical is also required, before registration is complete.



## **Practice Staff:**

### **Jayne Birkett -Practice Manager**

### **Lorraine Ricketts – Nurse Practitioner (female)**

RGN, BSc(Hons) Professional Health Studies. Specialist Practitioner (Practice Nursing), NMP

### **Amanda Vinue - Practice Nurse (female)**

RGN, BSc (Hons), Post Graduate Diploma, NMP

## **Receptionists**

Denise  
Lauren  
Sharon  
Hayley  
Lisa

The practice also has attached staff in the form of Midwives and Health Visitors.

## **Clinics and Services**

Contraceptive Services (including emergency contraception)

Cervical Screening

Well Man / Woman Clinic

Maternity Medical Services

New Patient Health checks

Elderly Health Checks

Holiday Vaccinations

Childhood Immunisations

Chronic Disease

Asthma

Diabetic Reviews

Chronic Heart Disease

Chronic Obstructive Pulmonary Disease (COPD)

HRT

Smoking Cessation

## **Prescriptions**

Patients on regular medication do not always need to see the Doctor for a repeat prescription. Please complete the request slip from your previous prescription by ticking the items that you need. If you do not have a request slip, you can order your prescription in writing. Please allow 48 hours (working days) for collection. Medication can also be ordered on-line.