

PRACTICE LEAFLET

GP Practice Riverside

Riverside Centre for Health

Park Street

Liverpool

Merseyside,

L8 6QP

0151 295 9239

gp.n82091@nhs.net

Opening Times:

Monday to Friday: 8am to 6:30pm

Saturday & Sunday: **CLOSED**

Telephone contact with the surgery: Monday to Friday: 8am to 6:30pm

Practice Team

Dr Jude Mahadanaarachchi (Male)

Partner. MB ChB - University of Liverpool 1998. Special interests; minor surgery, dermatology, joint injections, palliative care, education, general health & well-being. Additional languages: Sinhalese.

General Practitioner:

Riverside:

Dr Suma George (Female) MBBS MRCP

Assistant Nurse Practitioner(ANP):

Angela Dempsey(Female)

Health Care Assistant

Karen Olson(Female)

Practice Nurse:

Jessica Moore(Female)

Pharmacy Team:

Sophie Lewsey(Female)

Practice Manager:

Rajshekhar R

Supervisor

Sana Asam

Receptionists/Administrators:

Donna Alleyne

Jene Nolan

Meghan Byrne

Shirley Stockton

Sophie Williams

Registration:

If you live within our practice area you can register with this practice by completing a registration form. You will need proof of address and will be asked for photographic ID. You will be registered with the practice but have the right to express a preference to see any of the doctors. You can also register online by going onto our website and filling in a registration form. This will require you having access to the NHS app.

All new patients must make an appointment to see the Practice Nurse as part of their registration to discuss their current health status, concerns and medication.

Appointments:

To make an appointment please telephone the practice or alternatively you can submit a Patches consultation via our website between 8am and 9:30am. Each appointment is booked at 10 minutes per problem for GPs and 15 minutes per problem for practice nurses. If you feel a 10 minute appointment is just not long enough for you to discuss your medical problem with the Clinician, routine **double** appointments are available on request.

We offer pre-bookable appointments which you can book up to 1 week in advance and there are appointments to book on the day too.

On arrival at the surgery, please report to Reception. If you feel poorly while waiting to be seen, inform a member of staff and we will endeavour to get you seen as soon as possible.

We aim to keep the average waiting times to between 10-20 minutes, however, this cannot always be adhered to due to emergencies or unforeseen circumstances. However, if you have been waiting for longer than 30 minutes, please check back at Reception.

During your appointment with a doctor or nurse, you are welcome to have a chaperone. Please speak to a member of staff.

Home & Out of Hour Visits:

If you need an urgent visit or advice outside normal surgery hours, please telephone the normal surgery number and you will be given the "Out of Hours" service to ring. You will be offered telephone advice by a doctor, a chance to attend a special GP Out of Hours Centre (by appointment only), or visit as appropriate.

Please be considerate and do not call if your problem could wait until the next day.

Telephone Consultations:

It is now accepted that many problems can be sorted by telephone without a face-to-face consultation with the doctor. Advice can be given and prescriptions issued, if appropriate. If you wish to have a Telephone Consultation, please request this when you telephone leaving your correct telephone number. A doctor will then ring you back as soon as possible.

If for any reason you are unable to keep an appointment please CANCEL it!

Prescriptions:

The Practice is now live for electronic prescribing. If you wish to use this facility, you will need to nominate a pharmacy of your choice when you order your scripts in the future, they will be sent electronically to your pharmacy for you to collect direct from them. To take real advantage please register with Patient Access below (you will need to obtain a unique number from the Reception Staff), you can then order your prescription on line – your order will go direct to your GP to digitally sign and send securely to your pharmacy, you won't have to come and collect it from us just go to your pharmacy in the usual way 48 hours after ordering! <https://patient.emisaccess.co.uk>

All prescriptions are computer generated and if the doctor agrees, you may order your prescriptions by indicating the items you require on your computerised order form.

Orders for repeat items can also be made in the following way:

- Place your request in the prescription box at Reception
- Via post enclosing a stamped addressed envelope
- Via EMIS Access (link above) and NHS app

You must give 48 hours' notice and we DO NOT accept requests for repeat prescriptions by telephone so please ensure you order your prescription in plenty of time.

Patient Online:

As well as booking your routine appointments and ordering your repeat prescriptions via Patient Access, you can now view your medical records electronically. This offers the facility to view your blood results, letters from the hospital, allergies, vaccinations & immunisations and view what was discussed at your consultation. To access this information, you will need to register at the Reception and provide 2 forms of ID. Further information on this service is available at Reception – please ask.

Test Results:

On average please allow 5 working days for your test results to come back from the hospital unless your doctor has advised otherwise.

Please note that X-ray results take a little longer, usually 7 working days.

For the test results, please telephone the surgery after 11am. All results will be reviewed by the GP and you will be contacted to make an appointment if necessary.

Medical Certificates:

Absence from work through sickness - self-certification is valid for the first week the certificate (SC1) is available from your employer, the post office or the surgery reception.

We do not issue doctor's certificates for the first 7 days of sickness. If a private certificate is required to cover this absence from work, a fee is charged. After the first week certificate is obtained as part of a consultation with your doctor. If you are under the care of a hospital doctor, you may ask them to issue your certificate for an inpatient stay or an outpatient appointment.

Non-NHS Medicals & Private Fees:

Medical examinations for HCG, PSV, insurance and employment, etc, can be arranged by appointment. These and claim forms for holiday cancellation and medical insurance applications, etc, are not part of your doctor's NHS duties and therefore fee in the range recommended by the BMA is payable, details of which are available at reception.

Suggestions & Complaints:

We try to provide the best standard of care to all our patients at all times. However, there may be times when you are not happy about something. We hope you will feel free to discuss your concerns with a member of staff or with the practice manager. This is best done sooner rather than later. We will ensure your complaint is dealt with promptly.

We do have a Complaints Procedure. If you feel you would like to make a formal complaint, please do this in writing to the Practice Manager. Alternatively, you can obtain a Complaints Form from Reception. Your complaint should be addressed to:

Edward Martin - Manager

If you feel you are unable to complain through the Practice, you can contact Liverpool CCG either by telephone on: 0151 296 7000 or email: complaints@liverpoolccg.nhs.uk or via NHS Choices

Violence & Aggression:

The Practice has a Zero Tolerance Policy in place and will not accept behaviour that causes hurt, damage or distress to our staff and patients. Appropriate action will be taken by the Practice which may involve removal from the practice list and/or involvement of the Police.

Discrimination policy:

We are committed to a policy of equality in the provision of our services and our aim is to ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race includes colour, age, nationality, ethnic and national Origins, sex, sexual orientation, marital status, disability, or of other conditions not justified in law

Patient Participation Group:

The Practice welcomes patients to join our Patient Group. If you are interested in becoming a member of the group, please leave your contact details at the Reception Desk for a member of staff to get in touch. These meetings are held quarterly and your feedback helps us to improve the quality of our services and better patient care.

Allocation of Accountable GP:

All our patients have been allocated an accountable GP, please contact the surgery to obtain the name of your accountable GP. This will not affect your right to book in with a GP of your choice.