



## Patient Information Leaflet

Brownlow Health is a partnership providing NHS Services under an NHS England Medical Services Contract.

Brownlow Health @ Pembroke Place  
70 Pembroke Place  
L69 3GF

Brownlow Health @ Ropewalks  
26 Argyle Street  
L1 5DL

Brownlow Health @ Student Health  
University Of Liverpool  
Peach Street  
L69 7ZL (Term Time Only)

Brownlow Health @ Kensington  
157 Edge Lane, L7 2PF

Brownlow Health @ Princes Park  
Bentley Road, L8 0SY

Brownlow Health @ Marybone  
2 Vauxhall Road, Liverpool, L3 2BG



[www.brownlowhealth.co.uk](http://www.brownlowhealth.co.uk)

Further information can be sought from **NHS**



### Opening Hours

Monday	8am	6.30pm
Tuesday	8am	6.30pm
Wednesday	8am	6.30pm
Thursday	8am	6.30pm
Friday	8am	6.30pm

Our Student Health site operates during term time only. When the site is closed patients can attend Pembroke Place or Ropewalks. All our sites are fully accessible.

Improved access/extended hours available on some days. Visit the practice website for further details.

### Disabled access

Automatic Front Door Access suitable for wheelchairs.  
Disabled toilets in the waiting room and lifts are available.

Only guide dogs allowed in the surgery



The surgery operates a no smoking policy in its building and grounds



### Services we provide

Along with routine appointments, the practice offers the following services:

- Cancer Support Team
- Care Coordinators
- Diabetes Specialists
- Eating Disorder Service
- First Contact Physio
- Frailty & Complex Care Team (HAT)
- Health & Wellbeing Coaches
- Homeless Clinic
- Mental Health Practitioners
- Obesity Service
- Pharmacy Team
- Research & Training Practice
- Respiratory Specialists
- Social Prescribing
- Student Health Services
- Women's Health Hub
- Refugee & asylum clinic

More information for each of these services can be found on our website under the 'practice information' page for each site.

We also offer the following services: smoking cessation advice, clinics to support with drug and alcohol addiction.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website, social media and within the practice.



PROUD TO BE A  
**SAFE SURGERY**

### Teaching practice

The practice is a teaching practice and occasionally trainee clinicians may, as part of their training, be required to sit in with their trainer GP / Nurse during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee clinician will not sit in on your consultation.

### How to register at the practice

You may be able to register as an out of area patient. You will be required to complete a patient health questionnaire to see if this would be clinically appropriate before your registration is accepted. Please contact us if you need further information.

### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You may also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

## The Practice Team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

### Partners

- Dr Ahmed Alimam
- Dr Donna Evans
- Dr Deborah Faint
- Dr Genevieve Furlong
- Dr Elizabeth Lynch
- Dr Nicki Mazey
- Dr Ian Pawson
- Tina Atkins
- Helen Winsland

We have a number of Salaried GPs, Nurses and other healthcare staff working at Brownlow Health, please visit the website for more details.

### Practice Management:

- Helen Winsland - Finance/HR Partner
- Tina Atkins - Management Partner
- Diane Edwards - Human Resources
- Shannon Jacobs - Deputy Human Resources
- Lauren Williams - Deputy Human Resources
- Chris Hughes - Service Delivery
- Lynsey Need - Deputy Service Delivery
- Jennifer Baxter - Quality Lead
- Lian Swaine - Performance Lead
- Paul McDonnell - Information
- Rebecca Stiles - ETP Admin
- Melanie Callaghan - Central Site
- Carragh Jarvis - Central Site
- Zoey Rogers - Central Site
- Carolanne Morrison - Princes Park Site
- Zoe McCue - Kensington Place Site
- Michelle Cassidy - Marybone Site

## Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please visit the practice website to use our online services provided by Blinx. Should you be unable to access the website, please visit the practice or ring 0151 285 4578 and a member of our team will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are abusive, violent, threaten violence, commit or threaten to commit a criminal offence.

Such behaviour may result in removal from the practice list.

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

## NHS England Contact

Brownlow Health provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

This leaflet was produced from the Patient Information Leaflet Policy

### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By visiting our reception
- By telephone – Please call the practice on 0151 285 4578, selecting option 1 (from 10:30 am – 2:30 pm)
- Online – Via the NHS or Patient Access app

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

### NHS App

We encourage all of our patients to use the NHS app. The NHS App gives you a simple and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the Google Play or App Store. Alternatively, you can access the same services in a web browser by logging in through the NHS website. To use the NHS App, you must be 13 or over and registered with a GP surgery in England or the Isle of Man.

## Comments, suggestions and complaints

Comments and suggestions can be raised directly to any staff member.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain online via the practice website. For further information, please ask for a copy of the practice complaints leaflet.

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website or call us to request one. A clinician will then telephone you to discuss your request.

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, please visit your local walk-in centre, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

