



## AINSDALE MEDICAL CENTRE PRACTICE LEAFLET 2023

Ainsdale Medical Centre is a large GP Practice within the Cheshire and Merseyside ICB, looking after approximately 11500 patients.

Our Practice team comprises GPs, Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, General Practice Assistants, Prescribing Pharmacists, Administrative/Reception staff, Office Manager, Assistant Practice Manager, and Practice Manager.

The practice team deliver a full range of clinical services under our General Medical Services (GMS) contract with NHS England.

We have been an accredited GP training practice for many years, and our current GP Trainers are Dr Weindling and Dr Marnell.

We also host student nurses from Edgehill University.

<b>Doctors</b>	<b>Nurse Practitioner/Practice Nurse/Health Care Assistant (HCA) General Practice Assistant (GPA)</b>
Dr Simon Foster (GP Partner)	Doreen Porter (Nurse Practitioner)
Dr Stuart Bennett (GP Partner)	Sister Steph O'Connor (Practice Nurse)
Dr Fred Weindling (GP Partner)	Sister Jillian North (Practice Nurse)
Dr Mel Ozkan (GP Partner)	Sister Elaine Wilcock (Practice Nurse)
Dr Adam Marnell (GP Partner)	Shirley Skillicorn (HCA)
Dr Shonalee Illingworth (Salaried GP)	Karen Rimmer (HCA)
Dr Jane Irvine (Salaried GP)	Mia Atherton (GPA)
Dr Uju Oyolu (Salaried GP)	
Dr Kate Finnesey (Salaried GP)	
Dr Abisola Oduwale (Salaried GP)	
Dr Richard Wood (Sessional GP)	
Dr Edoardo Cervoni (Sessional GP)	



**Practice Manager – Sarah Thompson**  
**Assistant Practice Manager – Jenna Jones**  
**Office Manager – Pam Martland**

### **Practice Contact Information**

Main telephone number: 01704 575133

Postal address: 66 Station Road, Ainsdale. Merseyside. PR8 3HW

Opening Hours: 8 am to 6.30 pm, Monday to Friday

### **Website address:**

**[www.ainsdalemedicalcentre.nhs.uk](http://www.ainsdalemedicalcentre.nhs.uk)**

Facebook: [www.facebook.com/Ainsdale-medical-centre](https://www.facebook.com/Ainsdale-medical-centre)

We have a Patient Participation Group – this information is available for patients wishing to join the PPG and can be accessed on the website or printed off at Reception.

Sefton ICB: <https://www.cheshireandmerseyside.nhs.uk>

Tel: 0151 317 8456

Email: [seftonplace@nhs.net](mailto:seftonplace@nhs.net)

### **Helpful Telephone numbers & websites**

Ainsdale Centre for Health and Wellbeing	01704 387230 <a href="http://www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/ainsdale-centre-health-and-wellbeing">www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/ainsdale-centre-health-and-wellbeing</a>
Southport Centre for Health and Wellbeing	01704 387230 <a href="http://www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/southport-health-and-wellbeing-centre">www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/southport-health-and-wellbeing-centre</a>
Churchtown Community Clinic	01704 387200 <a href="http://www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/churchtown-clinic">www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/churchtown-clinic</a>
Formby Clinic	01704 387210 <a href="http://www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/formby-clinic">www.merseycare.nhs.uk/our-services/our-sites/southport-and-formby/formby-clinic</a>



Midwives (Ormskirk)	01695 656924
Pregnancy Assessment Suite	01695 656507
Maternity ward	01695 656920

## **Online Services**

The number of things you can do online is increasing constantly, and here at Ainsdale Medical Centre, we are no different. By signing up for the NHS App (<https://www.nhsapp.service.nhs.uk/login>), you can make your life much easier while helping us be more efficient. You can use this via a computer, or if you have a smartphone or tablet, you can use the NHS App for iPhones or Android devices. Below are some of the things you can do online:

- **Order Repeat Medication:** All your repeat medications will already be listed, and you have to click on the items you want. It really couldn't be simpler. You can log in the next day to check if it has been issued.
- **Access to Medical Records:** Patients can also have limited access to their medical records if requested. Patients do not automatically get access to this and must apply separately. Access is subject to the authority of a GP.  
**\*\* From October 2023, patients will gain automatic access to their medical records through the NHS app. The GP will access patient records to identify vulnerable patients with safeguarding risks.**
- **Book certain appointment types:**  
 Smear appointments. We are constantly accessing what appointments are bookable online, so we will update patients when further bookable appointments are added.



