

THE GRANGE SURGERY
41 York Road, Birkdale, Southport
PR8 2AD
www.thegrangesurgerybirkdale.nhs.uk



**Providing the highest quality health care by responding to
patient needs in a friendly and respectful environment**

Telephone
(01704) 560506
Fax
(01704) 385049

Updated July 2023

The Partners, Practice Manager and Staff welcome you to The Grange Surgery, which has been based at York Road in Southport since 1990.

Our aim is to provide the best service to our patients, and we hope that you will find this handbook useful and informative.

The Grange Surgery is a training Practice. This means that we are a recognised Practice, which meets Quality Standards, and we follow guidance from The Joint Committee for Postgraduate Education for General Practice. We are assessed from time to time to ensure that we fulfil our obligation in the training of fully qualified doctors who have chosen to continue their education to become registered General Practitioners.

The surgery has disabled access and facilities available for its patients. All patients are welcome to be accompanied at their consultations with a friend or relative, and we will also arrange for chaperones at consultations at both clinical/patient instigation. Animals are not permitted on the premises other than those accompanying our patients who are blind or have dogs to assist them with hearing impairment. We observe a no smoking policy within the premises, and we follow a non-discriminatory policy with regard to patients and staff. CCTV cameras are in operation within the surgery premises.

All persons making an application to join our practice list must do so by requesting an application form from our reception staff. Our practice boundary lies between Carr Lane and extends to Boundary Street. Please check with our reception staff to ensure that you live within our catchment area, which has been established for the purpose of taking on new patients to our list. Upon completion (one form for each family member) the form should be returned along with the GMS1 form to reception and proof of address. If it is deemed necessary to carry out a Health Care Assessment, then the applicant will be offered an appointment with our Practice Nurse or Health Care Assistant.

The Partnership reserves the right to remove abusive and violent patients from its list and will do so in writing and in line with Health Authority Policy. In accordance with current legislation patients who wish to access their medical records may apply to do so by requesting in writing to the practice.

Both the Data Protection Act and The Freedom of Information Act are upheld within this practice. Full details can be requested in writing to the Practice Manager.

We hope that you will never have cause to complain, either with regard to your medical treatment or for any

other reason. However, if such an occasion arises, we would hope that an informal discussion with the Practice Manager would enable any situation to be resolved. We do have an in-house complaints policy should you wish to pursue a more formal approach, and our reception staff will be happy to give you written details, upon your request, which will explain fully the procedure to be followed.

We would request that all our patients keep us informed as to changes in name, address, and telephone numbers, as such changes have important implications with regard to communications within the practice and where referrals to hospitals and clinics become necessary.

The Practice actively encourages its patients, and actively supports patients, in smoking cessation. Literature is available within the practice and for your information please note the telephone number on the back page of this leaflet.

The Practice encourages its patients to inform us if they have any communication support needs in line with The Accessible Information Standard.

DOCTORS

Dr Alan Ryan	MBChB;FPcert
Dr Louise Forshaw	MBChB;MRCGP;DCH; DRCOG;FPcert
Dr Madhura Nayak	MBBS, MRCGP, DRCOG
Dr Suzanne Eyres	MBChB, MRCGP, DRCOG, DFRSH
Dr Julia Ronson	MBChB MRCGP, DRCOG, DFFP
Dr Ai Ai Ng	MBChB, MRCGP, DRCOG
Dr E Cervoni	MD, (T)GP, (SR) ENT, MRCGP
Dr R Kini Kumbala	MBBS, MRCP, MRCGP, PGDip (Diabetes)

PRACTICE MANAGER

Mrs N. Price

ASSISTANT MANAGERS

Mrs N. Baldwin

SECRETARY

Lesley & Yvonne

PRACTICE NURSE

Sister S. Massam
Sister J. Terniowski

PHLEBOTOMIST

Carren

HEALTH CARE ASSISTANT

Julie

RECEPTIONISTS

Supportive team of full and part time reception and administration staff

SURGERY HOURS

Monday – Friday
8.00am – 6.30pm

Telephone Enquiries Lines	8.00am – 6.30pm
Telephone Appointments Lines	8.30am – 12.30pm
	2.00pm – 6.30pm

APPOINTMENTS

Routine Surgeries

Please see separate page at the back of this book for Surgery Clinic times.

Consultations are by appointment only. Please telephone 01704 560506 between 8.30am – 12.30pm and 2.00pm – 6.30pm to make an appointment. Our aim is to give you an appointment within 48 hours from the day on which you telephone; however, some 24-hour appointments and some same day appointments are available. Patients may request to see a specific doctor, but if your doctor of choice is unavailable, we will offer you an appointment with another GP. You may have to book for a future appointment to see a specific doctor.

Out of Hours Calls

If you require to speak with, or see a doctor when the surgery is closed, please telephone **NHS Direct on 111** Out of Hours telephone number for Dental Emergencies is 0161 476 9651.

