

PATIENT LEAFLET



Aston Healthcare
Manor Farm Primary Care Resource Centre
Manor Farm Road, Huyton, Liverpool
Merseyside
L36 0UB

Aston Healthcare Ltd is a limited company incorporated and registered in England and Wales with company number 04159048 whose registered office is at Oriel House, 2 - 8 Oriel Road, Bootle, Merseyside, England, L20 7EP.

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DOCTORS

Dr F. Kabir MB BS
Dr B. Etteh MB BS LMSSA
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Dr F. Qedwai MB BS
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Dr A Ahuja MBBS

PRACTICE NURSES

Clare Murray
Linda Kinnaird
Sue Tumilty
Bernadette Hill
Candice O'Sullivan

PARTNERS

Dr C. Kenny MB ChB
Lee Panter

PHYSICIAN ASSOCIATES

Matthew Smith
Edmond Foley
Cenk Alhan

ADVANCED NURSE PRACTITIONERS

Sharon Thompson
Christopher Hollway
Paul Davies
Fiona Williams

MEDICINES MANAGEMENT

Hassan Argomandkhah
Michael Lipton
Shabeela Saleem
Pauline Darracott

OPENING TIMES

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
Saturday	CLOSED
Sunday	CLOSED

Please note, our telephone lines and reception are open between 8am - 6:30pm Monday-Friday. We do provide extended hours between 6:30pm and 8pm – please check the practice website for further details.

CONTACT DETAILS

Practice Location - Telephone Numbers

Manor Farm PCRC: 0151 902 0291
Whiston PCRC: 0151 902 0292
Gresford Medical Centre: 0151 902 0293
Knowsley Medical Centre: 0151 902 0294
Leathers Lane Surgery: 0151 902 0295
Camberley Medical Centre: 0151 902 0296

Web: www.astonhealth.nhs.uk

Twitter: @AstonHealthcare

WELCOME TO ASTON HEALTHCARE

Welcome to Aston Healthcare, a friendly, caring GP Practice based in six locations across the Borough of Knowsley.

We pride ourselves on delivering safe and effective care to the local population and aim to provide you with the best possible choice and standard of care. In order to achieve this, our dedicated team is here to help and treat you in a friendly and supportive manner.

We provide various clinics for the management of long term conditions such as respiratory disease (e.g. asthma or COPD), diabetes and heart disease. In addition, we also offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups.

We understand that your health is determined primarily by a range of social, economic and environmental factors and that treating you on a medical pathway (e.g. prescribing you a drug) may not always be appropriate to your individual needs. In recognising this we, with support from local organisations, have developed a health and well-being campus that offers a range of activities that our team can refer you in to. For example, our campus includes volunteering, arts activities, group learning, gardening, cookery, healthy eating advice and a range of sports. The main aim of the campus is to support you to take greater control of you personal health.

The service provided to you will be given by the most appropriately qualified member of the team, this following discussion and consent by yourself. It is important that you understand all the information offered to you so if in doubt please ask.

All of our Practice premises have suitable access for disabled patients. We also have a loop-hearing device for the hard of hearing.

We are supported by a Community Health Team, which includes, District Nurses, a Midwife, and a Health Visitor who treat people both in practice and in the community.

This leaflet provides a brief outline of our Practice; if you require any other information please visit www.astonhealth.nhs.uk or contact our administration team on the telephone numbers above.

We look forward to a long and healthy relationship with you.

PRACTICE AREA

Aston Healthcare Boundary

-  Aston Healthcare
-  Leathers Lane Surgery
-  Camberley Medical Centre
-  Manor Farm Primary Care Resource Centre
-  Gresford Medical Centre
-  Whiston Health Centre
-  Knowsley Medical Centre



NEW PATIENT REGISTRATION

Aston Healthcare is currently registering patients who live in the Knowsley area.

Registering with us is simple and easy. All you have to do is fill in a few forms, book an appointment for a new patient health check (if you are over 15 years old) and then come to see us!

We will contact your old GP and take care of everything else for you, so don't leave it till you're ill – JOIN TODAY!

Registration Forms

You can register online directly via our practice website. Please click on the 'Register icon' on our website homepage. If you have a smart phone or tablet, you can also scan the QR code below which takes you directly to the online form. If you do not have access to the internet then you can ask a member of our reception team who will be happy to help. Once all the forms are complete, give us a call to make your new patient check appointment.

