

Confidentiality

How we keep your records confidential

The Dr's and staff and others who are caring for you, keep records about your health and any care or treatment you receive from the NHS.

Your records are kept in a safe place in the surgery either on computer or paper files.

Receptionists and secretaries are responsible for keeping your records in order and will, from time to time access your records.

Other Agencies

On the rare occasion you may be receiving care from other people such as Social Services. We may need to share some information about you so that we can work together for your benefit. We will only pass on information about you if they have a genuine need for it. There may also be other agencies that may ask for information but we cannot give details without your consent.

We will not, without good reason.....

Give your medical details over the phone, unless we are certain of who we are talking to.

Give details about you to anyone else without your permission.

Consent

All clinicians must be satisfied that a patient understands and consents to a proposed treatment, immunisation or physical examination either Implied or Expressed (verbal or written).

The Practice

Comments, Suggestions & Complaints:

We constantly strive to give you the best possible care and attention.

Should you wish to make any comments or suggestions about the services provided by the practice we would be delighted to consider them. Please pass any comments or suggestions to receptionist.

Complaints about specific problems should be raised as soon as possible after the incident, in writing to the practice manager – Ms J. Ryan.

The facts will be investigated in fully.

This practice covers most areas in Knowsley – Please Check you are within our practice Boundary

If you wish to register with this practice, please ask the receptionist for advice. If you have a medical card please bring this along with you.

As a patient you have the right to express preference as to whom you wish to see, however, if you require an appointment and your preferred GP is not available you will be offered an appointment with another doctor. If you still wish to see your preferred GP you may have to wait longer. Disabled patient facilities are also available at this practice.

Car Parking

There is car parking available at the front of the building however spaces are limited.

Pilch Lane Surgery

Dr. J. Kulangara (Male)

Dr R Varma (Male)

Pilch Lane

Huyton, Liverpool L14 0JE

www.pilchlanesurgery.nhs.uk

Tel:- 0151 489 1806

Opening Hours

Mon	7:30am - 6:30pm
Tues	7:30am - 6:30pm
Wed	7:30am - 6:30pm
Thur	7:30am - 6:30pm
Fri	7:30am - 6:30pm

The Practice uses an appointment system Only.

**We Offer a range of appointments :
With a GP:**

Mon – Friday 9.00am – 5.30pm

With a Nurse:

Mon, Tues, Wed & Fri – 7.30am – 6.00pm

With a GP Assistant

Wed- 7.30am – 12.30pm

Thurs – 1.30pm – 6.00pm

Telephone Consultations are also available at this practice, please ask receptionist for details

Medical Students are trained in the Practice

Welcome To The Practice

We aim to provide a friendly, efficient and effective service to all our patients

Online Services

Emis Access (Patient Access) is a web-based application which has been developed to allow patients to request services from their GP Practice online at a time convenient to them.

- **Book an appointment.**
- **Order repeat prescriptions.**
- **Change your address details.**
- **View some parts of your medical record**

Using Patient Access, you can view, book and cancel appointments at your local GP surgery from home, work or on the move - wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service - you can do this in your own time, day or night.

[Please ask at reception for an Online Registration Form](#)

Services Available

Baby Clinic: The Practice Nurse runs the childhood immunisation clinics. Appointments must be made for all childhood immunisations. You will be sent an appointment or a reminder when your child is due. You will be sent an appointment for your child's 6 week development health check with the GP

Cervical Smear Tests: We recommend that all women who are, or have been sexually active between the ages of 25 and 50 years have a smear test taken every three years, and every 5 years thereafter up to the age of 64

Maternity Care: The antenatal clinic is held every Thursday between 1pm – 3pm . Please make an appointment at reception.

Other Services

- **Chronic Disease Monitoring e.g. Respiratory Care, Diabetes, Heart Disease Etc,**
- **Cervical smear tests**
- **Family Planning Advice**
- **Travel Advice & Vaccinations**
- **Baby and Childhood Vaccination**
- **Ante Natal Care**
- **Minor Surgery**
- **INR Anti-coagulant Clinic**
- **Chlamydia Screening**

Plus many other General Medical Services

Prescriptions

Repeat prescriptions can be ordered by post, or by visiting the surgery, or Online at <https://patient.emisaccess.co.uk> **Specific names of medication must be given** to avoid mistakes being made. Drugs have similar names, so it is essential for best practice that this information is given. Prescriptions will be available for collection within 48 hours (excluding weekends, bank/local holidays).

If you cannot Keep Your appointment

If you cannot keep your appointment please let us know as soon as possible, so that we can allocate the appointment slot to another patient.

Zero Tolerance policy

This practice operates a zero tolerance policy. Any form of violence, threatening or demanding behaviour, including verbal or abusive language toward clinicians or staff may result in removal from our list.

Home Visits

Please do not ask the doctor to call unless the patient is genuinely too ill to travel to the surgery.

If you feel a home visit is required please give the receptionist full details of the patient, the address, telephone number and the nature of the illness.

When the condition of the patient does require a home visit, please try to ring before 10.00 am on the same day the visit is required.

Emergencies Out of Surgery Hours

If you need to contact the doctor urgently out of normal practice hours, please ring:-

0151 489 1806

For Telephone Advice contact:-

NHS 111



Alternatively you can Attend:-

Knowsley NHS Walk In Centre
Nutgrove Villa
Tel: 0151 244 3533



Mon – Sat 08.00 am – 9.00 pm
Sunday 10.00 am – 9.00 pm



Whiston Hospital A & E Unit
Tel:- 0151-426-1600