

STONEYCROFT MEDICAL CENTRE

Child (0-15) REGISTRATION PACK

In order for you to register at this practice, you must provide your birth certificate and a proof of your address within our practice area (L13).

For everyone aged under 15, we must see a birth certificate in order to register you.

LIST 1 (Personal Photographic)

- Birth Certificate

LIST 2 (Proof of Address)

- Recent utility bill (within the last 3 months)
- Local authority tax bill (valid for current year)
- Bank, building society or credit union statement (dated within the last 3 months)
- Recent original mortgage statement from a recognised lender
- Current local council/housing association rent card or tenancy agreement

**STONEYCROFT MEDICAL CENTRE
STONEVILLE ROAD
LIVERPOOL
L13 6QD**

APPOINTMENTS & ENQUIRIES: 0151 228 1138 / 0151 220 4401

FAX: 0151 228 1653

WEB: www.stoneycroftmc.nhs.uk

General Practitioners

Senior GP Partner – **Dr David Eccles**

GP Partners – **Dr Colin Welsh, Dr Margaret Edwards, Dr Alan Doddridge & Dr Debora Edwards**

Salaried GPs - **Dr E Bainbridge, Dr R Cassidy, Dr K Jones, Dr W Guest & Dr A Lewis**

Practice Staff

Practice Manager – **Miss Holly Tofield**

Deputy Practice Manager – **Mrs Kelly Hughes**

Practice Operations Manager – **Miss Claire Linnane**

Practice Nurses – **Chrissie Phillips & Mausi Towolawi**

The practice is fully supported by a reception and administration team.

All members of surgery staff have access to sensitive patient information and are trained in patient confidentiality.

Opening Times

Monday	8:00 – 18:30
Tuesday	8:00 – 18:30
Wednesday	8:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30

There is a member of staff available, either via the telephone or face to face at the surgery between the times above. You can call either **0151 228 1138** or **0151 220 4401** for both enquiries and to make an appointment.

Accessing Your Medical Records

The practice is registered under and conforms to General Data Protection Regulation and patients can gain access, and obtain copies of (if required) their records in accordance with current legislation. Please ask at reception for an access form.

All patients have been allocated a named GP and you can find out the name of the GP by either asking at reception or speaking to either the GP or practice nurse when you have an appointment. You can still book an appointment with any GP.

Making an Appointment

All consultations are by appointment only. There are several ways to book an appointment. They are:

- At the surgery
- Over the telephone
- On our automated phone service (call 0151 259 2900)
- On Patient Online Services (please see the form included in this registration pack)

We book a select number of GP appointments up to 2 weeks in advance. The majority of GP appointments are released on a daily basis from 8:00am. These appointments are available via the means listed above. If you require an appointment with the Practice Nurse, please contact the surgery over the telephone. We also offer early morning appointments on a Monday, Tuesday and Wednesday and late appointments on a Tuesday evening, however these slots are always quick to go!

Telephone consultations are also available with all GP's in certain circumstances, such as to receive test results, medication reviews, earache, head lice, water infections and sick notes. Please inform the receptionist you would like a telephone consultation when booking.

If you cannot attend an appointment you have made, please ring and cancel it in advance as continued failure to do so will result in you being removed from the practice list.

Home Visits

It is practice policy to visit only housebound or terminally ill patients. Home visits will NOT be made for children. Requests for home visits should be made **BEFORE 11.00 am** via the telephone. A GP will ring you back before a visit is made.

Repeat Prescriptions

Patients must either tick the items they require on the right hand tear off side of the repeat prescription or fill in a prescription request form in the surgery and put it in the prescription box in reception, giving **TWO FULL WORKING DAYS NOTICE**. You can also request a repeat prescription online (please see the registration form in this pack).

You can also post your request to us, enclosing a stamped addressed envelope giving **FOUR FULL WORKING DAYS NOTICE**.

As of 29th August 2018, pharmacies are no longer able to order prescriptions on a patient's behalf. You must request your own prescription via one of the means mentioned above.

IT IS YOUR RESPONSIBILITY TO MAKE SURE YOUR MEDICATION IS ORDERED IN TIME.

Complaints or Suggestions

The practice endeavours to provide a high standard of health care, but occasionally things do not go as smoothly as they should. If you have any cause for complaint or any suggestions to make, please either put it in writing to the surgery or ask to make an appointment to see the Practice Operations Manager.

All patients have the right to be registered with a GP, to be offered a health check, to receive emergency care at any time and receive appropriate drugs and medications, to be referred for a specialist opinion (where appropriate) and to choose whether or not to take part in medical research or student training. Patients have a responsibility to, where possible, use our service within the resources available, to cancel a pre-booked appointment, not to be violent or display abusive behaviour and to maintain good relations with the practice.

THE PRACTICE WILL NOT TOLERATE VERBAL AND/OR THREATENING BEHAVIOUR TO ITS STAFF AND TO OTHER PATIENTS.

THIS PRACTICE CAN ONLY ACCEPT PATIENTS LIVING IN AN L13 POSTCODE.



How does Patient Access work?

Patient Access is a website that displays information from the practice's system and allows you to:

1. View and book available appointments.
2. View your medication and request further prescriptions.
3. View your medical record.

Each practice decides how much information is allowed to be seen through Patient Access and how many appointments can be booked online, rather than over the telephone. The practice are also responsible for allowing you access to Patient Access and only they can create and reset accounts if you're struggling to sign in.

Patient Access is maintained by EMIS Health. They provide clinical information systems to practices, hospitals and pharmacies in England, Scotland, Wales and Northern Ireland. On their website you'll be able to get in touch with them if you're having problems with using Patient Access. They'll certainly help you where they can, though sometimes you'll need to contact the practice with the query as we control your account and what you can do with it. If you do contact them, don't include any medical information, just the problem you're having with the website - they'll reply to your query quickly.

To apply for Patient Access, please fill in the form overleaf and bring it in to the surgery with a form of photographic ID.

If you are interested in registering with the practice for this, please complete this form and hand it back to reception. You will be able to book, cancel or check an appointment, request a prescription or look at certain aspects of your medical records 24 hours a day, 7 days a week, 52 weeks a year.

If you are under 16 or would like someone else to manage your patient access account you can nominate them as a proxy user. Please note, to be a proxy user you must have your own patient access account and be registered with us.

YOU WILL NEED TO BRING A COPY OF PHOTOGRAPHIC ID (e.g. PASSPORT, DRIVING LICENCE) WITH YOU WHEN YOU BRING THIS FORM IN TO THE SURGERY.

Patient Details	
Name:	
Date of Birth:	
Mobile Number:	
Email:	
Proxy User Details (if applicable)	
Name:	
Date of Birth:	
Mobile Number:	
Email:	
Relationship to Patient:	
Signed Authorisation from patient for Proxy User:	