

The Practice Team

Partners

Dr Sushma Sekhar (F) MBBS (India 2002) | MRCGP

| DRCOG | DPD | DFSRH

*Part-time Senior GP partner | Special Interest in Women's
Health | GP Trainer*

Dr Christopher Chadwick (M) MSChB (Liverpool 2010) |
MRCGP (2015)

*Part-time GP Partner | Cauldicott Guardian | Safeguarding
Lead*

Dr Manoj Wijesinghe (M) Bsc | MBchB (Hon) | DFSRH
| MRCGP (Liverpool 2008)

GP Partner | GP Trainer | PGDip Cardiology

Management Team

Cheryl Lane *Business Manager*

Kristina Shaw *Practice Operations Manager*

Alison Fitzpatrick (BA Hons) *Reception Manager*

Jayne Byrne *Part-time Advanced Nurse*

Practitioner | Nurse Lead

Salaried GP's

Dr Rajesh Kini Kumbala (M)

Part-time Salaried GP

Dr Uchenna Nworgu (M)

Part-time Salaried GP

Dr Iain Bailey (M)

Part-time Salaried GP | GP

Trainer

Nursing Team

Adam Carruthers

Part-time Advanced Nurse

Practitioner (PCN)

Georgina Scott

RGN

Practice Nurse

Sue Tumilty

RGN

Part-time Practice Nurse

Sophie Macilwaine

Nurse Associate

Elizabeth Keary

Healthcare Assistant

Kerrie House

Phlebotomist

Our extended team includes District Nurses, District Midwives, Health Visitor to help provide the best medical care for our patients.

Practice Details

The practice is open from 08:00am - 6.30pm, Monday to Friday.

Patients are seen by appointment during normal surgery hours. We also provide same-day emergency appointments, which can be booked on the day. All GP and ANP appointments are triaged through Paco Blinx forms, which can be accessed via our practice website.

Patients can now be seen **evening** and **weekends** by an out of hours service – see a receptionist for more details.

We have full disabled access at both sites.

We have male and female clinicians at our Practice. Patients can book appointments with any Clinician or the Clinician of their choice depending on their availability.

New Patients

To register at the practice please visit our website or ask at Reception.

Home Visits

If you are housebound and are unable to attend the surgery, home visits can be requested Monday to Friday. Please contact the surgery before 11:00am. All home visits should be reported to the Surgery before 11am.

Definition of housebound is when illness or old age restricts the person from leaving the house.

Out of Hours (6:30pm – 8:00am)

If it is not a medical emergency but you need medical help fast, Please call NHS 111. Calls are free including mobiles 24 hours a day. **You only need to dial 111 to access this service.**

Enquiries and Test Results

We request that all calls for general enquiries or test results are made between the hours of 12 noon and 3:00pm. At this time the telephone lines are not so busy, and the staff will have more time to help you. To maintain confidentiality, results will only be given to patients themselves, or the Parents/guardians of children and only clinical staff are able to discuss test results with you. It is now faster to view your test results via the NHS App. Please speak to reception for further information.

Repeat Prescriptions

Repeat Prescriptions can be ordered on the NHS App / Patient Access or in writing by completing the tear-off slip with the medicines that you require. All requests require 48 hours' notice. Requests from Housebound / Elderly patients will be accepted over the telephone between the hours of 10:00am – 11.30am & 2:00pm to 4:00pm

Requests for non-repeat medication or “one off” prescriptions must be authorised by the Doctor and may take

longer to process. We have pharmacists working within our team that will contact you regarding any medication issues.

[Text Messaging Service](#)

All patients are requested to ensure their contact details are up to date to allow for text messages, communications and booking of appointments.

If you do not wish to receive text messages, please advise a member of the reception team.

[Health Checks](#)

We offer annual health checks to patients over the age of 75 years and carers. These checks are performed by a member of our Nursing team.

[Training Practice](#)

We are training practice and teach;

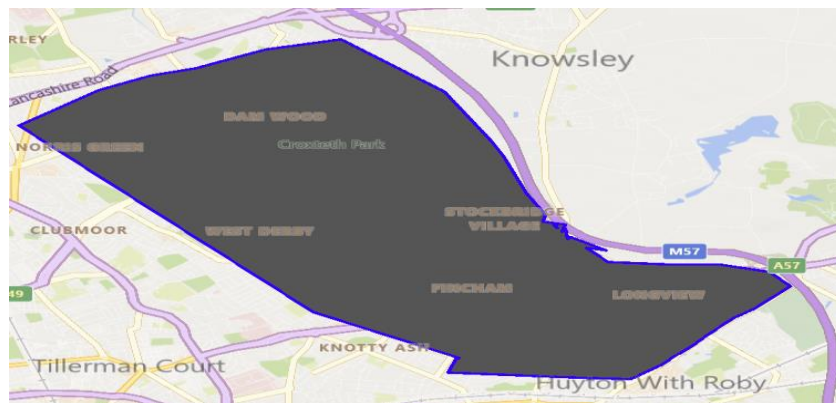
- [GP Registrars](#) (GP registrars are fully qualified Doctors who have chosen general practice as the career that they wish to pursue, and who will be gaining valuable experience based at our Practice. At all times they provide care of the same standard as provided by other Doctors at the practice.
- [Foundation GP's](#)
- [Medical Students](#)

[Named GP](#)

All patients have been allocated a named GP who is responsible for your overall care at the Practice. This does not mean you have to see this GP; you are entitled to book an appointment with any Clinician of your choice.

[Practice Boundary](#)

Practice can only accept patients who live within the Practice boundary. The following postcodes are included



[Disabled Persons](#)

Our Premises have suitable access for disabled persons and parking is available.

[Confidentiality](#)

Why we collect information about you

The Doctors staff and others who are caring for you, keep records about your health and care or treatment you receive

from the NHS. It is important to keep records to help ensure that you receive the best possible care from us. Your record will contain basic details on you.

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Medical Records

You may request to see your medical record. Please ask at Reception.

Carers

If you are a carer, please advise a member of staff. We can signpost you for support. You are also entitled to an annual Health check.

Other Agencies

On the odd occasion you may be receiving care from other people such as Social Services. We may need to share some information about you so that we can work together for your benefit. We will pass on information about you if they have a genuine need for it.

[Your Responsibility to us](#)

Please let us know if you change your name, address or contact telephone / e-mail details, this is very important to ensure that your records are accurate.

If you cannot attend your appointment, please let us know so that someone else in need can use the appointment.

Please treat all surgery staff with respect, we are doing our job.

Violent behaviour will not be tolerated.

Zero tolerance – The practice does operate a policy of withholding treatment from violent and abusive patients. Any form of violence, aggressive or abusive behavior towards any of our staff will not be tolerated. Individuals behaving violently towards staff will be reported to the police and removed from the practice list.

Our Responsibility to you

You will be greeted courteously and have a right to confidentiality. You will receive an appointment with a doctor within 48 hours. For routine appointments you can request a doctor of your choice. You have a right to see the medical records that are held about you subject to the limitations of the law. You will be seen on the same day if you have an urgent problem.