Other Local NHS Services

- Call NHS111 for free expert NHS health advice and information 24 hours a day (calls charged at local rates) should you require medical treatment while we are closed. Dial 111 from your telephone.
- Walk in Centres at Victoria Central Hospital, Mill Lane, Wallasey or at Arrowe Park Hospital, Arrowe Park Road, Upton
  Open Mon-Fri 7.00 am - 10.00 pm
  Weekends 9.00 am - 10.00 pm
  No appointment necessary
- Your local pharmacist will be able to give you free health advice and you don’t need an appointment. Many local

- Ambulance 999
- Arrowe Park Hospital 0151 678 5111
- Wirral Health Commissioning consortium 0151 651 0011
- Clatterbridge Hospital 0151 334 4000
- St Catherine’s Hospital 0151 678 7272
- Citizen’s Advice Bureau 0151 639 7858
- Samaritans 0845 790 9090
- Social Services 0151 630 6196

Write to: NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)
Email: england.contactus@nhs.net
**Surgery Information**

**The Doctors**

Dr R Tandon (female) MBSS, DCH, DIP VEN (Liverpool)

Dr F Newton (Male) MB ChB, BSc, MRCGP

Dr D Prescott MBChB, DFFP, LoC

**Surgery Hours**

The surgery is open:
8am—6.30pm Monday—Friday

**Appointments**

All surgeries are by appointment only. If you would like to make an appointment please telephone the surgery on 639 4616 or call in person at reception.
A single appointment is typically a 15 minute consultation and is normally sufficient for a single problem. If you require a longer appointment please let reception know when booking.

**Did you know?**

You can expect to see a GP within 2 working days, although you may have to wait longer if you wish to see a specific GP.

You also have the option to book an appointment up to 2 weeks in advance.

**Insect Bites and Stings**

Antihistamine tablets can be obtained from chemists without a prescription and will usually relieve most symptoms.

**Meningitis**

Meningitis is passed by close personal contact. Symptoms may include a blotchy red/purple rash that does not disappear when pressed firmly under a plain drinking glass, sickness, severe headache, stiff neck, dislike of bright lights, painful joints and drowsiness. Always refer to the doctor if you are concerned.

**Minor Cuts and Grazes**

Wash wound thoroughly with water and a little soap. To stop bleeding apply a clean dressing firmly to the wound. Cover with a clean dry dressing.
Colds
Even in this day and ages there is still no magic cure for the common cold. If you develop a headache or are feverish, take aspirin, ibuprofen or Paracetamol. Do not bother to take any antibiotics you may have in the house - these will not have any effect! Ensure you drink plenty of fluids.

Diarrhoea and Vomiting
In adults and older children, diarrhoea and vomiting usually gets better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. Sachets of powder such as Dioralyte and Rehidrat which can be made into a drink are available from the chemist. If the diarrhoea contains blood or there is severe pain or high fever, you should discuss this with your doctor.

High Temperature in a Child
Children can get a high temperature very quickly. This usually is a response to an infection. Most childhood infections are caused by viruses and these do not respond to antibiotics. To bring the temperature down:
- Keep the child cool - take off most of their clothes do not wrap them in blankets, keep the room airy and use a cool fan if you have one.
- Sponge your child down with lukewarm water. Then let the water dry on the skin.
- Give your child Paracetamol elixir (e.g. Calpol) follow the recommended dosage on the bottle.
- Give your child plenty of cool drinks. If they are unwilling to drink, encourage small amounts.
The above procedure may need to be repeated periodically. If in doubt or if things get worse seek medical advice.

Home Visits
These are available for patients who are too ill to attend the surgery. Please make your request before 10.30 am so that the doctors can plan their rounds accordingly. We ask for your co-operation in ensuring that any visits requested after this time are for urgent cases only.

Telephone
- If you need to speak with the Doctor, please ring reception when you will be given a telephone consultation appointment.
- Please do not ring for test results until after 2 pm.
- For general enquiries or to make a non-urgent appointment, please ring after 10.30 am.
- Between 8 am and 10.30 am the phones are extremely busy with urgent same day requests. Please help us to help those who need assistance urgently.

Out of Hours
For urgent advice and treatment when our practice is closed please ring the surgery, the number of the doctor on call will be on the answering machine, otherwise:
You can call the NHS 111 service, simply by dialling 111 from your telephone.

There are also Walk In Centres at Arrowe Park Hospital and Victoria Central Hospital.
You can also obtain advice 24 hours a day from NHS Direct on 0845 4647 (calls charged at local rates).
**Practice Staff**

**Practice Manager**
Tracey Binns

**Practice Nurse**
Judith Foley

**Office Manager & Clinic Co-ordinator**
Julie

**Receptionists**
Diane
Jan
Marian
Gaynor
Laura
Peter

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**New Patients**
Registration forms are available from reception or can be downloaded from our website: www.groveroadsurgerywirral.nhs.uk

You will be registering with the practice rather than an individual GP but you can, however state a preference.

