## 

**Somerville**

**Medical Centre**

## Practice Leaflet

## 

## 0151 638 9333

## 

## [www.somervillemedicalcentre.co.uk](http://www.somervillemedicalcentre.co.uk)

## 

## 69 Gorsey Lane, Wallasey, Wirral, CH44 4AA

## 

## [Image result for nhs logo](http://www.bing.com/images/search?q=nhs+logo&id=353C572246297014792581A256F0D98A9246016C&FORM=IQFRBA)Somervillewiccg.gatekeeperN85024@nhs.net

**Surgery Opening Times**

**Monday 08:00 – 18:30**

**Tuesday 08:00 – 18:30**

**Wednesday 08:00 – 18:30**

**Thursday 08:00 – 18:30**

**Friday 08:00 – 18:30**

**Saturday CLOSED**

**Sunday CLOSED**

**Phone lines are open**

**08:00-18:30 Monday-Friday**

**Clinical Staff at Somerville**

**General Practitioners**

[](https://cdn0.iconfinder.com/data/icons/medical-services-1/256/Doctor-512.png)**Dr Paul Wilson**

MC BS, DRCOG, MRCGP (Middlesex, London, 1985)

[](https://cdn0.iconfinder.com/data/icons/medical-services-2-1/256/Female_Doctor-512.png)**Dr Sian Evans**

MBChB, MRCGP (Liverpool 1995)

[](https://cdn0.iconfinder.com/data/icons/medical-services-2-1/256/Female_Doctor-512.png)**Dr Helen Halder**

MBChB, DRCOG, MRCGP (Liverpool 1995)

[](https://cdn0.iconfinder.com/data/icons/medical-services-1/256/Doctor-512.png)**Dr Richard Dufton**

MBChB, MRCGP, DMCC (Liverpool 2009)

[](https://cdn0.iconfinder.com/data/icons/medical-services-2-1/256/Female_Doctor-512.png)**Dr Melissa Costello**

MBChB (Leeds 2012)

[](https://cdn0.iconfinder.com/data/icons/medical-services-2-1/256/Female_Doctor-512.png)**Dr Jessica Thompson**

MBChB (University of Liverpool 2009)

[](https://cdn0.iconfinder.com/data/icons/medical-services-1/256/Doctor-512.png)**Dr Gregory Monk**

MB ChB (Hons) (University of Liverpool)

**Nursing Sisters**

 **Sr Jane Wilson Sr Elizabeth Thomas**

RGN, RM BSc (Hons) RGN, BSc, MSc, BSc (Hons)

 **Sr Grace Mills Sr Aisling Foster**

RGN RGN

 **Sr Christine Varley**

**GP REGISTRAR**

You may be offered an appointment with a Dr whose name you don’t recognise.

GP Registrar’s who work at our practice have experience of providing medical care in a hospital setting. They are able to provide you with treatment and advice like any of our permanent GPs.

RGN, BSc (Hons)

**MEDICAL STUDENT**

We provide placements for medical students from Liverpool University. It is an essential part of their training.

With your consent, a student may observe your appointment, or briefly consult you before you see another clinician.

**Appointments**

**Booking Appointments**

Face to face and telephone appointments are available to book on the day. Please call the Surgery on 0151 638 9333 from 8am Monday to Friday. You will be asked a few simple questions by the reception staff to enable them to book you in with the correct GP / Nurse.

.

**Extended Access Clinics**

We are part of the Wirral Extended Access Hub which offers GP practices the option to book urgent appointments for their patients to be seen at other clinics. This includes late evening and Saturday and Sunday appointments.

**Home Visits**

Our GPs and Nurses are able to visit patients who are unable to attend the practice for a variety of reasons. If you are calling for an urgent same-day visit, please contact the surgery before **10:30am** were possible.

**eConsults**

The Surgery offers an eConsult service. This can be accessed through the Somerville Medical Centre website. Click on the blue banner “eConsults – contact your GP online”. Simply fill out the questionnaire. You will be contacted by a GP/Nurse within 48 hours.

**Cancelling Appointments**

You are now able to cancel your appointments via our automated text service. If you are unable to attend an appointment please inform the surgery as soon as possible, so that we may offer it to somebody else.