Proof of Identity

As part of registering with us you will be required to provide documents for proof of identification. We accept the following documents:

Personal Identification

- ◆ Birth Certificate
- ◆ Marriage Certificate
- ◆ Student ID Card
- ◆ Passport or Identity Card
- ◆ Driving License
- ◆ NHS Medical Card

Proof of Address

- ◆ Rent Book / tenancy agreement
- ◆ Wage Slip (with home address)
- ◆ Official Letter (Home Office / DWP)
- ◆ Bank statement
- ◆ Council tax statement / utility bill (dated within the past 3 months)



NEW PATIENT HEALTH CHECK

During this 30 minute appointment we will take some basic measurements such as your height and weight and then take a brief medical history from you. It's nothing to worry about; we simply want to get to know you and your health a little better.

Following the health check you will be fully registered with the Practice and be free to make appointments with any of our Doctors and other clinical staff.

What to bring to your appointment

When you attend your new patient health check you will be required to bring the following things with you:

- The two registration forms fully completed and signed
- A urine sample (you can either take away a pot and bring it back with you or provide a sample on the day of your appointment)
- A list of any medications you take. This will help to reduce any delays in you getting your next prescription
- Two forms of identification; one form of personal identification and one proof of address
- If your child is under 5 years you will need to bring with you their red immunisation book.

When you register with us, you will be allocated a named GP who is accountable for your care. For continuity of care we encourage you to see your named GP each time you come to the Practice. There will be times, however, when s/he isn't available to see you and when this happens we will provide an explanation and offer you an appointment with another clinician. If you are not happy with your allocated GP you may request a change and we will endeavour to accommodate your request.

APPOINTMENTS

At Aston Healthcare we provide a wide range of appointments and appointment times including times outside of normal business hours.

How do I book an appointment?

In order to book an appointment with a clinician you should contact the practice anytime between 8am and 630pm (Monday to Friday) on the various practice locations numbers (highlighted above). Alternatively, you can book an appointment at reception.

We will strive to answer your telephone call as soon as practicably possible but please do bare in mind that the practice is experiencing an unprecedented level of demand, therefore you may experience a wait time.

I am deaf and am unable to contact the practice by telephone; how do I book an appointment?

We have various ways in which you can book your appointment, these are as follows:

NHS App: you can download the NHS App from the internet by following <https://www.nhs.uk/nhs-app/>. Once registered on the NHS App you have the ability to send the practice messages from the NHS App; your message will go straight into our computer system and a member of the team will see this and respond accordingly.

Email: if you are unable to use and/or access the NHS App then you can send an email request to aston.healthcare@nhs.net and request an appointment. Our administration team access the practice emails regularly throughout the day and will respond to you via email.

Advocate: if you are unable to access the NHS App or contact us via email then we would recommend using an advocate, for example a family member, friend or a third party such as the [Deafness Resource Centre](#).

The practice will arrange for an interpreter to support you during your appointment. All appointments will be for 20 minutes to facilitate your needs.

Why does the receptionist ask for the reason why I require an appointment?

When you get through to a member of our team they will ask you the main reason for you requesting an appointment. Our telephone and reception team are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'.

Our reception and telephone staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care from the most appropriate health professional at the most appropriate time.

The receptionist and telephone team are asked to collect brief information from patients to help:

- doctors prioritise house visits and phone calls
- ensure patients receive the appropriate level of care
- direct patients to see the nurse or other health professionals rather than a doctor where appropriate.

All administrative staff, like all members of the team, are bound by confidentiality rules:

- Any information given by you is treated strictly confidentially.
- The practice would take any breach of confidentiality very seriously and deal with it accordingly.
- You can ask to speak to the receptionist in private, away from the reception desk.
- However, if you feel your issue is very private and do not wish to say what this is, then this will be respected.

Will I be able to see a clinician face to face?

You will be given the choice as to whether you would prefer a telephone or face to face appointment, unless your request requires a physical examination (e.g. a lump).

Once we know what your reason for your appointment is then we will advise if your request can be best dealt with over the telephone (which will save you the time coming into surgery).