Our aim is to give you an appointment with a healthcare professional within 48 hours. **If you wish to see a specific doctor, then it may be necessary to wait for more than 48 hours.** There are a variety of ways of timing the booking of an appointment. Appointments can be booked on the day you require your appointment, 24 hours in advance, 48 hours in advance, 72 hours in advance and up to 4 weeks in advance. **Please be aware that if you request to see a certain GP then their next available appointment may be some weeks ahead.** All of the GPs at the surgery have the same access to your medical records and information.

We also offer the facility of booking a ‘telephone consultation’. If you receive a text message or letter in the post asking you to book a telephone consultation with the GP, please contact our receptionists who will be more than happy to arrange this for you. The GP will call you after their morning surgery has finished. **Please ensure we have an up-to-date contact number.**

If your problem is clinically urgent it would be helpful if you would explain this to the receptionist.

All Nurse, Health Care Assistant and Phlebotomist appointments are pre-bookable.

HOME VISITS

Requests should preferably be made between 8.00am – 10.00am. Please telephone 01704 560506.

The doctors are pleased to visit patients who, because of their **medical condition**, are unable to leave their home. Please telephone 01704 560506 to request a visit as early as possible and preferably before 10.00am in order that a visiting round can be planned.

Some visits may not be made until the afternoon so please tell the receptionist if you think the visit will not wait. In the interests of all patients please make every endeavour to come to the surgery rather than request a home visit.

Babies with temperatures may safely be brought to the surgery.

ENQUIRIES

Please telephone 01704 560506 between 8.00am and 6.30pm for routine enquiries.

If you are calling for the results of blood tests / x-ray reports please telephone after 2.00pm.

Repeat Prescriptions

48 working hours notice is required when ordering repeat prescriptions. Please ***do not telephone*** for repeat prescriptions as this may lead to mistakes and block the telephone lines for urgent calls. All requests must be made in writing. Repeat prescriptions ordered by 10.00am will be ready for collection after 5.00pm in 2 days' time. Routine repeat ordering can be made via email to: prescribingteam.grange@nhs.net

Contraceptive Prescriptions (where previously issued). One month's supply of the contraceptive pill can be obtained from the surgery via a telephone request. An appointment should be arranged when collecting the prescription.

Samples and Tests

Please label all specimen pots clearly with your name, date of birth and the date the sample has been taken. Samples should be handed into reception (not left on the doorstep if we are closed) by 12noon Monday to Friday, so that they may be taken to the hospital, that day. Patients are welcome to telephone the surgery for the results of tests. Please allow 3 working days before contacting the surgery on **01704 560506** after 2.00pm.

Ambulance Transport

This is only available to PATIENTS who are HOUSEBOUND and who clinically require ambulance Transport. Relatives are not transported by ambulance.

Due to information required by Patient Transport they require the booking to be made directly by the patient. If you require this telephone number, please enquire at reception for details.

Special Clinics

Please enquire at Reception for clinic details

Ante-Natal Clinic

Baby Clinic – Well Babies/Vaccinations

Well Woman Clinic, Cervical Cytology

Flu Vaccination Clinic

Asthma Clinic

Coronary Heart Disease Clinic

COPD Clinic

Diabetic Clinic

Joint Injection Clinic

Rheumatology Clinic

Sometimes it is necessary to cancel and rearrange some of our clinics. This will only be done in circumstances which are unavoidable and we would ask for your understanding on these occasions.

POINTS TO CONSIDER

We suggest that the points listed below are worthy of consideration and will be helpful to both patients and staff.

- Do you need to see a doctor or nurse?
- Check the common ailments list at the back of this handbook before making an appointment.
- Telephone lines are always busy first thing in the morning. If your call is not urgent, please consider telephoning later in the day.
- A sick note can sometimes be extended without the need for an appointment with a doctor. Please leave a message.

If urgent a repeat prescription can sometimes be issued without an appointment if you have consulted the doctor about your condition previously.

Forms can be left for completion; there is no need for you to personally hand them to the GP.

A note attached to the forms will suffice. Please ensure that we have your telephone number. Please remember that there may be a charge.

COMMON AILMENTS

THERE IS NOT ALWAYS A CURE! CHECK THIS LIST BEFORE MAKING AN APPOINTMENT. THE FOLLOWING CAN NORMALLY BE TREATED WITH SELF HELP AND A VISIT TO THE CHEMIST OR A CALL TO NHS 111.

Colds - colds are caused by viruses. Antibiotics have no effect on viruses. Take Paracetamol for fever or aching joints. Drink plenty of fluids. There are innumerable other remedies your chemist will advise you about. Consult your doctor only if you become concerned, particularly for babies or the infirm.

