



Walton Village Medical Centre
172 Walton Village, Liverpool, L4 6TW

Tel: 0151 2476399

www.waltonvillagemc.nhs.net

Dr M I Khan MRCGP
Dr A Khan MBBS

The surgery is open during the following hours.

Monday-Friday 0800-1830

New registration

New patients should visit the surgery or visit our website www.waltonvillagemc.nhs.uk to fill out GMS1 and new patient medication checklist form along with an address proof and one photo ID to the reception team between 10 am to 6pm.

After completing the steps above, you are considered as registered with our practice and can make appointments to see the doctor.

You can also scan the QR code below to register



Practice Staff

Louise Ranger - Nurse
Viq – Healthcare Assistant

Bhavna Tiwari-Prada, MBA Imperial College
London – Practice Manager

Hayley – Senior Receptionist & Admin
Fallon - Senior Receptionist & Admin
Tracey M – Medical Secretary

Community Midwives - Our midwife is available weekly on a Tuesdays 09:30 – 11:00

The health visitor is currently based at Queens Drive Clinic - 0151 295 8403.

How to see the Doctor

Appointments can be made online or over the telephone between 8.00 am and 6.30 pm Monday and Friday, 8.00am – 6.30pm OR at the reception desk during normal surgery opening hours.

Appointments can be booked up to 2 weeks advance as requested. The practice also offers emergency appointments made on the same day. Emergency cases are seen at the surgery. You may see any doctor in the practice.

If you require an urgent consultation, it may not always be possible for you to see your usual doctor.

PATCHS - Alternate way to contact the practice PATCHS software available via our website. Get help from your GP practice without having to wait in a telephone queue to speak to a receptionist.

PRACTICE NURSE

Practice Nurse hours:

MONDAY 08:30 am - 6.30 pm

WEDNESDAY 08:30 am – 2:30 pm

How to order your Repeat Prescriptions?

You may order a repeat prescription online via MyGP app OR NHS app (**Online services**) OR by posting the “re-order” slip into the “repeat

prescription boxes” installed at the entrance of our surgery. If you are over the age of 65 years or registered housebound you can also call our reception team.

Please give **2 WORKING DAYS NOTICE** when ordering repeat prescriptions. They have to be prepared in advance and signed by the doctor before issue. Giving prior notice means that your wait in the surgery for collection is kept to a minimum.

If you ask for an item, which is not on your repeat prescription record, you may be required to consult with the doctor.

ONLINE SERVICES

You can now request “repeat” prescriptions, book appointments, view blood results, records etc. via ONLINE ACCESS

Step 1 – Request & verification: Request “online access” by seeing our reception staff face to face [b/w 10:30 am to 6:30 pm] [You can also request Proxy access for your dependents]. Please bring photo ID with you.

Step 2 - Access & PIN Document – Reception staff will send you the PIN document via e-mail or print format. This PIN document will contain “Linkage key”, “ODS Code” and “Account ID”. This document will also provide you with an online access options link where the above credentials can be used to gain online access.

Well person check clinics include Atrial fibrillation, asthma, blood pressure, CHD, CVD, COPD, diabetic, ear syringe, flu vac, Pertussis vac, pneumococcal vac, , vitamin b12 misc.

Appointments for these clinics should be made with the nurse through the receptionists.

Immunisations

We offer all the routine childhood immunisations. The nurse carries out many of these injections. We also offer influenza vaccinations in October/November for those at risk.

Asthma Clinic

Asthma patients are seen by the Practice Nurse in the general well person clinics.

Antenatal Clinic

Antenatal clinics are held every Wednesday mornings between 9.15 and 11.30/12.30. The midwives run these. Patients are booked for delivery in the Liverpool Women's Hospital. The midwifery number is 0151247 4747 to book these appointments directly.

Postnatal/8 Week Baby Check Clinics

Postnatal examinations are done in surgery during routine morning surgery's. The doctor, nurse and health care assistant carry these out.

Cervical smears

We offer to carry out cervical smears every three years. If you know that you are due for a test, then please make an appointment for the test with the receptionist. Do not wait to be sent an appointment.

Please ask a receptionist to make you an appointment.

