

Community Pharmacy

When appropriate, we may refer patients directly to 'Pharmacy First', which is a service run by Community Pharmacies that offers advice and treatments for minor ailments. If you are exempt from prescription charges, you will not have to pay for items recommended by the pharmacist, which are normally issued on prescription.

Complaints Procedure

We do hope that you will never have cause to complain about the service we provide. However, if such an occasion arises, we would hope that an informal discussion would enable any situation to be resolved. We do have an in-house complaints procedure, in common with all primary health care teams. A leaflet explaining this procedure is available from reception. *The complaints person for the Practice is the Practice Manager and any complaints should be put in writing.*

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please put your views, in writing, into the suggestion box in reception or in a letter addressed to the Practice Manager.

- **Patient Participation Group (PPG):** We have a PPG which acts as a bridge between patients and the GP practice. We meet regularly to discuss the surgery and suggest any improvements that could be made. If you are interested in joining, please ask at Reception.

Confidentiality

We sometimes ask for personal information so that you can receive care and treatment. This information is recorded on your electronic medical record, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is always maintained by all members of the practice team. If you want to prevent confidential information about you from being shared or used for any purpose by the NHS, other than providing your care, please inform the practice.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the Surgery who abuses the GPs, staff or other patients, be it verbally, physically or in any threatening manner whatsoever, will be removed, without hesitation, from the Practice list. In extreme cases, we may summon the police to remove offenders from the Practice premises.

Non-NHS Examinations

Non-NHS requests are considered and dealt with by Dr Farrell, e.g. insurance work, HGV/Taxi examinations, etc. This is classed as private work and therefore may incur a charge. Please ask at reception about fees for any private work. The surgery requires payment prior to any medical appointments being booked.

Christiana Hartley Medical Practice

Dr A Farrell – Lead GP

Surgery Hours

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

Appointment lines open from 8.00am Monday to Friday 🏠 christiana.hartley@nhs.net

We observe a strict no-smoking policy within the premises and car park.

Welcome to the Practice

We are a traditional general practice, offering holistic care to our patients, helped by our unique knowledge of family and social circumstances. We work closely as a team, from clinical to administrative staff, and by getting to know our patients, we can offer the best quality, personalised care, which ensures continuity of care over time.

- **Facilities for the Disabled:** Our premises are accessible for disabled patients. If you have difficulty with access, please contact reception, who will endeavour to offer any necessary help.

How to Register

If you live within our catchment area, you can apply to join the practice by following the link on our website: [Register at this surgery](#), or visit www.nhs.uk and select the option 'How to register with a GP surgery'. You will be registered with the practice (not with a particular doctor), but you are free to see the doctor of your choice. To enable us to provide the best possible care, you may be invited for a New Patient Check when you register.

- **Practice Boundary Area:** Our catchment area is available on the NHS Choices website or please ask at reception.
- **No address, no problem:** If you need to register with a GP and have no fixed abode, you can register using a friend's, relative's or the surgery address.

NHS App & Online Access

There are several websites/Apps available you can register with to access your medical records and order repeat medications, etc. The NHS App is a simple and secure way to access a range of services on your computer, smartphone or tablet. It is free to download from App stores. All NHS App services can also be accessed by logging in through www.nhs.uk/nhs-app/account/.



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Southport

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🏠 christiana.hartley@nhs.net

For the latest information visit: www.christianahartleymedicalpractice.nhs.uk

Our Surgery

Christiana Hartley Medical Practice is a large GP Surgery in Southport, caring for approximately 11,050 patients. Our Lead GP is Dr Adele Farrell.

Clinicians

We have six General Practitioners (GPs) working within the surgery. In addition to the doctors, we have four Advanced Nurse Practitioners (ANPs). ANPs are registered nurses, who have received three years' additional university education. They can assess, diagnose and, where appropriate, prescribe and refer to hospital or community medical services.

Pharmacist

Our in-house Pharmacist is qualified to prescribe medications and to discuss and change medications, where appropriate. If you have any medication queries, please either call the surgery or go to Reception and request to book a telephone consultation with the Pharmacist.

Nursing Team

Our nursing team is made up of 3 Practice Nurses, 1 Health Care Assistant and 1 Phlebotomist. They are all highly experienced in a wide range of health and clinical matters and work closely with our GPs and ANPs, to deliver the best possible care to our patients.

Nurse/HCA/Phlebotomy appointments are made via Reception. **District Nurses (DNs)**

We have a team of District Nurses attached to the Practice. They care for all age groups and visit patients in their home, if they are unable to come to the Surgery. Our DN's give help, advice and carry out nursing care, following a referral from the doctor.

- **Midwife**

The Midwife holds an antenatal clinic at the Surgery once a week. She also visits mums and babies during the first ten days following delivery. If you are newly pregnant and require a booking-in appointment with the midwife, please contact Reception.

- **Health Visitor**

Our Health Visitor is a trained nurse who provides information and guidance on health care for children (particularly babies), pregnant women and the elderly. If you would like to speak with the Health Visitor, please contact the surgery.

e-Consult (Patches)

e-Consult is an on-line consultation tool that allows patients to consult with a GP practice, by completing an online form. We commit to respond to e-Consults within 48 working hours. You can ask about common problems like coughs, back pain, mental health and symptoms such as dizziness, tiredness or pain. You can also request sick notes and ask about recent test results. To use e-Consult, visit our website at www.christianahartleymedicalpractice.nhs.uk.

Home Visits

Visits are only available to housebound patients or to patients that are so incapacitated; they are unable to travel to the Practice. If possible, visits should be requested before 10:00am. All home visit requests are triaged by a clinician to ensure that only clinically-appropriate requests receive a visit.

7-day GP Access via The Family Surgery

The Family Surgery, 107 Liverpool Rd, Birkdale, PR8 4DB

The 7-Day GP Service provides non-urgent, evening and weekend appointments, in addition to our surgery appointments. This service is for any patient registered with a GP practice in Southport and Formby. **It is not a walk-in or urgent care service.** Appointments can be booked via Christiana Hartley Reception.

Practice Manager

The Practice Manager oversees all aspects of running the Practice and is happy to help with non-medical queries. We welcome all comments and suggestions about the Practice.

Medical Administrators

Our receptionists and administrators are all here to help you and are fully-trained personnel. They will try to answer any non-medical questions and will deal with all matters in the strictest confidence

They will ask for as much information as is required, to help you access the best possible service. They liaise with the doctors (and other members of the primary care team) to ensure you access the most appropriate care.

Repeat Prescriptions

Regular medications can be requested via the NHS App, in person at the surgery, by post or via e-mail: prescriptions.christiana@nhs.net.

Paper requests can be posted in the black post box outside the front door of the Practice. **We regret that we cannot accept telephone requests for medication, unless you are aged 80+ or are registered as housebound.**

Prescriptions are sent electronically, directly to the patient's nominated pharmacy. If you haven't nominated a pharmacy, please contact Reception.

Please allow 48 working hours to process your prescription and make allowances for weekends and public holidays.

Weekend and Night Cover

You can call **111** when you need medical help fast, but it's NOT a 999 emergency. 111 is available 24 hours a day, 365 days a year. Calls are free.

Phone 999 for life-threatening emergencies.