What type of appointments does the practice offer?

The practice offers a variety of appointments including the following:

- **Routine:** these are pre-bookable appointments that are classed as 'non-urgent'. Routine appointments can be via telephone or face to face.
- **On The Day:** these appointments are released on the day and are classed as 'urgent'. On the day appointments can be via telephone or face to face. These appointments do not apply to Practice Nurse appointments.
- **Home Visits:** home visits are provided to patients who are housebound. All patients will be triaged initially by an administrator and a clinician prior to any visit taking place.

Extended Access Appointments

Knowsley CCG have provided an Extended Access service to cope with winter demand on GPs. Extended Access appointments are additional appointments available at other practices and health care centres. Appointments are available during the day, evening and weekends but take place at other sites, not at Aston Healthcare. If we have no appointments available but your clinician would like you to be seen face-to-face, you may be offered an Extended Access appointment elsewhere in the Borough to ensure you can be seen.

Double Appointments

If you feel that you may need more time to discuss all your issues then please ask for an extended time period/appointment.

Chaperone during Appointments

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.

Preferred Practitioner

You or anyone that you authorise has the right to express your preference to be seen by a preferred clinician/practitioner. The practice will make every reasonable attempt to fulfill your request based on availability of the clinicians. As a practice, we ask that such preference will be received in writing and will be recorded on your notes so that our team can easily identify this information.

HOME VISITS

We encourage all patients to attend the Practice as we can see up to six patients in the Practice in the time it takes to visit a patient's home.

However, if you feel that for medical reasons you are unable to come to the Practice then please telephone with your request preferably before 10.30am so we can plan our day.

You will be triaged when making a request for a home visit; this will involve a member of our admin team asking you a few simple questions. The information you provide will be sent to a clinician who will then review your request and make direct contact with you via telephone to discuss the problem and to determine if a visit is appropriate.

Please note, if you are not deemed as being housebound then you may not be eligible for a home visit.

ACCOUNTABLE GP

All our patients are given a Named GP to help with your care; this GP is referred to as your 'accountable GP'. Your accountable GP takes lead responsibility for ensuring that any services which the practice provides meets the needs of you as a patient, ensuring that your care is coordinated. If you are not sure who your named GP is, then please don't hesitate to ask at reception.

This does not mean that you can only be seen by your named GP. We would like to reassure you that you can still be seen by any member of the practice clinical team of your choice. We are aware that seeing 1 doctor is not always possible or practical. All clinical staff within the practice can access your medical records so continued care can still be administered.

OUT OF HOURS

Medical services between 18:30 and 08:00 Monday to Friday, at weekends and bank holidays are commissioned by the NHS Knowsley CCG.

Should you need advice or medical treatment quickly and cannot wait for an appointment to see your doctor then please call **NHS 111**.

You'll be advised by a trained adviser who will ask you a series of questions to determine what level of help you need.

Should you be experiencing a medical emergency please call 999. An emergency is when someone needs medical help to save their life.

PRESCRIPTIONS

If you take medication regularly, it may be put on 'repeat' by one of our Clinicians. This means that a prescribing clinician has authorised you to have a certain number of prescriptions before they want to see you again to review how things are going.

All medication requests take a **minimum of 48 hours to be processed**. Please put your requests in with plenty of time to avoid delays in continuing to take your medication. Please note that requests may take longer over the holiday periods of Easter, Christmas and the New Year.

Repeat prescriptions may be ordered by any of the following methods:

Online: You can order your repeat prescription via the NHS App. If you have access to the internet this is the most efficient way to order your prescription as your request will go straight into our clinical system!

In Person: Fill in a prescription request form available from reception or the practice website, or tick the box next to the items you require on the tear off side of your prescription. Place your requests in the letter box located at reception.

Telephone: Contact the practice and order your prescription over the telephone. This is generally for patients who do not have access to the NHS App and have no other way of ordering their prescriptions.

CARERS

Are you a carer? Please let us know so we can provide additional support for your needs as a carer.