Service available.

- All Long term conditions such as NHS Health checks
- Joint injections
- Vaccination (Seasonal flu, Shingles)

Family Planning

Contraceptive advice is given in the Well Person Clinic. The contraceptive pill is prescribed at clinics run by the practice nurse/ doctors.

Arrangements for other contraceptive services including the fitting of the contraceptive coil may be made with the Axess Clinic –
Please call Axess : 0300 323 1300
[The Beat, David Lewis St, Liverpool, L1 4AF]
OR book online <https://www.axess.clinic/find-service/> (Thursday evenings 6.30pm-8.00pm only)

Smoking Cessation

Smoking cessation is available at the practice and is provided by "smokefree". You can try the NHS Quit Smoking app, or for more information visit: www.nhs.uk/smokefree

Health Visitor

The health visitors are employed by the Trust and They can be contacted via our reception team or directly.

District Nurse

The district nurses are employed by the health authority but work closely with the doctor.

Most of their work is providing general nursing care for patients in their own homes. This service is aimed specifically at housebound patients. The message taking telephone number is 0151 2958441

Alcohol Services

This is a free and confidential service for adults in Liverpool who are experiencing difficulties with substances. Services can include 1-to-1 and group, detox and rehab opportunities, and medication. You can self-refer to this service by calling them on Phone: 0151 706 7888 OR you can walk-in to your local hub without an appointment at this address between 9AM to 5 PM : Unit 2, Anfield Business Centre, 58 Breckfield Road South, Liverpool L6 5DR

Counselling Services

Talk Liverpool provides psychological treatments, sometimes called talking therapy, to help people with common mental health problems such as

feeling stressed, feeling low in mood (depressed) or very nervous (anxiety).

This free and confidential talking therapy service is available to adults aged 16 or over who are registered with a Liverpool GP.

<https://www.talkliverpool.nhs.uk/>

You can also call 0151 228 2300 to refer yourself.

Blood Test Service -Above 12 years

Please collect blood form from the surgery. To book an appointment at a local phlebotomy clinic, call 0151 285 4548 OR visit www.merseycare.nhs.uk/MyBloodTest

Blood Test Service - below 12 years

Alder Hey Paediatric Phlebotomy is accessible by appointment only. If your GP has requested that you attend for a blood test please call their phlebotomy number on 0151 282 4589 [weekdays from 9am-5pm]

Out of Hours Emergencies & NHS Direct

If you need a doctor urgently, outside surgery hours, There are many ways you can access health care Out Of Hours. They include:

- Liverpool Community Health Walk-In Centres
- NHS 111 Service
- Pharmacy (Care of the Chemist)
- Accident and Emergency (A&E) or 999 (Chest Pain / Stroke Etc.)

When the Surgery is Closed (non-emergency)

When the surgery is closed patients can use the Walk-in centres – Nearest WIC is

Old Swan Walk-in Centre - Crystal Close, off St Oswalds Street L13 2GA

Tel: 0151 247 6700 [8.00am-8.00pm, 7/7]

Repeat Prescriptions

If you need regular prescriptions and the doctor does not need to see you every month, then your prescription requirements will usually be dealt with by our **repeat prescription system**.

Carers

Are you looking after someone?

Do you help someone with Bathing, Dressing, Toileting, Preparing meals, Housework, Handling money, Standing up, Walking, Climbing stairs

If so, please Local Solutions Homecare Liverpool - 0151 305 9987

Domiciliary care service offers people support at home in Liverpool, to achieve their short and long terms goals.

Disabled Patients

The surgery premises are accessible to patients who are in wheelchairs via a ramp. A toilet for the disabled is available in the surgery for the convenience of patients.

Patient Information Leaflets

Patient information leaflets are available at reception on various topics. Please ask the receptionist for help.

Access to Patient Information

The following people have access to patient information held at the surgery via patient's paper and computerized medical records: GPs, Practice Nurse, Health Care Assistant, Administrative Staff, Locums, Midwives

Health Visitors, District Nurses, Practice Counsellors, CVD Nurse

No other persons will be given access to patients information without written consent from the patient themselves unless the GP feels it is in the patient's medical interests to divulge such information.

