

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice on 0151 244 4550 for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time

See the practice website for more information

<https://www.themacmillansurgery.nhs.uk/>

Healthwatch Knowsley

You can have your say on the Health and Social care in Knowsley.

Please visit the website on

www.healthwatchknowsley.co.uk

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. To book an appointment please ring the surgery on 0151 244 4550.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Long Term Conditions** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Vaccination certificates
- Private Sick Notes
- Holiday Cancellation forms

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Opening hours

Mon–Friday	8:00 am	6:30 pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Extended hours 2023

Saturday 20th May
Saturday 1st July
Saturday 12th August
Saturday 23rd September
Saturday 4th November
Saturday 16th December

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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Patient Information Leaflet

The MacMillan Surgery is based in:

St. Chads Centre
St. Chads Drive
Kirkby
L32 8RE

Telephone No: 0151 244 4550

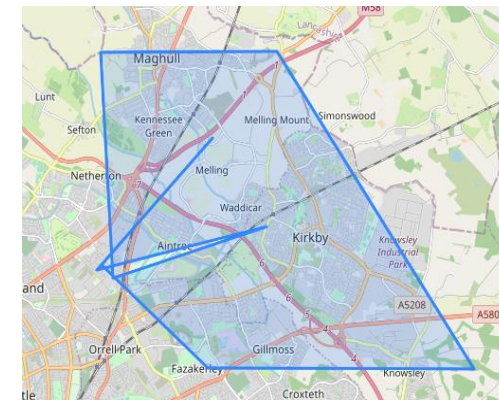
Email address:

macmillan.surgery@nhs.net

Website:

<https://www.themacmillansurgery.nhs.uk/>

GP services are provided to the following areas:



Further information can be sought from

<https://www.themacmillansurgery.nhs.uk>

The practice team

Partner

Dr K F Thong

Salaried GPs

Dr S Cunningham

Dr N McCulloch GP

Dr H Owens

Dr S Parkinson

Nurses

Marie Caveen

Beverley Walsh

Other Healthcare Staff

Annamarie Hoy (HCA)

Alison Byrne (Pharmacy Technician)

Dipak Harkinson (Pharmacist)

Practice Manager

Leanne McPadden

Office Manager

Courtney Duffy

Administration

Abbie Winstanley

Annamarie Hoy

Claire Waring

Jessica Bache

Linda McLoughlin

Nikita Noon

Rachael Donnelly

Hayley McLoughlin

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at <https://www.themacmillansurgery.nhs.uk/>. Should you be unable to access the website, please ring 0151 244 4550 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at <https://www.themacmillansurgery.nhs.uk/>

Alternatively, contact Courtney Duffy who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorized disclosure and in accordance with UK GDPR.

Test results

If your results are normal, we will not contact you unless requested by one of our clinician's. You can call our reception team from 11am onwards to confirm your results.

If one of our clinicians have arranged for you to have blood tests, the results usually come back within 7 days.

X-ray and scans reports take longer to return to us, we advise to give it minimum 14 days. If you have an abnormal result, we will contact you via telephone or text message. Please do not worry as if this was urgent our clinician would contact you directly.

Prescriptions/repeat prescriptions

If you are currently on regular medication and would like to request a repeat prescription, please see below the many ways you can do this:

- Online – sign up to **Patient Access**. For more information, see our practice website.
- At reception – you can hand in your slip with the ticked items that you require.
- By post – MacMillan Surgery, Top Floor, St. Chads Centre, St. Chads Drive, Kirkby, L32 8RE
- Telephone – please ring the surgery on **0151 244 4550**, Monday to Friday from 10:30am onwards.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Our home visits are subject to availability and will be prioritized on the urgency of your condition.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Walk in Centre

Kirkby Walk in Centre provides quick, convenient treatment for common illnesses and injuries:

Details: 8am to 9pm Mon to Sat
10am to 9pm on Sunday
and Bank Holidays