You can inform us face to face at reception or by calling the practice. Alternatively you can download our online carer form and pass it to our reception team or send the form via email aston.healthcare@nhs.net

To access a wide variety of services available to carers in Knowsley, please visit the Knowsley Carers website, who support and enhance the lives of unpaid carers in the Borough – www.knowsleycarers.co.uk

There is also wealth of information on the NHS website about carers and caring. Please find the link here: <https://www.nhs.uk/conditions/social-care-and-support-guide/>



SERVICES

As a practice we offer a range of services to our patients and these include:

- GP consultations
- Long Term Condition Annual reviews (e.g. asthma, COPD, CHD clinics)
- Cancer screening (e.g. cervical)
- Contraceptive services
- Child health surveillance (including vaccinations and immunisations)
- Maternity services
- Vaccinations and immunisations
- End of Life care
- Healthy Lifestyle clinics (e.g. smoking cessation)
- NHS Health Checks
- Sexual health and Pregnancy
- Social prescribing Link Workers
- Learning Disabilities annual health check

COMPLIMENTS, CONCERNS & COMPLAINTS

We welcome any comments you may have on the services we provide, whether that is a compliment, a concern or a complaint. Our aim is to provide the best possible care and treatment for you and understand that although we strive for excellence, occasionally things may go wrong or may not be how you would like.

If you wish to complain

If you wish to make a complaint then we ask that you contact us first as soon as possible after the cause of the complaint.

We welcome all feedback and complaints are often a chance to hear directly from patients and work together to improve service.

To complain you can:

- You can call us on any of the practice locations numbers (refer to page 2)
- You can email aston.healthcare@nhs.net
- You can post your complaint and mark it for the attention of the Practice Operations Manager at any of the practice locations.

We will usually only investigate complaints that are made within 12 months of the cause of the complaint, however, the time limit can be waived if there are good reasons you could not have complained sooner.

You are able to complain verbally or in writing; if you make a verbal complaint then the complaint shall be recorded and a copy of the written record given to you.

We will acknowledge your complaint within 3 working days and offer to either meet you or to contact you via telephone to discuss the complaint, at a time to suit you. We will advise you of how we will investigate your complaint and the likely time for the investigation. If you do not wish to meet then we will aim to provide you with a written response within 10 working days.

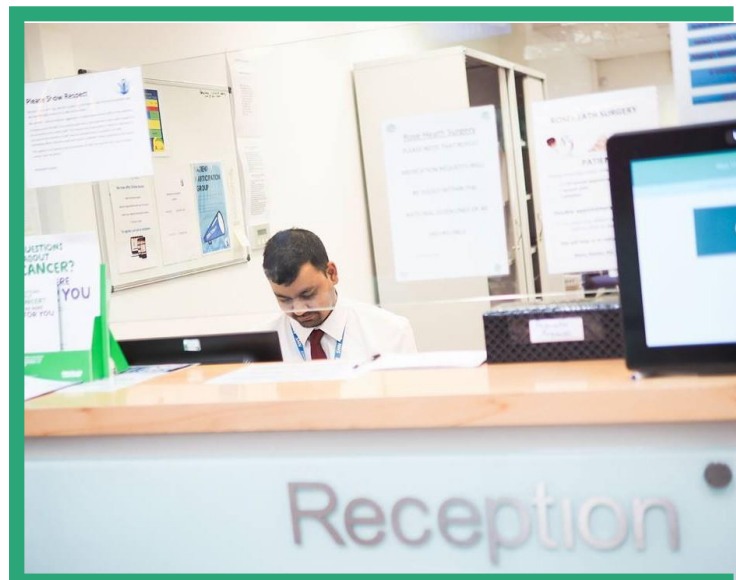
If you are unsatisfied with the outcome of the complaint then you can register your complaint directly with NHS England. [Please click here to find out how.](#)

If you are not satisfied with your reply from NHS England then you have the right to approach the Parliamentary and Health Ombudsman who will undertake an independent investigation. [Please click here to find out how best to approach the PHSO.](#)

YOUR RESPONSIBILITIES AS A PATIENT

We kindly request that you:

- treat the clinical and administration staff with the same courtesy and respect
- keep appointments that have been booked
- inform us as early as possible if you are going to be late for an appointment
- inform us as early as possible if you are unable to keep an appointment so that it can be released for another patient to use
- only request a home visit when you are too ill or infirm to come into the Practice
- inform us of all changes of address, telephone numbers and email address
- pay fees and charges due at the time that the service is provided (where appropriate)
- provide documentary evidence for any entitlement to free prescriptions when this is requested by a member of staff



ZERO TOLERANCE

We operate a zero tolerance policy for both physical and/or verbal abuse against all our members and staff and patients. We aim to treat patients with courtesy at all times and expect patients to show similar respect towards our staff.

