

Local Chemists

Rowland's 22 Liverpool Road	01704 565650
Boots 31– 39 Chapel Street	01704 533907
Bispham Road Pharmacy	01704 506006
Castletown 13 Union Street	01704 538593
Pharmacy First, Southbank Road	01704 544677
O'Brien's 2 Crown Buildings	01704 566931
Superdrug 10 Eastbank Street	01704 537191
Tesco	0191 693 5519

Other Useful Telephone Numbers

Urgent Care & Out of Hours	111
Southport & Ormskirk DGH	01704 547471
Family Planning	01704 536004
Southport GUM Clinic	01704 513303
Ormskirk GUM Clinic	01695 571043
Sefton Carers	0151 288 6060
Healthwatch Sefton	0151 920 0726

National Helplines

Drink line	0800 917 8282	Careline	0151 233 3800
Bereavement	0870 167 1677	Family Lives	08088002222
Child death	0800 282986	Shelter line	0808 8004444
Carers	0808 808 7777	Citizens Advice	0344 493 0012
Childline	0800 1111	Lesbian & Gay	020 7837 7324
NSPCC	0808 8005000	Victim Support	0808 168 9111
Disability	01302 310123	Age UK	0808 800 6565
Drugs	0800 776600	Missing Person	0500 700 700
The Samaritans	08457909090	Message to Home	0800700740
Debtline	0808 808 4000	Gamcare	0845 6000133
Age Concern	0800 00 99 66		
Violence Refuge	0870 599 5443		

Kew Surgery

**85 Town Lane
Southport
Merseyside
PR8 6RG**

Tel: 01704 546800

Fax: 01704 540486

Website: www.kewsurgery-southport.nhs.uk

**Dr Halina Obuchowicz
MD 1987 JCPTGP DRCOG**



MISSION STATEMENT

To provide the best possible healthcare which is responsive to the needs of our patients. To treat all patients with respect, observing strict codes of confidentiality. To act in a professional manner at all times.

Doctors:

Dr Halina Obuchowicz Female GP Principal

MD 1987, JCPTGP, DRCOG,

Dr Peter Poliszczuk, Male, Salaried GP

We have regular Locum Doctor support from Dr Wendy Coulter

Opening Times:

Monday	8:00 am - 6.30 pm
Tuesday	8:00 am - 6:30 pm
Wednesday	8:00 am - 6.30 pm
Thursday	8:00 am - 8:00 pm
Friday	8:00 am - 6:30 pm

Weekends and Bank Holidays - CLOSED

One Wednesday per month closed for Staff Training

Out Of Hours:

From 6:30 pm, Monday to Friday, at weekends and Bank Holidays, emergency cover is provided by NHS 111. If you require advice when the Surgery is closed please ring **111**.

In a real emergency at any time please ring 999

Casualties, Accidents and Emergencies:

Adult casualties are seen by the Accident & Emergency Department at the Southport & Ormskirk DGH, Town Lane, Southport Tel:(01704) 547471.

Children who require emergency treatment should be taken to Ormskirk DGH, Wigan Road, Ormskirk Lancashire Tel:(01695) 577111.

House Visits:

These are made at the doctor's discretion and are for patient's who are truly housebound or so incapacitated that they cannot be brought to the surgery. In almost all cases children can be brought to the surgery where we have the best conditions to examine them. This is safer for your child as urgent problems can be referred to the hospital quickly. Unfortunately the cost of travel cannot be considered as a reason to request house visits. Please ensure that you have a system in place so that you can access transport to the surgery by family, friends or a taxi in an emergency case.

Please request house visits by 10:00 am.

Practice Responsibilities

- ◆ You will be treated as an individual with courtesy and respect at all times
- ◆ You will have the right to be treated confidentially
- ◆ We will endeavour to answer the telephone promptly
- ◆ We will offer medical advice and information for promotion of good health
- ◆ Respect for all religious and cultural beliefs will be honoured
- ◆ You have the right to see your medical records subject to the limitations of the law. You may be charged for this service.
- ◆ You will be given a time to see a doctor in accordance with the system operated in this practice. If there is likely to be a substantial delay for any reason you will be given an explanation.

Patient Obligations

- ◆ We ask that you treat our doctors and all practice staff with respect.
- ◆ The first hour of the morning can be very busy and we ask that you leave routine calls and test results until later in the day.
- ◆ You are responsible for your own health and that of your dependants—please take the advice given to you by the practice.
- ◆ Inform us of any change to your personal details promptly. Provide us with correct telephone contact details.
- ◆ Please let us know if you are unable to keep an appointment so it may be offered to someone else.

We reserve the right to remove patients from our practice list who are violent or abusive and in rare cases that prove to suggest an irreparable breakdown in doctor/patient relationship has occurred.

Should patients require an interpreter this can be organised by prior arrangement. Please notify reception when making appointment.

All patient's are welcome to be accompanied at their consultation by a friend or relative.

If you require a chaperone, please request when making appointment.

Animals are not permitted onto the surgery premises, other than those accompanying our patient's who are blind, or who have dogs to assist them with hearing impairment.

