

Bridge Road Medical Centre

Patient Information Leaflet



Bridge Road Medical Centre is a partnership providing NHS Services under an NHS England Medical Services Contract.

66-88 Bridge Road

Litherland

Liverpool

L21 6PH

Telephone No. 0151 949 0249

Website: www.bridgeroadmclitherland.nhs.uk

**GP services are provided
to the following areas:**



The practice team

This practice operates under a non-limited partnership agreement and provide services on behalf of the NHS.

Partners

- **Dr Naveen Sahu**
- **Dr Emma McDonnell**
- **Dr Amy Hilton**
- **Dr Daniel Pennington**

Salaried GPs

- **Dr Jayne Turner**
- **Dr Aalaa Ibrahim**

Nurses

- **Sr Lynne Marsden**
- **Alex Saltmarsh**

Pharmacist

- **Mr Chris Brennan**

Practice Manager

- **Lynne Creevy**

Our reception and administration team support patients with accessing services, booking appointments and responding to enquiries. They work closely with the clinical team to ensure patients receive the appropriate care and support.

Appointments and accessing practice services

Appointments can be requested online via our website or by contacting the practice. Using our online services is often the quickest way to access the support you need. Our team will ensure you are directed to the most appropriate clinician or service based on the information provided.

Translation and interpreting services

Interpreting services can be arranged for patients who do not speak English or require communication support. Please inform reception when booking an appointment.

Threats of violence or abuse of our staff

We are committed to providing a safe environment for patients, visitors and staff. The practice operates a zero-tolerance policy towards violent, threatening or abusive behaviour. Patients who engage in such behaviour may be removed from the practice list and reported to the appropriate authorities.

Patient data

Protecting patient confidentiality is a priority. All staff are required to comply with UK General Data Protection Regulation (UK GDPR) and Data Protection legislation. Our Privacy Notice explains how we collect, use and protect your information and is available on our website.

NHS services are provided on behalf of NHS England.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require.
Repeat prescriptions can be ordered in the following ways:

In person – By ticking the required medications on your prescription and handing it into reception

By telephone – Call the practice on the number on the front page during working hours

Online – Download the NHS app to order repeat medications online.

There is also an automated phone service for ordering your medication.

Please allow two working days for collection when ordering repeat prescriptions.

NHS App

Using the NHS App you can:

- Order repeat prescriptions
- View parts of your GP health record
- Access NHS services online
- Manage appointments

Scan the QR code to download the NHS App



Patient Support

Named GP

Patients may express a preference to see a particular clinician. Whilst we will do our best to accommodate requests, this cannot always be guaranteed.

Chaperones

If you would like a chaperone present during an examination or consultation, please inform a member of staff.

Carers

If you provide unpaid care for someone, please let us know so we can record this on your medical record and help connect you with support services.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the complaints leaflet, which can be found as both a hard copy in the surgery or online via our website

Home visits

Home visits are available for patients who are housebound or whose medical condition prevents them from attending the surgery. Requests should be made before 10:00am whenever possible. A clinician will usually contact you first to assess your needs and determine the most appropriate course of action.

Teaching practice

As a training practice, we support the development of future GPs. On occasion, GP Registrars or medical students may be involved in consultations under appropriate supervision. Your consent will always be sought beforehand and your care will not be affected if you choose to decline.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](#) which can be found on the government website.

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

Family planning – We offer a full range of family planning services

Immunisations – The clinical team administers vaccines for both adult and child immunisations.

Minor surgery – Your GP will advise on minor operations

Cervical smear testing – For women aged 25 – 65 undertaken by the nursing team.

Health and Wellbeing Services — We can refer to social prescribers that can support our patients

Chronic disease management – We have a Nursing team to help patients manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.

Health checks – Patients have access to NHS health checks after their 40th birthday dependent on whether they have any chronic disease.

Additional services are available including antenatal care, smoking cessation support, substance misuse support and health promotion programmes.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on the website and in person

Opening Hours

Weekdays 8:00—18:30

Weekends Closed

We are closed one Wednesday a month for staff training

If you have a problem outside of working hours that cannot wait, please call 111 for minor issues and 999 or visit A&E for major emergencies

Our site is fully wheelchair accessible

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke



Scan the QR code to visit our website.