## **Booking Appointments**

Consultation is by appointment, made when the surgery is open, either by telephone at 8.30 am or in person at the Reception desk after 9 am. You can pre-book appointments with the clinician up to four weeks ahead.

## **Nursing Team**

Our Practice Nurses are experienced in regular nursing duties and all aspects of chronic illnesses such as COPD, asthma and diabetes. Our Advance Nurse Practitioner is trained to diagnose and treat all minor conditions and injuries. We have two Health Care Assistants who hold clinics throughout the week and a General Practice Assistant who will eventually be available for blood tests, ECG and blood pressure appointments and supports the practice with administrative work.



### **Appointment Reminder Text Service**

We will send an Appointment Reminder by Text to your mobile phone one day before your appointment. Please ensure we have the correct number on record, and inform us if you change your number. This service has successfully reduced the number of missed appointments and increased appointment availability for patients.

If you cannot attend an appointment for any reason, please inform us as soon as possible so we can give the slot to someone else. This can be done by replying 'Cancel' to an SMS message reminding you of your appointment.



### **Home Visits**

Home visits are intended for our patients that are housebound through ill health. You can request a GP visit if your health prevents you from leaving your house. The Clinician may telephone you before deciding to visit. If you are NOT housebound, please book an appointment.

### **Registering at the Practice**

You can download a New Patient Registration form by following this link to our website: [www.ainsdalemedicalcentre.nhs.uk](http://www.ainsdalemedicalcentre.nhs.uk) – Services, then new patient.

The download includes the NHS standard registration form and the Ainsdale Medical Centre New Patient Questionnaire. These forms must be completed to join the practice and book an appointment.

Only people ordinarily resident within our practice area can register with us. To see a map of our Practice area, please access our practice website and click on the Services tab, then New Patients or click on this [link](#).

NHS England lays down the boundary rules, and we cannot make exceptions for people outside the boundary.



### Disabled access

The surgery building has been adapted to facilitate access for people with disabilities with a ramp and wide doors at both front and rear entrances. The front door is fitted with an automated door-opening device. We have fully featured disabled washroom facilities on both floors equipped with personal distress alarms connected to Reception.

We have a spacious lift serving the first-floor clinical rooms, which can be found towards the rear of the downstairs waiting room. There is designated parking at the rear of the surgery in the patients' car park. The Reception is equipped with a hearing loop device.

Since July 31st 2016, we have adopted the Accessible Information Standard. This new legislation directs and defines a specific and consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents where those needs relate to a disability, impairment or sensory loss.

**If you want to know more about access to surgery and the services we provide to our patients, please call us.**

### Accessing Medical Services When the Surgery is Closed



**when it's less  
urgent than 999**

Call NHS 111 **anytime**, day or night, for help and advice. The call is free from any phone, including mobiles, and you dial 111. This provides access to medically trained staff who can advise on self-care, where you should get face-to-face help or can arrange an urgent appointment at a 24-hour GP service or even a home visit.

NHS 111 is now also online at [111.NHS.uk](https://111.NHS.uk)



### **Clinics & Services**

We provide General Medical Services under contract to NHS Sefton. These include, but are not limited to:

Antenatal Care: You can self-refer to our maternity unit Tel: 01695 656924	Long Term Condition Clinics ( Asthma, COPD, Diabetes
Asthma	Maternity Services
Baby Development Checks	Minor Surgery
Baby Immunisations	Travel Vaccinations
Comprehensive CVD (Cardiovascular Disease) screening and review	Vaccinations

### **Confidentiality & Medical Records**

The practice complies with data protection and access to medical records legislation.

Reception and administration staff must access your medical records to do their jobs. These staff members are bound by the same confidentiality rules as the medical staff.



### **Complaints**

Our Practice Manager or Assistant Practice Manager will make time available to anyone who wishes to speak to them about our services and the care we provide. If you want to make a more formal complaint, read our complaints leaflet online or get a copy from Reception.



### **Prescriptions**

We issue well over 2,000 prescription items each month, so you can imagine what an enormous task this is. Please give us at least two working days' notice to allow any delays or queries to be dealt with before the Doctor issues your prescription.

Please play your part by ordering repeat medicines a week before it is due, allowing for Bank holidays, and providing any information we need to prescribe safely.

**Please note we cannot take medication orders over the phone as the risk of error is too high. This is a safeguard that is in place in almost all GP practices.**

### **Repeat prescriptions can be ordered in several different ways:**

- You can order online using the NHS App, Patient Access on a smartphone or tablet.
- Drop off your request to the surgery as a letter or note, or use the tick sheet on your last prescription.
- There is a repeat prescription box in the foyer by the main entrance, and you can put them through the letter box when the surgery is closed.



