

Brookvale Practice

Tel: 01928718182

Email Address: hccg.brookvalemc@nhs.net

Hallwood Centre
Hospital Way
Runcorn
WA7 2UT



The Health Centre is open from

Monday 8:00am – 18:30pm
Tuesday 7:30am – 18:30pm
Wednesday 7:00am- 18:30pm
Thursday 7:30am – 18:30pm
Friday 7:30am – 18:30pm

If you have a medical emergency that will not wait until 8:30am please call

111

GP surgeries run from
8am -11:30am & 3pm-5pm Mon-Fri

Nurse practitioner surgeries are held on a daily basis and run from
7am – 6pm

We are closed Saturday, Sunday and Bank holidays

Reviewed August 2021

A Guide to our Services

THE AREA IS COVERED BY THIS PRACTICE

About the Practice



The building is shared with Weaver Vale Practice. There is a car park to the front and side of the building with spaces reserved for patients displaying a disabled sticker. The Practice offers easy access for disabled people or parents with prams and all surgeries are located on the ground floor. There is a Boots pharmacy located in the building.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, all our practice staff wear a name badge and will identify themselves on the telephone. Brookvale Practice is a training practice. This means hospital doctors wanting to enter general practice spend up to 12 months with us in order to gain the experience they need to become family doctors.

You may occasionally be asked if a student could sit in on your consultation or if the consultation could be recorded for training purposes. If you are not comfortable with this, just let a receptionist know; it will not affect your appointment or the care you receive. We aim to treat all of our patients courteously and in complete confidence. We feel it is important to listen to our patients and welcome feedback and suggestions for improvement.

OUR TEAM

General Practitioners

Dr Patricia Abbott (f) MRCGP DFP GMC NO: 2827667

Dr Dave O'Brien (m) MRCGP DFP DRCOG GMC
No:2729264

Dr Alexa Wozinak (f) GMC No: 6149045

Dr Jenny Eriksson-Lee (f) GMC No: 7073028

Dr Patricia Wildsmith (f) GMC No: 3500589

Dr Lauren Moorcroft (f) GMC No: 7149006

Dr Antoni Otto (m) GMC No: 6163631

Nursing Team:

Sr June Rhodes (f) MSc & Partner, Nurse Clinician

Sr Amy Stewart (f) Advanced Nurse Practitioner

Mrs Linda Holloway (f) Advanced Nurse Practitioner

Nurse Lisa Kendrick (f) Practice Nurse

Nurse Lindsay Goodwin (f) Practice Nurse

Mrs Jennifer Brown (f) Practice nurse

Management Team:

Mrs Dawn Jackson Practice Manager

Mrs Louise Ledward Assistant Practice Manager

Mrs Tina Bentley Reception Team Leader

We have a team of admin staff who support the smooth running of the practice.

OUR SERVICES

Our GPs offer a full range of general practice services to their patients and also offer additional services; details of the clinics we hold are listed overleaf. The GPs will undertake private medicals for driving/employment/insurance etc purposes, but these are not covered by the NHS and will incur a fee. Please ask our reception staff for details,

Please note that any registered patient can book an appointment with one of our doctors or nurses.

NEW PATIENTS

If you live in our practice area and would like to register with us, please bring in proof of address and complete one of our registration forms that are available at reception.

One Stop Clinic

This clinic is led by our nursing team every Wednesday afternoon. This clinic allows patients who have more than one chronic condition to have all of their conditions assessed during one appointment.

Patients who have more than one chronic condition will be invited to book an appointment

in this clinic. It is important that when you are invited you call the practice to book a suitable appointment to allow us to monitor your conditions.

Antenatal

Routine care checks for pregnant women are provided at the surgery by our fully trained midwives.

Asthma

Patients with asthma will be invited to this clinic for review at least once a year. Patients experiencing problems with their asthma can make an appointment by contacting reception.

Diabetes

Our diabetic appointments are run by our one of our nursing team. If you have diabetes you will be invited to book an appointment, it is important that you call the practice to book a suitable appointment to allow us to monitor your conditions.

New Baby health check - Wednesday 10am – 12noon

All new babies are invited for a health check at 8 weeks old.

Immunisations - Thursday 10am - 12noon

Childhood immunisation clinics are held on Thursday mornings, by appointment only. If you are unable to come at the time you are allocated please ring the surgery to rearrange an appointment at a time convenient for yourself.

Minor surgery/Orthopaedic Injections – Tuesday 3pm - 5pm (every 3 weeks)

Minor surgery including joint injections can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Implant and Contraceptive Implants

We have a practice nurse who can insert/remove contraceptive implants. This service is run by appointment only.

Flu Clinics

Each year we hold seasonal flu vaccination clinics. If you are eligible for a flu vaccination, you will automatically be contacted.

Give Up Smoking Clinic

Run by our health care assistants, this clinic gives advice and support to patients trying to give up smoking; appointments are on

Tuesday am & pm clinics and can be made at reception.