We observe a no smoking policy within these premises and we follow a non-discriminatory policy with regard to patient's and staff.

The surgery complies with both The Data Protection Act, GDPR & Freedom of Information Act. Full details can be requested by writing to the Practice Manager.

Suggestions & Complaints:

Suggestions for improvements and complaints are always welcome and you may put them into the box in reception or leave them with the receptionist. We hope that you will never have cause to complain, either with regard to your medical treatment or for any other reason. However, if such an occasion arises we would hope that an informal discussion with the practice manager would enable any situation to be resolved. We have an in-house complaints procedure in common with all primary health care teams and a leaflet explaining this procedure is available from reception.

Patient Participation Group

If you would like information on our PPG, leaflets are available in reception or contact the Practice Manager.

Our website is updated regularly and is a good way to find latest information which includes the services we offer, practice newsletter, useful telephone numbers, health promotion and links to other NHS services. This can be accessed at

www.kewsurgery-southport.nhs.uk

The Practice covers the Kew area and surrounding area as far as Ash Street, Cemetery Road, Tithebarn Road, Stamford Road, Hart Street, Southport and Scarisbrick. .

Appointments:

- Appointments may be made in person, by telephone or online.
- Appointments are for one person and one problem only.
- We offer Telephone Consultation Appointments daily, except Friday.
- Please let us know if you cannot keep your appointment so we may offer it to someone else.
- Any Urgent problem will always be seen the same day. This may not be with the doctor of your choice. If there is any doubt about the urgency, the doctor will triage and decide if you need to be seen.

All patients registered at Kew Surgery have Dr Obuchowicz as their named accountable GP. Your named GP has overall responsibility for the care and support that our surgery provides to you. They will also work with other relevant health and care professionals who are involved in your care, to ensure that your care package meets your individual needs. If you wish to see a doctor of your choice you will have to wait until the next free routine appointment time is available with them.

The practice offers a range of services including:

- ◆ GP and ANP consultations
- ◆ Chronic Disease Management for Coronary Heart Disease, Diabetes, COPD, Asthma, Chronic Kidney Disease
- ◆ Antenatal Clinic
- ◆ Cervical Smears
- ◆ Family Planning
- ◆ New Patient Checks
- ◆ Frail and Elderly Clinic
- ◆ Learning Disability Checks
- ◆ Mental Health Checks
- ◆ Travel Vaccinations
- ◆ Smoking Cessation
- ◆ Weight Management and Diet Advice
- ◆ Baby Immunisation

Clinical Staff

Supporting our GPs, we now offer appointments with our Advanced Nurse Practitioner. ANPs are highly experienced and educated members of the care team, who are able to diagnose and treat your healthcare needs or refer you to an appropriate specialist if needed and can be seen instead of a GP. They can:

- Take a comprehensive patient history
- Carry out physical examinations
- Use their expert knowledge and clinical judgement to identify the potential diagnosis
- Refer patients for investigations where appropriate
- Make a final diagnosis
- Decide on treatment, including the prescribing of medicines

Our Practice Nurse is Kirsty Major (RGN). She provides Chronic Disease monitoring, as well as general health, dietary, smoking and lifestyle advice, well person checks, and vaccinations for home and abroad.

Non Clinical Staff:

We have a team of fully trained personnel who are available to arrange appointments, deal with enquiries and support your doctor. Any information you share is treated with absolute confidence.

Practice Manager

Vikki Valentini will be able to help you with any administrative or non-medical aspect of your health and treatment and discuss with you any suggestions or complaints.

Secretary - Angela

Reception & Admin Staff:

Donna, Margaret, Anna, Suzanne, and Lisa.

Other Health Professionals associated with the practice include -

Midwife: Antenatal clinics run on Thursday afternoons from 1.30pm and coordinate care of pregnant women and new born babies. Contact number is 01704 704699

We have disabled access, car parking and facilities for our patients. Should you need assistance please ask at reception.

Child Immunisation Clinic: Thursday morning 10:00 am - 12:30 pm

Health Visitor: provides advice to parents of the under 5s and can be contacted on 01704 387011

District Nurse Team: offer a wide range of nursing services . You may be referred by GP or hospital. Contact details 01704 387105

How to Register:

All persons making an application to join our practice must do so by requesting an application form from our reception staff or applying online. Please check the map to ensure you live within our practice catchment area. You will be required to complete 1 form for each member of your family. **Upon completion the forms need to be returned to reception, together with proof of ID and address.** You will only be refused application if you do not live within the catchment area. You will be required to make an appointment with our Practice Nurse for a new patient check as your medical records take some time to reach us and we need to assess the most appropriate service for your medical needs.

Repeat Prescriptions:

Please allow 48 hours notice (excluding weekends & Bank Holidays) for repeat prescriptions. Requests can be made using the re-order form on your last prescription, by letter, using the form available at reception, by fax or on-line via the practice web site. **Telephone requests cannot be accepted.**

We also now use electronic prescriptions that go straight to your nominated pharmacy. (Please speak to your pharmacy about this).

Please ensure you see a doctor at least once a year if you are on long term medication and before your review date.