

Care at the Chemist

We use the 'Care at the Chemist' scheme where you can register and obtain advice and treatment for minor ailments. If you are exempt from prescription charges you will not have to pay for items recommended by the pharmacist which are normally issued on prescription.

Complaints Procedure

We do hope that you will never have cause to complain about the service we provide, however, if such an occasion arises, we would hope that an informal discussion would enable any situation to be resolved. We do have an in-house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception. *The complaints person for the Practice is the Practice Manager and any complaint should be put in writing.*

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please put your views in writing into the suggestion box in reception or addressed to the Practice Manager.

- **Patient Participation Group (PPG):** We have a PPG which acts as a bridge between patients and the GP practice. We meet regularly to discuss the surgery and suggest any improvements that could be made. If you are interested in joining, please ask at reception.

Confidentiality

We ask for personal information so that you can receive care and treatment. This information is recorded on a computer, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is always maintained by all members of the practice team. If you want to prevent confidential information about you from being shared or used for any purpose by the NHS, other than providing your care, please inform the practice.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the Surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will be removed without hesitation from the Practice list. In extreme cases we may summon the police to remove offenders from the Practice premises.

Non-NHS Examinations

Non-NHS requests are considered and dealt with by Dr Farrell, e.g. insurance work, HGV/Taxi examinations, passports etc. This is private work therefore please ask at reception for the charges. The surgery requires payment prior any medical appointments being booked.

Christiana Hartley Medical Practice

Dr A Farrell Dr E Arnold Dr D Grenyer

Surgery Hours

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

Appointment lines open from 8.00am Monday to Friday

We observe a strict no smoking policy within the premises and car park.

Welcome to the Practice

We are a traditional general practice offering holistic care to our patients helped by our unique knowledge of family and social circumstances. We work closely as a team from clinical to administrative staff and by getting to know our patients, we can offer care which is personalised and enables us to offer the best quality and continuity of care over time.

- **Facilities for the Disabled:** Our premises are accessible for disabled patients. If you have difficulty with access, please contact reception who will endeavour to offer every help necessary.

How to Register

You can apply to join the practice if you live within our catchment area by following the link on our website: [Register at this surgery](#), or visit www.nhs.uk and select the option 'How to register with a GP surgery'. You will be registered with the practice and not with a particular doctor, but you are free to see the doctor of your choice. To enable us to provide the best possible care, you will be invited for a New Patient Check when you register.

- **Practice Boundary Area:** Our catchment area is available on the NHS Choices website or ask at reception.
- **No address, no problem:** If you need to register with a GP and have no fixed abode, then you can register using a friend's, relative's or the surgery address.

Online Access

All patients can now access our appointments system online, as well as ordering medicines and viewing medical records.

There are various websites/apps that you can access to do this, and some of the more established apps allow proxy access, which means you can make appointments or order medications on behalf of others who may not be able to do so themselves

For the latest information visit: www.christianahartleymedicalpractice.nhs.uk



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Southport

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☎ 01704 531114/534137

📠 01704 385036

🏠 christiana.hartley@nhs.net

e-Consult

To use e-Consult visit our website www.christianahartleymedicalpractice.nhs.uk
e-Consult is an on-line consultation tool which allows patients to consult with their GP practice by completing a quick online form that is sent and reviewed by the practice.

e-Consult is available 24 hours a day and we commit to respond to e-Consults by the end of the next working day. You can ask about common problems like coughs, back pain or mental health, request sick notes, ask about recent test results, general symptoms like dizziness, tiredness or pain.

NHS App

The NHS App is a simple and secure way to access a range of services on your smartphone or tablet. It is free from app stores. All the NHS App services can also be accessed by logging in through www.nhs.uk/nhs-app/account/.

Practice Manager

The Practice Manager oversees all aspects of running the Practice and is happy to help with non-medical queries and welcomes comments or suggestions about the Practice.

Medical Administrators

Our receptionists and administrators are all here to help you and are fully trained personnel. They will try to answer any non-medical questions and will deal with all matters in the STRICTEST CONFIDENCE.

They will ask for as much information as is required to help you access the best possible service. They liaise with the doctors and other members of the primary care team to ensure you access the most appropriate care.

Advanced Nurse Practitioners (ANP)

Advanced nurse practitioners (ANP) are registered nurses who have received three years additional University education.

Many of the problems dealt with by an ANP may be perceived by patients as requiring a doctor's input, this is not the case as they are able to assess, diagnose and treat patients. When necessary, and appropriate, they will also prescribe medication and can refer to hospital services. ANP also attend patients who require a home visit.

Nursing Team

Our nursing team deal with a wide range of health promotion and clinical matters. Appointments with them are made through reception. They work closely in conjunction with the doctors.

- **District Nurse**

We have a team of District Nurses attached to the Practice. They care for all age groups and visit patients in their home if they are unable to come to the Surgery. They give help, advice and carry out nursing care following a referral from the doctor.

- **Midwife**

The Midwife holds an antenatal clinic at the Surgery once a week. She also visits mums and babies during the first ten days following delivery.

- **Health Visitor**

Our Health Visitor is a trained nurse who provides information and guidance on health care, particularly for babies, children, pregnant women and the elderly.

Home Visits

Only available to patients that are housebound or so incapacitated they cannot be brought into the surgery. Visits should be requested before 10am, they will be triaged by a clinician and only requests that are clinically appropriate will receive a visit.

7 day GP Access via The Family Surgery

The Family Surgery, 107 Liverpool Rd, Birkdale, PR8 4DB

Monday to Friday, 5pm – 9pm;
Saturdays & Sundays, 9am – 1pm.

The 7-Day GP Service provides non-urgent evening and weekend appointments in addition to our surgery appointments. This service is for any patient registered with a GP practice in Southport and Formby. **It is not a walk-in or urgent care service.**

You can ONLY book appointments by contacting the reception team here at Christiana Hartley Medical Practice, you CANNOT contact the service directly.

Repeat Prescriptions

If you are on regular medication this can be requested via the NHS App, in person at the surgery, by post, or electronically via e-mail: prescriptions.christiana@nhs.net. Paper requests can be posted in the black post box outside the front door when we are closed. **We regret that we cannot accept telephone requests for medication, unless you are aged 80+ or are registered as housebound.**

Most prescriptions now are sent electronically directly to the patients nominated pharmacy, if you haven't nominated a pharmacy please contact reception.

Please allow 48 working hours to process your prescription and make allowances for weekends and public holidays.

Weekend and Night Cover

You can call **111** when you need medical help fast but it is NOT a 999 emergency. 111 is available 24 hours a day, 365 days a year. Calls are free.

Phone 999 for life-threatening emergencies.