Travel Health

Our practice nurses run our travel health service appointments at the practice. During these appointments you will be given advice about holiday vaccinations and general health advice. Before booking an appointment we request that you complete a travel vaccination form, you can request a form from a member of our reception team as well as visiting our website.

Health Check

All patients between the ages of 40-74 are entitled to a free NHS Health Check. It is important that when you are invited for your health check that you attend your appointment as the health check will allow us to spot early signs of diseases such as diabetes, hypertension etc.

Contraception

All GPs offer contraceptive advice and prescriptions. Our practice nursing team see most patients for contraceptive follow-up appointments.

Emergency contraception - Patients requiring emergency contraception need an appointment with a GP or Nurse practitioner the same day.

Health Visitors

Health Visitors are available and hold weekly baby clinics. Friday 9.30-11.30. Telephone Number: **01928 593056**

District Nurse Clinics

The District Nurses offer a number of services both at various Treatment Rooms and home visits for patients who are housebound. The services include continence advice, removal of stitches, dressings to wounds. To arrange an appointment with the district nurse, please telephone (Freephone) **01925 946250**

NON NHS PAPERWORK

if you have a form that you would like completing by one of our GP's/nurses or require a letter of support, then we request that you complete our request for information form detailing what information that you require. One of our receptionists will be more than happy to provide you with a copy of the form.

Please note that there will be a charge for this service as this kind of work is classed as Non NHS work and GP's/Nurses are not obliged to do this work under their NHS contract. Our fees are based on the suggested British Medical Association suggested fees for this type of work. For a list of our fees please see the notice board in our waiting room or visit our website. Once you have completed the form you will be contacted by a member of our reception team to inform you that your request is ready for collection and the fee incurred for providing that service.

BROOKVALE PATIENT GROUP

We have an active patient participation group who meet every 6-8 weeks. The group acts as the patient's voice to provide us with feedback so we can improve our service. If you would like to join the group for an informal discussion, please contact us using our website contact form, or alternatively give your name to any member of staff. We would welcome your comments and ideas on ways you think our services could be improved. If you wish to contact the patient group but are unable to get into the practice, you can post your correspondence to:

**The patient group
Brookvale practice
Hallwood Health Centre
Runcorn -WA7 2UT**

We also have a Virtual Patient Group set up to enable wider patient feedback from those who cannot attend Patient Group meetings. To join the VPG please send your details to the following email address

hccg.brookvalemc@nhs.net



Reviewed August 2021

APPOINTMENTS

You can book an appointment in the following ways up to a month in advance:

Telephone - **01928 718182**

Telephone Triage

If a patient requests an on the day appointment and all routine appointments have been taken, patients will be given the options of a telephone triage appointment. If the GP/Nurse who triages the patient feels a face to face appointment is needed, then an appointment will be issued for our afternoon emergency clinic. Our routine appointments are 15 minutes in duration; if you feel that you need a longer appointment please inform one of our reception staff when booking the appointment.

Patient Choice

Patients may express a preference to see a particular clinician when making appointments and we will do our best to accommodate patient choice. In the event that your preferred clinician is unavailable then the practice will offer you an alternative clinician. If you are willing to wait to see a specific clinician please

be aware that you may have to wait longer for an appointment.

Failure to Attend Appointments

If you cannot attend an appointment it is important that you let us know asap to allow us to offer your appointment to another patient. You can cancel an appointment by telephoning the practice – 01928 718182 or by using our automated service which can be accessed 24hrs per day.

The practice monitors wasted appointments very closely and those patients who frequently fail to attend their appointments will be issued a warning notice.

HOME VISITS

Home visits are **strictly** for the housebound or seriously ill patients. If a home visit is required, please ring before 11am if possible as most visits are conducted around lunchtime.

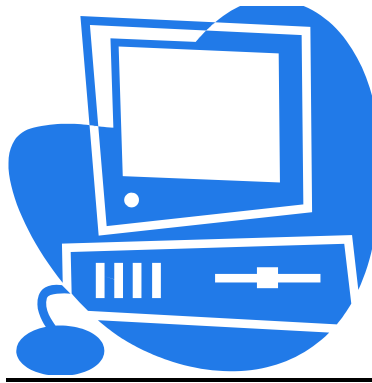
If you wish to have someone present at a consultation with you, they will be very welcome. You are also entitled to ask for a chaperone to be present during any examination; this can be a friend, member of

family or one of our trained colleagues in the practice.

PATIENT ACCESS ONLINE SERVICE

Patients over the age of 18 can register for patients online services. Once registered patients can book an online appointment, order repeat prescriptions, view their allergies, immunisations and view parts of their medical record. To register for this service we will request patient identification.

For further details please speak to a member of our reception team or visit our website.



TRAINING AND DEVELOPMENT

The practice closes one afternoon every month (with the exception of August and December) for protected learning time for our staff. A list of dates that we are closed can be found on our practice website.