**Appointment Duration**

We offer standard GP appointments of 10 minutes and 15 minute appointments with the nurse. If you feel your ailment will take longer than this, please inform reception when booking your appointment.

All consultations are by appointment only. We do not offer a walk-in service.

**Out of Hours**

If you need urgent medical care outside of our operating hours and can’t wait until the surgery is next open, you can contact NHS 111.

They are free to call from UK landlines and mobiles.

The operators will assess your condition and direct you to the most appropriate care source.

**If it is a life threatening emergency contact 999.**

**Repeat Prescriptions**

**We do not accept prescription requests over the phone.** You are able to order repeat prescriptions online via the Patient Access App or by coming into surgery. We will only accept a prescription request from a pharmacy on your behalf if it has been agreed with your GP that you are vulnerable.

From 1st January 2022 Prescriptions will take 48 hours to process.

[](http://www.fablabconnect.com/wp-content/uploads/2015/09/iStock_000008768191_Large.jpg)

**Electronic Prescribing Service**

We are able to electronically send your

prescription to any pharmacy in the UK.

You can order your prescription directly

with the surgery, but collect at your designated pharmacy.

**Results of Investigations**

If you would like to obtain the results of investigations, please contact the surgery in the afternoon. This will ensure that the Doctor has reviewed your results. The practice will only contact you if your result is abnormal or you require further investigation/treatment.

**Patient Participation Group**

We are keen to know the views of our patients. We run a Patient Participation Group to ensure our patients’ have their say about their care. If you would like to get involved, please ask at reception for more information.



**Health Promotion Clinics**

**Doctors**

* Acupuncture
* Joint Injections
* Wart Clinic
* Minor Operations
* Post-Natal Care

**Other Services**

* Smoking Cessation
* Physiotherapy
* Counselling
* Midwifery Clinic
* INR Clinic
* Health Training
* Cancer care co-ordinator

**Non-NHS Services**

Our GPs provide a range of services some of which are not funded by the NHS. The patient is liable to pay any fees for these services.

Please see our website for more information.

**Practice Nurse**

* Diabetic Clinic
* Child/Baby Immunisations
* Holiday Vaccinations
* Contraceptive Services
* Respiratory Disease Clinic
* NHS Health Checks
* Injections
* Learning Disability Reviews

**Patient Access**

Our patients are able to download the Patient Access app

onto their smart phone, android or visit the webpage on

their computer.

This enables you to book GP appointments and order

prescriptions online. You can apply to the surgery to view

your read coded medical data on Patient Access. Your GP has to consent to you viewing this information prior to you being given access.

If you would like any further information about Patient Access or how to register, please contact reception.

**Protecting Your Information**

As a practice we are bound by the Data Protection Act (1984). The information we hold is confidential, and helps us to ensure you receive the best care possible from our staff. There are times when we are obliged to share information about our patients with other professionals such as hospitals and district nurses.

We are contracted to provide medical services by:

**Wirral Clinical Commissioning Group**

**Old Market House**

**Hamilton Square**

**Birkenhead**

**Wirral,**

**CH41 5AL**

**Useful Contacts**

**Arrowe Park Hospital** 0151 678 5111

**Clatterbridge Hospital** 0151 334 4000

**St Catherines Hospital** 0300 303 3157

**Victoria Central Hospital** 0151 678 7272

**0-19 Wellbeing Service** 0151 514 0219

***(inc Health Visitors)***

**District Nurses (Wallasey)** 0151 514 2220

**Aintree Hospital** 0151 525 5980

**Broadgreen Hospital** 0151 282 2000

**Royal Liverpool Hospital** 0151 706 2000

**Walton Centre for Neurology** 0151 525 3611

**Somerville Pharmacy** 0151 638 2772

**Patient Transport Services** 03454 250 050

**Choose & Book (appointments)** 0151 604 7501

**Compliments & Complaints**

We aim to provide the best service possible, but there may be times when you feel this has not happened. If you feel you have grounds for a complaint, please discuss this with the relevant member of staff, or write in to our Practice Manager.

**Zero Tolerance Policy**

Somerville Medical Centre is part of the Government’s zero tolerance campaign. Everyone who works within the NHS has the right to provide care without fear of abuse, intimidation or violence, (verbal or physical).

