OPENING HOURS

Monday to Friday 8.00am to 6.30pm

Surgery times for GP’s – Monday to Friday 8.00am – 5.45pm

Please note these times are not available for every doctor and some are emergency times only, please check with reception.

Nurse appointment times vary between 8.00am and 5.00pm but vary daily

All surgery sessions and clinics are available by appointment only

SERVICES & CLINICS

Diabetes

Coronary Heart Disease

Vascular Disease

Hypertension

Stroke/CVA

Asthma

COPD

Well Women/Cervical Cytology

Family Planning and Sexual Health Screening

Minor Surgery (joint injection/wart clinic)

Child Health Surveillance

Childhood Immunisation

Travel Vaccines

NHS Health Checks

Non-NHS services inc. Reports and Examination – Fees List Midwives available Thursday Afternoon for Antenatal Services

Available at Reception

Walton Medical Centre

Breeze Hill Neighbourhood Health Centre

1-3 Rice Lane L9 1AD

Tel: 0151-295-3434 Fax: 0151-295-3433 www.waltonmedicalcentre.nhs.uk



Dr John Armstrong – MB ChB DRCOG DA DFFP

Liverpool 1992 (male) Partner

Dr Yvonne Appiah-Poku – MB ChB DROCG MRCGP MSc

(Female) Partner

Dr Adekunbi Taiwo – MB ChB (Hons)

Liverpool (Female) Partner

Dr Ahmed Mohammed -MBBCh

(Male) Salaried GP

Dr Elaine Kirby

(Female)

Dr Mary Williams

(Female)

# Patient Registration

We welcome all requests for new patients to join our list that are resident within the practice boundary these include some areas of L4, L9 and L20. When you first register you will be asked to complete a questionnaire and a registration form (GMS1) and you will be given an appointment to see the Health Care Assistant. Please note if you do not attend for your new patient screen you will not be able to register with our practice.

# Making an Appointment

Consultations are by appointment only.

To make an appointment you can:

* Ring the surgery daily from 8am Monday to Friday
* Request an appointment in person (face to face)
* Book online using NHS App or Patient Access

We operate a telephone triage system; the GP will call you and if you are required to attend a face-to-face appointment, the GP will give you a date and time to attend. Please keep your telephone numbers and address up to date. Patients have the right to express a preferred doctor and whilst we endeavour to comply with this it is not always possible. Patients have a responsibility to keep their appointment or contact the surgery if unable to attend.

Patients who are violent, aggressive or abusive to any member of staff or abuse our premises will be removed from the list. When patients are removed for violent or aggressive behaviour, we shall share details of the patient with other health and welfare agencies insofar as it is necessary to protect their staff.

Test results are available from reception between the hours of 9am and 4.00pm either by telephone or attendance at the surgery.

Out of hours – for urgent calls after 6.30pm and before 8.00am please ring the surgery number 0151 295 3434 and you will be put through to UC24.

# Home Visits

Home visits are available for those patients who are housebound and elderly patients unable to attend surgery. All other patients are expected to attend the surgery. If you require a home visit please telephone the surgery before 10.30am as this is the time when the doctors plan their home visits. Please expect to be asked by staff the nature of your illness and a contact telephone number.

# Repeat Prescriptions

We require 48 hours to process your order

Orders for repeat items can be made in the following ways:

* Place your request in the prescription box in the foyer
* Online via Patient Access
* Via post enclosing a stamped addressed envelope

In the interest of safety and accuracy we do not accept telephone requests for repeat prescriptions.

# Complaints and Suggestions

Your views and ideas are very welcome. Please place any suggestions or ideas you may have in the suggestion box at reception. If you have a complaint please ask at reception for a copy of our complaints procedure.

# Patient Confidentiality

Information about you, your medical treatment and family background may be recorded either on paper or on computer files. This information is vital to the proper operation of the NHS and is needed to give you and others the best possible healthcare. More information regarding how we use this information is available on a separate leaflet which is available at reception.

# Local Walk in Centres

Old Swan 0151 247 6700, City Walk-in Centre 0151 247 6500, Litherland Town Hall 0151 475 4667 or you can call NHS 111 for help and advice.