

## PRACTICE TEAM MEMBERS

### **Practice Manager – Betty Brannan**

who assists the doctors and primary health care team in the management and development of the practice.

### **Assistant Practice Manager - Marian**

who manages the day to day running of the reception area and also assist you with enquiries and repeat prescriptions .

**Receptionists** - Lynne, Angela, Sarah and Karen who assist with all enquiries and repeat prescriptions.

### **Practice Nurse – Brenda**

who runs the various clinics.

### **Healthcare Worker - Kerry**

who does phlebotomy, influenza and pneumococcal vaccinations and assists the nurse with her clinics.

### **Computer Technician - Robert**

who is responsible for the practice computer system and practice data entry.

### **Secretary - Carla**

who handles all secretarial requirements of the practice and assists with data entry.

*There are a team of community nursing staff attached to the Practice who provide a full and comprehensive range of skills and expertise. These include Community Matrons, District Nurses 0151 295 9460 (Answer Machine), Health Visitors 0151 296 7919, Community Midwife (contact via Liverpool Women's Hospital) 0151 708 9988*

### **COMPLIMENT, COMMENT, CONCERN OR COMPLAINTS:**

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or suggestions, we want to hear about it.

Please speak to whoever you feel most comfortable with – your doctor, nurse, receptionist or manager – but if you would prefer to give us your feed back in writing please send it to the Practice Manager, Betty Brannan

You can also send us a message by asking for a form and putting it into the prescription/suggestion box.

## PRACTICE AREA IS PREDOMINATELY L14 POSTCODE.



### **DISABLED ACCESS:**

THE MEDICAL CENTRE IS ON THE GROUND FLOOR .

PRAMS, BICYCLES, DOGS (EXCEPT BLIND DOGS) AND THE USE OF MOBILE PHONES ARE NOT ALLOWED IN THE WAITING AREA.

WE SEEK YOUR CO-OPERATION IN KEEPING THIS HEALTH CENTRE IN A CLEAN AND NEAT CONDITION BOTH INTERNALLY AND EXTERNALLY.

SMOKING AND EATING FOOD, SWEETS, CRISPS OR DRINKS ARE STRICTLY FORBIDDEN IN ANY PART OF THE HEALTH CENTRE.

WE AND OUR PRIMARY HEALTH CARE TEAM WILL NOT TOLERATE VERBAL AND/OR RACIAL ABUSE OR THREATENING AND/OR VIOLENT BEHAVIOUR, HABITUAL NON-ATTENDANCES OF APPOINTMENTS OR INAPPROPRIATE USE OF ANY OF THE SERVICES WE PROVIDE.

THIS PRACTICE IS REGISTERED UNDER AND CONFORMS TO THE DATA PROTECTION ACT.

PATIENTS CAN GAIN ACCESS TO THEIR RECORDS ON REQUEST IN ACCORDANCE WITH CURRENT LEGISLATION

WELCOME  
TO



**DOVECOT HEALTH CENTRE**  
**LONGREACH ROAD**  
**LIVERPOOL, L14 0NL**  
**TEL: 0151 295 9440**  
**FAX: 0151 295 9441**

**DR C. JOERG BEYER (MALE)**  
MBBS, MRCP, DTM&H, DFFP, DFSRH  
(GERMANY 1994)

**DR M. QASIM ALAM (MALE)**  
MBChB, MRCP, DRCOG, DFSRH  
(UK 2006)

***WE WORK TOGETHER IN PARTNERSHIP***

**We are a training practice involved in the teaching of doctors and medical students**

### HOW TO SEE THE DOCTOR

To see the Doctor you need to **PHONE 0151 295 9440** between 8.00 a.m. and 6.30 p.m. There are **LIMITED** numbers of **BOOK AHEAD** appointments for each doctor which can also be booked online, as well as **LIMITED** numbers of **SAME DAY** appointments.

**EMERGENCIES INSIDE OF SURGERY HOURS:** If you feel you are too ill to wait until the next available appointment, you may, dependant on the problem be offered advice, treatment or be asked to come to the surgery at a certain time and sit and wait to be seen by whichever doctor becomes available first.

### HOW TO SEE THE NURSE / HEALTHCARE ASSISTANT

To see the nurse or healthcare assistant you can either phone or call in person to make an appointment.