### **Electronic Prescription Service (EPS)**

We strongly encourage all of our patients to use this service. Please tell us which pharmacy you would like to use for all your prescriptions (not just repeats), and your record will be noted. All medications will then be sent electronically to your pharmacy within a few minutes of the Doctor signing it for them to download. This is much quicker, safer and more reliable. Over 75% of our patients use this service, significantly affecting how quickly you get your prescriptions.





### **Acceptable Behaviour**

We will not accept rude or aggressive behaviour towards our staff, and we will take steps to remove patients from the list if they behave in such a way. Our team do a challenging job and always try their best to solve whatever problems they encounter. Please behave respectfully towards them.

### **Accountable GP**

Every patient is allocated to a named GP when they join the practice. This GP is responsible for overseeing your care. Everyone is entitled to ask to be assigned to a named GP, and we will do our best to accommodate these requests, but we have to make sure the workload is allocated evenly across all our GPs

### **Getting the Most Out of Your Appointment with the Doctor See the Right Person for Your Treatment**



Continuity of care is essential to both Doctors and patients. If you have seen a Doctor about a specific problem, we would recommend you see the same person again, even if this means waiting longer. Some GPs have more expertise in particular fields, for example, Cardiology, Dermatology, and Women's Health. The receptionist can direct you towards them. If it is a new problem, seeing the same Doctor is generally less important. If you have multiple chronic illnesses, it is good to have a relationship with your registered GP, who oversees your medication.





### **Prioritise Your Symptoms**



The standard time for an appointment with our GPs is 15 minutes. Time can be tight, so it would be beneficial if you let us know at the start what you hope to get out of the appointment. Be realistic about what can be achieved in the time available. If you have several problems, it may not be possible to cover them in ten minutes safely, so please don't be offended if we ask you to make another appointment. Knowing all the problems you intend to mention at the start is beneficial. We want to avoid the 'hand on the doorknob' situation, where after 14 minutes, the patient says, 'Actually, the main reason I've come is that I've been having chest pain for the past week'.

### **Let us Know What You are Thinking.**



Knowing what you think when you come in to see us is helpful. What are you worried about? What do you think the problem is? What do you think the Doctor is going to do? How do you think the issue should be tackled? There are often different ways of approaching a problem, and it is amazing how much patients with

the symptoms may differ in their thoughts on how to treat it. If we know what you are thinking or worrying about, we can address this.



GPs call this interaction 'ICE' - Ideas, Concerns and Expectations. Establishing the patient's ICE is a key part of training to be a GP.

### **Ask the Doctor Questions**



The flip side to the above is that it is also helpful for you to know what we are thinking. At the end of the consultation, we should have an idea of what the problem is or might be and a plan for how to tackle it. This could be all sorts of things – taking some medication, going for some tests, making some lifestyle changes, or even doing nothing. If you are given medication, we should tell you what it is for and any common side effects to look out for. You should also know how we think things may evolve and what to do if things are changing or not going as expected. If you don't understand what we are discussing, please ask us!



### **DID YOU KNOW?**

Safety netting is an essential part of a consultation. It involves telling patients about things that might happen which would require further medical attention—for example, signs of an infection that is getting worse or may require further investigation.

'Red Flags' are another medical term referring to symptoms that might indicate a more severe problem. These should be discussed during most consultations.

### **Appointment Times**



Don't be put off by a doctor or nurse running late. This is often due to them having to give bad news to a previous patient or dealing with an emergency before you arrived. We all might need extra time unexpectedly one day, so although it might not be convenient for you, please consider other patients' needs on any given day.

### **Talk to our Receptionists**



As GPs, every day we consult, we see patients that didn't necessarily need to see us. It may be that we could have dealt with the problem on the phone or through a message, or it could be that there is a more appropriate service.

Please don't be offended if the receptionist asks about the nature of the problem – they are not being nosy but trying to find the best way to help you.

### **Home visits**

#### *HOME VISITS*



It is always better for a patient to be seen by the Doctor at the surgery, where they have access to comprehensive equipment, an examination room and access to clinical systems. We understand some patients are housebound, and getting to the surgery is impossible.

We expect patients who can attend appointments elsewhere, for example, the hospital or dentist, to come into the surgery to be seen. If your friends or relatives can take you to other appointments, we expect them to bring you to the surgery. We are very grateful for your co-operation as it saves valuable GP time. We will phone patients before visiting them to ensure that a visit is appropriate or whether the problem can be managed differently.