Flu - Influenza is another viral infection. It causes fever, aching, shivering, and coughing. Usually, it subsides in a few days but may leave the sufferer feeling washed out for a while. Treatment of symptoms with Paracetamol and cough linctus along with rest is usually all that is possible. If you become concerned consult your doctor, as complications are possible, particularly in the elderly or infirm.

Diarrhoea and vomiting – The main treatment aim here is to prevent dehydration by drinking plenty of clear fluids. Vomiting usually settles within a few hours. If it persists beyond 24 hours, sooner in babies and young children, consult your doctor.

Sore throat/tonsillitis – sore throats invariably get better within a few days whatever treatment is given. Mostly they are caused by viruses which do not respond to antibiotics. Take Paracetamol and suck lozenges for relief of symptoms.

High temperatures – High temperatures occur with infections. In children it is important to stop the temperature rising too quickly. This can be achieved by giving some Paracetamol syrup (eg Calpol, Disprol), which can be bought from the chemist. Gentle sponging with tepid water and wearing a minimum amount of clothing will help. If the temperature does not come down, or if you are worried, then please contact a Health Visitor 01704 387139, and /or telephone the surgery for an appointment and advice.

Chickenpox – This rash presents as small red patches which blister and then crust over. The rash is itchy, and fever may occur. Calamine lotion and Paracetamol will give relief. Children may return to school when all the crusts have gone.

Back pain – Most episodes of back pain will settle within a few days. 90% of attacks settle within six weeks. Painkillers (eg Paracetamol, Aspirin, Ibuprofen) should be taken regularly at first. Rest at first, following with gentle activity may help. Consult your doctor if the pain is not controlled or persists.

CONSULTATION TIMES

Monday

Dr Forshaw	08.30 – 11.00	No PM Surgery
Dr Nayak	09.00 – 11.30	No PM Surgery
Dr Eyres	08.30 – 11.00	15.00 – 17.00
Dr Ai Ai Ng	08.30 – 11.30	14.00 – 16.00
Dr Ronson	08.30 – 11.00	14.40 – 17.00
Dr Kini Kumbla	09.20 – 12.00	14.00 – 16.00

Tuesday

Dr Ryan	Baby Clinic	Joint Injection Clinic
Dr Forshaw	08.30 – 11.00	No PM Surgery
Dr Eyres	08.30 – 11.00	No PM Surgery
Dr Ai Ai Ng	08.30 – 11.00	14.00 – 16.00
Dr Ronson	No AM Surgery	14.40 – 17.00
Dr Kini Kumbla	09.20 – 12.00	14.00 – 16.00

Wednesday

Dr Ryan	08.40 – 11.10	15.00 – 17.00
Dr Forshaw	08.30 – 11.00	15.00 – 17.00
Dr Nayak	09.00 – 11.30	14.50 – 16.50
Dr Eyres	08.30 – 11.00	15.00 – 17.00
Dr Ronson	08.30 – 11.50	No PM Surgery

Thursday

Dr Ryan	08.40 – 11.20	14:30 – 16.30
Dr Nayak	09.00 – 11.50	No PM Surgery
Dr Ai Ai Ng	08.30 – 11.20	14.00 – 16.00
Dr E Cervoni	08.30 – 11.00	14.30 – 17.00

We also offer some early morning appointments with a GP and nurse as part of our extended access service – please call our reception team to enquire.

Friday

Dr Ryan	08.40 – 11.10	14.00 – 16.00
Dr Nayak	09.00 – 11.30	14.00 – 16.00
Dr Cervoni	08.30 – 11.00	14.30 – 17.00
Dr Ai Ai Ng	08.30 – 11.20	14.00 – 16.00
Dr Kini Kumbla	09.00 – 12.00	14.00 – 16.00

Please note that the above clinic times are subject to alteration owing to changes in circumstances.

Appointments for special clinics can be booked in advance. If patients fail to attend these clinics on three consecutive occasions or more, then no recall will be made for a further year, full written notification will be sent by the surgery to advise. This action will in no way prevent a patient contacting us to organise an appointment for follow up either in a special clinic or at an ordinary routine surgery. Please remember to help us and other patients by cancelling any appointments which are no longer required.

USEFUL TELEPHONE NUMBERS

Age UK Advice Line	0800 4 70 80 90
Alcoholics Anonymous	0800 9177 650
National Dementia Helpline	0800 888 6678
Ainsdale Centre Appointments	01704 387230
Health Visitor	01704 385125
Southport Centre Appointments	01704 387220
Primary Care Support England	0333 014 2884
Samaritans	116 123
Stroke Helpline	0303 3033 100
NSPCC	0808 800 5000
24 Hr National Helpline for Domestic Violence	0808 2000 247
NHS Advice Line (out of hours) PALS	111 0800 730 578
Sefton Social Services	0345 140 0845
Sefton Women's & Children's Aid	0151 922 8606
Stop Smoking Helpline	0300 123 1044
Southport & Formby District General Hospital	01704 547471
Ormskirk District General Hospital	01695 577111