PRESCRIPTIONS

Repeat prescriptions can be ordered in any of the following ways:

- 1) By submitting the counterfoil from previous prescriptions at the reception desk.
- 2) By asking your pharmacy to place your order and collect your prescriptions on your behalf.
- 3) Telephone order – strictly for over 75 or housebound only
- 4) Patient access – patients must register to use this service
- 5) Email, using our practice email address below



www.brookvalepractice.nhs.uk

hccg.brookvalemc@nhs.net

Patients must order their repeat medication when they have no more than 10 days supply

left. Please note that your request may be rejected if your medication is ordered too early. All patients who are prescribed repeat medication will be asked to come into the practice for an annual medication review.

Patients must order repeat medication when they have 10 day's supply. Please allow 48 hours for prescription requests to be processed

ONLY items already authorised by your doctor as a repeat prescription item can be ordered by these means. If you order an other items not on your repeat list, the request will be put through to a GP, but you may be asked to see a GP or nurse before the prescription is issued

Please note the collection times when handing in a prescription request.

Order before 11:30AM

Monday
Tuesday
Wednesday
Thursday
Friday

Collect after 3:30PM

Wednesday
Thursday
Friday
Monday
Tuesday

Prescriptions handed in after 11:30am will NOT be processed until the next working

COMMUNICATION

We have a number of notice boards, practice website, LED screen and a TV in our waiting room to inform patients of relevant information and to keep patients up-to-date with practice developments.

If you require information in a different format such as braille etc. then please let us know as we do all we can to help.



ZERO TOLERANCE POLICY

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients; this includes swearing, aggressive comments or gestures. If a patient is abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed from our patient list and call the police if necessary. Violent patients will automatically be removed from our practice list and will be reported to the police for assault.

CONTACT DETAILS

Brookvale Practice
Hallwood Health Centre
Hospital Way
Runcorn
Cheshire
WA7 2UT

Tel: **01928 718182**

Fax: **01928 719643**

Email: hccg.brookvalemc@nhs.net

Website: www.brookvalepractice.nhs.uk

If you require medical attention when the surgery is closed there is an Out of Hours service for evenings and weekends please ring: **111**

If you wish, you may also attend the nearest walk-in centre, which is based at:

Runcorn Urgent Care Centre, Halton General Hospital,
Hospital Way, Runcorn, WA7 2DA

Or call them on: 01928 714567

NHS Halton Clinical Commissioning Group

No.1 Lakeside

920 Centre Park

Warrington

WA1 1QY

Telephone: 01925 303030

Email: hccg.hccgtalk2us@nhs.net

Ombudsman

Millbank Tower

Millbank

London

SW1 4QP

Tel No: **0345 015 4033**

Website: www.ombudsman.org.uk

Care Quality Commission

Email: enquiries@cqc.org.uk

Tel no: 03000 616161

NHS England

PO Box 16738

Redditch

B97 9PT



PATIENT COMMENTS AND COMPLAINTS

We work hard to deliver high quality care to all patients, however, in a busy practice problems can sometimes arise. Our policy is to take all complaints seriously. Each complaint is looked at carefully, and when possible, changes implemented to prevent recurrence and improve the service we offer. If you have any complaints about the practice, please contact the Practice Manager, Mrs Dawn Jackson. If you would like a complaints form or a copy of our complaints procedure, please ask at reception or visit our website.

In the majority of cases, concerns can resolve quite easily. If you have raised a complaint with the practice and do not feel that it has been dealt with to your satisfaction then you can refer your complaint to the following:

PATIENT CONFIDENTIALITY

At Brookvale Practice we respect your right to privacy and keep all your health information confidential and secure. We keep records about your health and treatment to ensure that those caring for you give the best possible advice and care. We will never divulge information about you to third parties without your permission and always request this in writing.

The Health and Social Care Information Centre have the powers to extract personal data from our clinical system about you such as referrals, all NHS prescriptions and other clinical data. Identifiers such as DOB, postcode, NHS number and gender are required to link the GP data with other clinical data from other settings.

This data will be extracted to help improve services to patients across the NHS and for commissioners and providers to better design integrated services for patients

If you do not wish for your personal data to be shared with the Health and Social Care Information Centre, then please request an opt out form from one of our reception team. Once we receive the signed form we will then make a note on your medical record. For further information please visit our practice website where you can view our practice privacy notice detailing how we process your personal information. <http://www.brookvalepractice.nhs.uk/>

SUMMARY CARE RECORDS

The NHS in England is using an electronic record called the Summary Care Record (SCR) to support patient care.

The Summary Care Record is a copy of key information from your GP record. It provides authorized healthcare staff with faster, secure access to essential information about you when you need unplanned care or when your GP practice is closed.



Summary Care Records improve the safety and quality of your care. If you wish to opt out of the summary care record then please let a member of our staff know who will record this on your medical record.

You also have the right to know what information we hold about you. If you would like to see your medical records, please call or write to the Practice Manager. A fee is normally chargeable for this service, please ask a member of our reception team for further details.