### THE SURGERY

The surgery **DOOR IS OPEN** from 8:00 a.m. – 6:00 p.m. We hold various clinics throughout these times

### DOCTORS SURGERY SESSIONS

		<u>a.m.</u>	<u>p.m.</u>
<b>Mon</b>	<b>Dr Beyer</b> <b>Dr Alam</b>	<b>8:20 - 11:30</b> <b>9:00 - 11:30</b>	<b>4:00 - 6:00</b>
<b>Tues</b>	<b>Dr Beyer</b> <b>Dr Alam</b>	<b>8:20 - 11:30</b> <b>9:00 - 11:30</b>	<b>3:30 - 6:00</b>
<b>Weds</b>	<b>Dr Beyer</b> <b>Dr Alam</b>	<b>8:20 - 11:30</b> <b>9:00 - 11:30</b>	<b>3:30 - 6:00</b>
<b>Thur</b>	<b>Dr Beyer</b> <b>Dr Alam</b>	<b>8:20 - 11:30</b> <b>9:00 - 11:30</b>	<b>4:00 - 6:00</b>
<b>Fri</b>	<b>Dr Beyer</b> <b>Dr Alam</b>	<b>8:20 - 11:30</b> <b>9:00 - 11:30</b>	<b>3:30 - 6:00*</b> <b>4:00 - 6:00*</b>

\* either Dr Beyer or Dr Alam

**PLEASE NOTE:** During annual leave the doctors will usually cover each other or employ a locum doctor.

### HOME VISITS: PHONE: 0151 295 9440

Please phone **BEFORE 10:00 A.M.** where possible, giving the reason for the home visit request as these will be prioritised on clinical need and it also assist the Doctors to plan their visits and avoid delays.

**IF AT ALL POSSIBLE PLEASE TRY TO ATTEND THE SURGERY.**

### EMERGENCIES OUTSIDE OF SURGERY HOURS:

**Phone 111 (Freephone number for both landlines and mobiles).** this service will provide emergency medical care when the surgery is closed, however it is not for repeat medications or long-standing medical problems. They also provide 24 hour general health advice and can point you to different health services in the local area.

### IF IT IS A LIFE THREATENING EMERGENCY RING 999

### REPEAT PRESCRIPTIONS:

You must **TICK** only the items you require on the right hand tear off side of your repeat prescription and put it in the box outside reception - **TWO FULL WORKING DAY'S NOTICE IS REQUIRED.**

You can also order online, please ask reception for a password or post in your ticked requests enclosing a stamped addressed envelope - **ONE FULL WEEK'S NOTICE IS REQUIRED.**

**IT IS YOUR RESPONSIBILITY TO ENSURE YOU DO NOT RUN OUT OF REPEAT MEDICATION.** At various intervals you may be asked to see the Doctor or Nurse for a medication review.

### ALL CLINICS - ARE BY APPOINTMENT

**Antenatal Clinic** - Friday 9:15 – 12:00 a.m.

Full maternity services provided by the Midwife.

### **Asthma Clinic**

To educate asthmatic patients about their condition, teach them to use their inhalers and encourage them to live a normal healthy life.

**Baby Clinic** – Thursday 9.30 –11.30 a.m.

To immunise, weigh and general health checks provided by the Health Visitor.

### **Coronary Heart Clinic**

To monitor, screen and advise our at risk patients

### **Counselling – Community Service**

For short term acute anxiety problems – by doctors referral.

### **Diabetic Clinic-**

To monitor and advise our diabetic patients

### **Elderly Patients**

All patients over the age of 75 can have a general health check.

### **Family Planning**

We provide contraceptive injections, IUD and Implant Fitting/Removal. Emergency contraception can also be obtained at **Old Swan Walk-in Centre**

### **Immunisation**

To protect children and adults against a range of diseases. If you are going abroad on holiday or business then we can advise you on the vaccination you may need to stay healthy.

### **Minor Surgery**

Lumps, warts, verrucas, ingrowing toe nails etc. are removed by Dr Alam and both doctors do Joint Injections. These are done by a waiting list initiative.

### **Physiotherapy – Community Service**

By referral for short term treatment to acute injuries.

### **Respiratory Clinic (COPD)**

To monitor their condition, check inhaler technique and encourage them to live as normally as possible.

### **Well Person Clinic**

To see patients for regular blood pressure check-ups, medication reviews, cervical screening and general MOT.

### **KEEP IT OR CANCEL IT**

If you no longer require your appointment cancel it and let someone else have it.

### **OTHER INFORMATION**

New Patients as part of the registration process will be offered an appointment with the Healthcare Assistant so that she can take a medical history to assist us in getting to know you.