

Dingle Park Practice

Doctors Sutcliffe, Green, Taylor & Lamb
Dingle Park Practice
Riverside Centre for Health
Park Street
Liverpool L8 6QP

Telephone 0151 295 9228 **Fax** 0151 709 0348

Website www.dingledocs.nhs.uk



Centre Opening Times
08.30 – 18.30

DAY	AM	PM
Monday	8:30- 11:30	2:00- 5:30
Tuesday	8:30- 11:30	2:00- 5:00
Wednesday	8:30- 11:30	2:00- 5:00
Thursday	8:30- 11:30	2:00- 5:00
Friday	8:30- 11:30	3:30- 5:30

General consultation times.
By Appointment only (except in
emergencies)

Please arrive 5 minutes before your
appointment time

Practice Staff

Dr Stephen Sutcliffe

MBChB (Hons) BSc (Hons) Liverpool 1996

Dr Michael Green

MBChB (Hons) MRCGP Liverpool 1997

Dr Cait Taylor

MBChB (Hons) BSc (Hons)
MRCGP DCH Liverpool 1997

Dr Victoria Lamb

MBBS MRCP DFSRH MRCGP
London 2001

Julie McKenzie

RGN RM BSc Hons
Practice Nurse

Linda Waldron

Community
Practice Nurse

Maria Costello

Assistant Practitioner

Lisa Hughes

Healthcare Assistant

Michelle Fairhurst

Practice Manager

Sandra McEvoy

Office Manager

Pat Nelson

Receptionist

Paula Standish

Receptionist

Claire Bushell

Secretary/Receptionist

Clare Martin

Receptionist/
Administrator

Dingle Park Practice is a Training practice
so we also have registrars with us.

Registrars are fully qualified doctors who
wish to work as GPs, and undertake part
of their specialist training at the practice.

We are also a teaching practice so
from time to time we may ask you if our
students can observe your consultation.

GP Appointments

We are a busy practice trying to provide appointments within 1 working day making it easier for you to see a doctor quickly. You can phone anytime from 8.00am to book an appointment for on the day or the next working day. It is also possible to book appointments online (please see the practice website).

There are appointments available to book further in advance for those who would find this more helpful.

If you are unable to make your appointment, please telephone us to cancel it so we can offer it to another patient who may need it.

Out of Hours Medical Assistance

If you require medical assistance outside of surgery hours, you can call our main practice number and you will be connected to our Out of Hours Provider, Urgent Care 24.

Home Visits

Our doctors typically see four patients at the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend. Please ring the main switchboard as early as possible (preferably during the morning) to arrange a visit. Please be prepared to tell the receptionist about your condition so we can visit the most urgent cases first. The doctor may wish to speak with you to see if it would be better for you to come to the surgery to be seen immediately.



Repeat Prescriptions

To order repeat prescriptions please fill in the tick box on the right hand side of your prescription and place in the box on reception.

For housebound patients only repeat prescriptions can be taken over the phone. Please call between 1 – 2pm when the lines are less likely to be busy.

You can also order your repeat prescriptions online (see the practice website at the back of this leaflet).

Repeat prescriptions are available after 4pm the following working day.

Test Results

For your test results please telephone the surgery on **0151 295 9228** between 1 – 2pm.

On average please allow 2 working days for your test results to come back from the hospital unless your doctor has advised otherwise. Please note that X-ray results take a little longer, usually 7 days. Sometimes, it may not be possible to give full results over the phone. Reception staff are not medically qualified so if the result is complicated, or if the doctor wants to see you about the result, we will offer you an appointment.

We will only give results to the person who has had the test.

Nursing Team

The practice has a team of 4 nurses who are responsible for chronic disease care, which includes diabetes, heart disease, stroke, hypertension, COPD, asthma and rheumatology. This includes care for housebound patients. They are also available for travel vaccinations and advice, cervical smears and women's health issues, including contraception, and general healthy lifestyle checks and advice.

Reception

Our receptionists are usually the first point of contact and are here to help you. They have a lot of information to hand and in most cases will be able to help with your enquiry, ensuring you see the most appropriate clinician. Nonetheless, it is your right to request to talk only to the doctor. Anything that is discussed with the receptionists or any other member of the team is treated in strict confidence. You have a right to be treated courteously, and our receptionists also have a right to be treated courteously by you. We can offer privacy in a separate room if your enquiry is sensitive. Please respect the privacy of other patients by standing well back from the reception desk until your turn.

Extra Clinics

The health centre holds the following clinics:

- Ante-natal
- Anticoagulant (Warfarin)
- Treatment Room
- Baby Clinic
- Drug Dependency
- Smoking cessation
- Weight monitoring
- Counselling services
- Phlebotomy (bloods)

Please ask at reception for days and times of the above Clinics and they will be happy to make an appointment

Health Visitors

Health Visitors specialise in the health and development of babies and pre-school children.

Phone **0151 295 9248** to make an appointment.

How to Register

To register please attend at our reception to complete our registration documents. You will need to bring with you some form of ID with your address on, such as a utility bill or driving licence.



Disabled Access

The building is designed to give easy access for wheelchairs. We have parking spaces marked for disabled drivers, user friendly toilet facilities and automatic doors.

Patient Participation Group

If you would like to join our Patient Participation Group, please ask at our reception or send an email to us at g.n82033@nhs.net. Please do not send patient related queries or requests via email as we cannot guarantee the security of your information.

Comments & Concerns



If you have any comments or suggestions please pass them on to a receptionist. If you have any complaints ask to see the practice manager. We endeavour to deal with all complaints swiftly, usually between 10 working days.

Patients Rights & Responsibilities

All our patients are entitled to be offered a health check, receive emergency care at any time, receive appropriate drugs and medicines, be referred to a specialist if appropriate and be able to choose whether

or not to take part in medical research or students training.

You can request to see a specific GP, although we will always try our best, this may not always be possible.

Our patients are expected to try to use our services within the resources available, cancel pre booked appointments, maintain good relations with the practice and not be violent or display abusive behaviour.

In the rare instance when patients are removed from our list for aggressive or violent behaviour against us or our premises, we shall share details of the patient and the violent act with other health and welfare agencies insofar as it is necessary to protect other health and welfare agency staff.

Protecting Privacy

The health information you share with us is kept in your medical record. Sometimes we have to share this information with others. If you would like further information about how your personal information is shared and protected please ask at reception for a **Protecting Privacy** booklet.

Useful Websites

<https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=41389> (NHS Choices)

<http://www.pals.nhs.uk> (NHS patient advice and liaison service)

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