To complete the registration process you will be asked to attend an appointment with the practice nurse for a new patient medical.

**Named GP**
From April 2015 ALL patients are to be allocated a named accountable GP. This doesn’t mean you must see that Doctor, it just means they take the lead responsibility for the coordination of all services required under the GP Contract and ensure they are delivered to each of their patients where required, based on clinical judgement of the named accountable GP.

You can express a preference to a particular GP if you wish or you can choose not to have a named accountable GP at all. Please contact us and we will note this on your records.

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**Advice Section**

Many common aches and pains can be simply treated at home without the need to consult a doctor.

**Back Pain**

Back pain causes 13 million working days to be lost in Britain each year. If the pain has been caused by position, i.e. lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or Paracetamol which will not only relieve the pain but will help to relieve the inflammation. Your doctor may well prescribe stronger drugs, heat treatment or gentle exercise.

**Burns**

Apply large quantities of cold running water to the affected area as soon as possible and maintain this until the pain stops. This may take as long as 15 minutes! If the skin is unbroken but blistered apply a loose, dry dressing. If the burn is larger than 4 inches or if the skin is broken, consult your doctor as soon as possible.

**Chickenpox**

On the first day a rash will appear as small red patches about 3-4mm across. Within a few hours of these developing, small blisters will appear in the centre of these patches. During the next 3-4 days further patches will appear and the earlier ones will turn crusty and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2-3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last “crusts” have dropped off.
Non-NHS Work

We offer some medical services which are not available on the NHS e.g. insurance medicals, HGV medicals and some other administrative matters like signing passport applications. The doctors charge a fee for these services. The receptionists will advise you in advance if you request a service for which there is a fee. A list of fees is displayed on the notice board in reception.

Travel Vaccinations

If you are travelling abroad, you can complete a form which the practice nurse will use to check and inform you of all the vaccinations you require. This is best done about 8 weeks in advance. Most vaccinations are carried out on the NHS but a fee may be payable for some.

Change of Details

Please notify us promptly if you change address or phone number.

Confidentiality

The doctors and staff have a legal duty to keep your records safe and confidential. This practice is registered under The Data Protection Act.

You have a right to access your health records.

Suggestions and Comments

Grove Road Surgery aims to give a friendly and professional service to all our patients. If you have any comments about the services provided at the surgery, please let us know. You can place any comment or suggestions in the Friends & Family test box provided in the waiting room or visit our website & click on the Friends & Family link. Alternatively you can speak to whomever you feel most comfortable - your GP, our Practice Manager or our reception staff will be happy to help.

In the regrettable event that you need to make a complaint, please contact Tracey Binns, Practice Manager.

Or contact the PALS team on Freephone: 0800 054 2137 or 01513633948
Patients with Specific Needs

This surgery has been adapted to accommodate the needs of disabled patients and disabled toilet facilities are provided.

A portable induction loop is available for patients’ who have hearing difficulties.

We can also arrange interpretation and translation services for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Foreign Visitors

Foreign visitors from countries which have reciprocal medical agreements will be treated free of charge under the NHS regulations for problems arising during their visit. Treatment for problems that existed before their visit and treatment for other foreign visitors is available privately - charges for these services are available on application.

Equal Opportunities

All patients will be treated fairly on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability or sexual orientation.

Training

We are a training practice which means we will sometimes have medical students in attendance (with patients’ consent).

Clinics

All clinics are by appointment only

- Musculo Skeletal
- Dermatology
- Ante-natal with Midwife
- Child Immunisation
- 6 week Baby Check
- Asthma
- Diabetes
- Heart Disease
- Well Woman / Well Man (NHS Healthchecks)
- Cervical Smears
- Holiday Vaccinations
- Older People Health Checks
- Influenza Vaccination
- Smoking Cessation

Other Services

Contraceptive Advice

Available from the Practice Nurses and the Doctors, including the “morning-after pill”.

Repeat Prescriptions

All our repeat prescriptions are recorded on the computer. You will receive a print-out of the items that you can request with your prescription. For other items please see the Doctor. Please tick the items that you need and place in the box that is provided in the entrance or post to the surgery. **They can not be ordered by telephone. It is important to keep our phone lines free for people who are ill and need help.** Prescription requests received before **12.30 pm** will be ready after **2pm** two working days later. Ask about our Online Services to order Prescriptions via the internet.