**Any patients who display such behaviour will be reported to the police**

**and removed from our practice.**

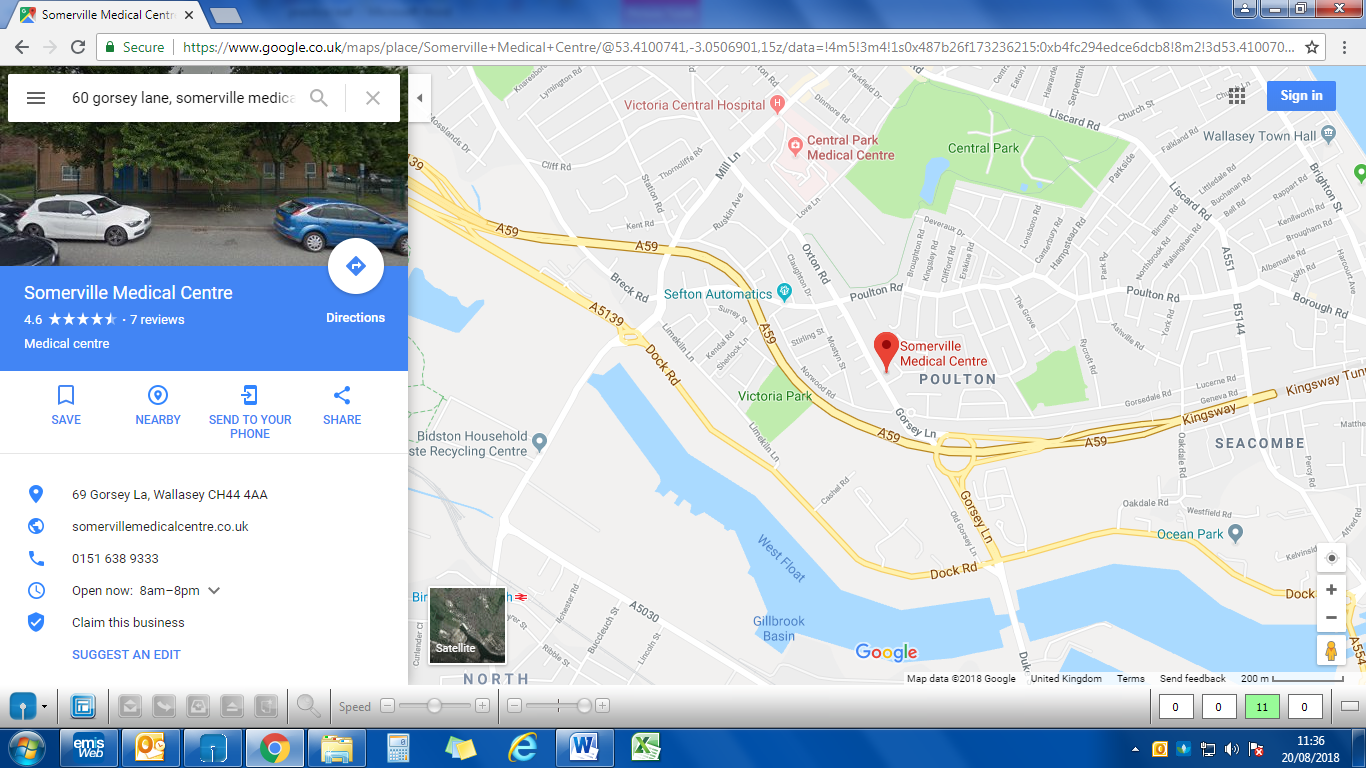
**Visiting Our Site**

To ensure equality and inclusivity, we have the following facilities at our practice:

* Loop System for patients with hearing impairments
* Disabled access throughout
* Parking including 3 disabled bays
* Lift to the first floor
* Automatic main entrance doors
* On site pharmacy

CCTV is installed at the practice premises for the purpose of security for patients and staff. Images from the cameras are recorded.

We are located close to the Kingsway (Wallasey) Tunnel to Liverpool. There is a bus stop located outside our practice with links to Wallasey and Birkenhead.



**69 Gorsey Lane, Wallasey, Wirral, CH44 4AA**

**Our Location**