



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)

Telephone: 0151 258 4578

Web: central.brownlowhealth.co.uk



Further information can be sought from www.nhs.uk

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

The quickest way to register at the practice is to use the practice website. If you are unable to use the website, please visit the practice to collect a registration form.

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).

Services we provide

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

- **Family planning** – We offer a full range of family planning and baby / post-natal care services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics and you will be invited as appropriate.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Health and Wellbeing Services** – We have Health and Wellbeing coaches as well as Social Prescribers that can support our patients.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

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 and within the practice.

Opening hours

Monday	8 am	6:30 pm
Tuesday	8 am	6:30 pm
Wednesday	8 am	6:30 pm
Thursday	8 am	6:30 pm
Friday	8 am	6:30 pm

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

Are you using the right service?

<p>SELF-CARE</p> <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at www.nhs.uk</p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p>NHS 111 (24/7)</p> <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p>GP ADVICE</p> <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p> <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p> <p>Emergencies only</p> <p>Severe bleeding</p> <p>Choking</p> <p>Breathing difficulties</p> <p>Chest pain</p> <p>Stroke</p>
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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 Diane Exley**
- **Dr Deborah Faint**
- **Dr Genevieve Furlong**
- **Dr Stewart Hale**
- **Dr Elizabeth Lynch**
- **Dr Nicki Mazey**
- **Dr Deborah Noland**
- **Dr Ian Pawson**
- **Denise Wilson** – Advanced Nurse Practitioner
- **Tina Atkins** – Management Partner
- **Helen Winsland** – Finance Partner

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:

- **Lori Brown** – Site Manager
- **Melanie Callaghan** – Site Manager
- **Lynsey Need** – Site Manager

- **Sam Green** – Operations Manager
- **Christine Hughes** – Deputy Operations Manager

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

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 we are closed

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