We take all threatening, abusive and violent behaviour very seriously. Should a patient act in a manner which is considered to be violent or abusive all necessary steps will be taken to protect the well-being of all staff and patients of Aston Healthcare.

OUR RESPONSIBILITIES AS A PRACTICE

We will:

- ♦ treat you as an individual and with courtesy and respect at all times
- ♦ give you full information about the services we offer and every effort will be made to ensure you receive any information which directly affects your health and the care being offered.
- ♦ provide you with our names and ensure you know how to contact us. Staff names will either be on their consulting room doors or on name badges.
- ♦ provide you with an explanation if your wait is longer than 30 minutes. Despite us running a 10 minute appointment system, you may not be seen at your appointment time due to circumstances beyond our control.
- ♦ attempt to answer your telephone call promptly.
- ♦ ensure we maintain your confidentiality at all times



CONFIDENTIALITY AND ACCESS TO MEDICAL RECORDS

We keep records about your health and any care or treatment you receive from the NHS. It is important to keep a record of your health activity as this helps us to ensure that you receive the best possible care from us.

Your records are always stored safely in the practice and they are mainly saved within your medical record on the clinical system.

No information from your health records is passed to a third party without your consent.

However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals. In this situation we would not ask your permission beforehand.

We will not, without good reason give your medical details over the phone, unless we are certain of who we are talking to. We will not give details about you to anyone else without your permission.

YOUR NHS COMMISSIONER

NHS Knowsley CCG

To find out more information on the Primary Medical Services commissioned within your area you can contact NHS Knowsley Clinical Commissioning Group (CCG) on the following:.

NHS Knowsley CCG
Nutgrove Villa
Westmorland Road
Huyton
L36 6GA

Telephone: 0151 244 4126

Email: Knowsley.CCGCommunications@knowsley.nhs.uk

USEFUL NUMBERS - HOSPITALS

UNIVERSITY HOSPITAL AINTREE
0151 525 5980

THE WALTON CENTRE FOR NEUROLOGY
0151 525 3611

ROYAL LIVERPOOL & BROADGREEN UNIVERSITY HOSPITALS
0151 706 2000

WHISTON HOSPITAL
0151 426 1600

LIVERPOOL HEART & CHEST HOSPITAL
0151 600 1616

LIVERPOOL WOMEN'S HOSPITAL
0151 708 9988

CLATTERBRIDGE CANCER CENTRE (WIRRAL) 0151 334 1155

CLATTERBRIDGE CANCER CENTRE (FAZAKERLEY)
0151 514 2800

ALDER HEY CHILDREN'S HOSPITAL
0151 228 4811

SOUTHPORT & ORMSKIRK DISTRICT GENERAL HOSPITAL
01704 547471

OTHER USEFUL NUMBERS

KIRKBY HEALTH SUITE
0151 545 0170

TOWER HILL RESOURCE CENTRE
0151 546 4062

KIRKBY WALK-IN CENTRE (ST CHADS CLINIC)
0151 244 3180

WILLOWBROOK HOSPICE, ST HELENS
0151 430 8736

WOODLANDS HOSPICE, AINTREE
0151 529 2299

MACMILLAN COMMUNITY PALLIATIVE CARE TEAM
0151 431 0156

KNOWSLEY CANCER SUPPORT CENTRE
0151 489 3538

KNOWSLEY DRUG & ALCOHOL SERVICES
0151 443 5626

ALCOHOL SERVICES KNOWSLEY (ASK)
0151 330 4110

COMMUNITY COPD TEAM
0800 0730 236

OTHER USEFUL NUMBERS

KNOWSLEY CONTRACEPTION & SEXUAL HEALTH
0151 244 3580

CHLAMYDIA TESTING SERVICE
0151 227 1471

ENVIRONMENTAL HEALTH OFFICE
0151 443 4723

CITIZENS' ADVICE BUREAU
0845 1221 300

KNOWSLEY SOCIAL SERVICES
0151 443 2600