Patients have the right to access and view their medical records in accordance with the Data Protection Act 1998. A written request to access medical records must be received in writing, addressed to the patient's GP. The Caldecott Guardian at the practice is Dr M I Khan. A copy of the Practice Code of Confidentiality and Access to Data Policy can be obtained from reception.

For further details please ask the receptionist for a copy of How We Use Your Health Records patient leaflet.

Interpreter & Sign language Services

The practice does have access to an interpreter service provided through DALs and Signalise. If you or a member of your family requires an interpreter during your consultation, please speak to the receptionist who can organize this for you.

Patient Consent

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. The clinician must also ensure that other possible treatment options, including the risks and benefits of each, have been explained

to the patient before the patient makes their decision to consent.

Implied consent will be assumed for many routine physical contacts with patients. Where implied consent is to be assumed by the clinician, in all cases, the following will apply:

- An explanation will be given to the patient what s/he is about to do, and why.
- The explanation will be sufficient for the patient to understand the procedure.
- In all cases where the patient is under 18 years of age, a verbal confirmation of consent will be obtained and briefly entered into the medical record.
- Where there is a significant risk to the patient an 'Expressed Consent' will be obtained in all cases.

Expressed consent (written or verbal) will be obtained for any procedure which carries a risk that the patient is likely to consider as being substantial. A note will be made in the medical record detailing the discussion about the consent and the risks. A Consent Form may be used for the patient to express consent.

The Practice acknowledges the right of the patient to refuse consent, delay consent, seek further information, limit the scope of consent, or ask for a chaperone.

The patient or parent / guardian has the right to withdraw consent at any time.

A Withdrawal of Patient Consent Form will be required to be completed and documented on the patient's medical record.

Chaperoning

The chaperone is seen as a safeguard to all parties and is a witness to continuing consent of the procedure by the patient. One of their role includes- Accompanying patients and healthcare staff during intimate examinations.

If you feel you would like a chaperone present during your consultation, please inform the doctor/nurse who will be more than happy to arrange this for you.

Home visits

Home visit appointments should be made well in advance before 10 AM unless it's a medical emergency and patient's medical condition makes it impossible to leave their home. This can be done by any of the clinical team deemed suitable by the GP.

We keep a register of patients who are housebound temporary or permanent due to medical condition.

Patient Comments and Suggestions

The surgery welcomes your comments and suggestions and your ideas could lead to the improvement of the running of the practice.

Suggestions can be made either verbally, to the receptionist, practice nurse or doctor, or in writing via the suggestion box. This is located above the letterbox in the surgery waiting room.

Patient Complaints

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to

make a complaint, we would like you to let us know as soon as possible.

Complaints can be made verbally or in writing to:

Mrs Bhavna Tiwari-Prada, Practice Manager or any of the doctors.

A Patient Complaints Leaflet, explaining the in-house complaints procedure can be obtained from the reception desk.

Other leaflets available upon request:

How do I give feedback or make a complaint about an NHS service?

Not Happy to Complain to the Practice

If you do not feel able to make a complaint straight to the practice or you are unable to meet a local resolution, you are able to complain to

NHS England;

By post to: NHS England, PO Box 16738 ,
Redditch, B97 9PT

By email to: england.contactus@nhs.net

Please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday
8am to 6pm, excluding English Bank Holidays)

They will take note of your complaint and arrange for it to be passed to a case officer.

Violent or Aggressive Patients

The practice runs a zero tolerance policy to violence or aggressive behaviour to any member of the practice team.

Anyone behaving violently or aggressively towards any member of staff, other patients or anyone else present on the practice premises will be removed from the practice list.

Removal from Practice List

If the practice finds it necessary to remove you from the doctor's list, you will be notified in writing of our intention. It is in your best interest at this time to find an alternative GP.

If you are still registered, 2 weeks after notification, the practice will notify the Health Authority to remove you from the practice list.

At this time, you will be notified in writing by the Health Authority and provided with a list of local GP's.

Practice / Catchment area

Scan QR code to see if you reside in our catchment area



Location - Near junction between A580 and Queens drive northbound, past Anfield cemetery. Free car spaces available on the front and on beech road.