

**Contact Reception if you wish to be a member of your Patient
Participation Group**

Useful Telephone Numbers

NHS 111	111
Whiston Hospital	0151 426 1600
St Helens Hospital	0174426633
Alder Hey	0151 338 4811
Royal Liverpool Hospital	0151 706 2000
Broadgreen Hospital	0151 282 6000
Heart and Chest Hospital	0151 600 1616
The Walton Centre	0151 525 3611
Liverpool Women's	0151 708 9988
Clatterbridge Hospital	0151 334 4000
Huyton Walk-in Centre	0151 244 3150
Knowsley CCG	0151 244 4126

The practice operates an internal Complaints Procedure. If you wish to make a formal complaint, please do so in writing as soon as possible after the event giving as much detail as possible to anita.harrison@knowsley.nhs.uk

You may also make your complaint directly to:

NHS England: 03003 11 22 33 / england.contactus@nhs.net

Parliamentary and Health Service Ombudsman: 0345 0154 033 /

www.ombudsman.org.uk/make-a-complaint

Healthwatch: <http://www.healthwatch.co.uk/>

PALS (Patient Advisory Liaison Service): 0151 430 1376

Details of primary medical services in the area may be obtained from the CCG.

If you cannot keep your appointment or no longer require it please let us know as soon as possible

Colby Medical Centre



The Bluebell Centre
Bluebell Lane
Huyton
Liverpool
L36 7XY

Tel: 0151 244 3290

Fax: 0151 244 4014

www.colbymedical.co.uk

Mrs. S. Kanczes-Daly (Female) MSc Nurse Clinician

Dr Patrick Ondire (Male) MB ChB

Nurse Practitioner Josie Dillon (Female) RGN GPN

Registration Practice list open. All Patients Registered with the practice will be allocated a named Accountable GP children or over 75s .
Application forms and SCR option form

Zero Tolerance

This practice operates a zero tolerance policy; any violent or abusive patients will be reported to the Police and removed from the practice list.

Confidentiality

Why we collect information about you.

The Doctor's staff and others, who are caring for you, keep records about your health and any care or treatment you receive from the NHS. It is important to keep record to help ensure that you receive the best possible care from us.

How we keep your records confidential

Your records are kept in a locked safe place within the surgery either on computer or paper files. Receptionists and admin staff are responsible for keeping your records in order and will from time to time access your records.

Other Agencies

On the odd occasion you may be receiving treatment from other services, we may need to share some information about you so that we can work together for your care. We will pass on the information about you if they have a genuine need for it. There may also be other agencies that may ask for information but we cannot give details without your written consent.
We will not give you medical details over the telephone, unless we are certain of who we are talking to.

Practice Area

L14, L34, L35, L36, Huyton ,Knowsley, Whiston, Prescot, Whiston and Rainhill.
Map of the area is available at the reception

Practice Staff

Practice Manager	Anita Harrison
Business Manager	Julie Barratt
Receptionist/Admin	Lisa Riozzi
Reception/ Admin	Lisa Shacklock
Reception/Admin	Emma Johnston

Disabled Access

The premises provide access and Toilets
Baby Change/Breastfeeding
The premises provide baby change and baby feeding Area

Surgery Opening Hours

Monday	8.00 - 6.30
Tuesday	8.00 - 6.30
Wednesday	8.00 - 8.00
Thursday	8.00 - 6.30
Friday	8.00 - 6.30

Urgent Cases : Seen as soon as possible or you can see a GP with the Extended Access Service please ask reception too book you an appointment or you can attend the walk-in Centre or ring NHS 111 for advise.

Telephone Availability

Telephone consultations are available on request daily, however these requests will be with the clinician on duty for the day.

Repeat Prescriptions

Request in writing or using the printed side of prescription or via patient access and will be ready within 48hrs

Clinics Available

Asthma
COPD
IHD
Diabetes
Hypertension
Children and Baby Immunisation
Baby Six Week Check
Postnatal
Cervical Screening
Holiday vaccines

Appointments GP /Clinicians

Mon 9.00 -12.00	3.00 - 5.30
Tues 9.00 – 12.00	3.00 – 5.30
Wed 9.00 – 12.00	3.00 – 5.30
	<u>Late Night</u> 6.30 -8.00
Thurs 9.00 – 12.00	3.00 – 5.30
Fri 9.00 – 12.00	3.00 – 5.30

Nurse Practitioner

Tuesday	9.00 – 4.30
Wednesday	8.30 – 1.00

Home Visits

If you require a home visit, please telephone before 10.00 Requests will be triaged with the Clinician on duty for the day.
Urgent Cases will be seen as soon as possible.
Non Urgent will be seen as soon as possible

Out of Hours

Provided by NHS 111
Out of Hours Surgery time call the 111 or ring the surgery and you will be diverted to the service

Patient Access – On-Line

You can book an appointment, order prescriptions, have access to medical records, please ask at reception or go to Patient.emisaccess.co.uk

Health Checks

Available to patients from age 16 yrs
NHS Health checks ,