



# Dunstan Village Group Practice

Dr S Jadaw MBChB: MRCGP: RACGP  
Mr H Majeed MPharm  
Dr A Chupin MBChB: MRCSed: MRCGP

131 Earle Road  
Liverpool  
L7 6HD  
☎ 0151 734 3535  
📠 0151 734 1769



## The Practice Area

Mainly Liverpool 3, 7, 8 and 15. Patients who are already registered with the practice and move to nearby districts, such as L6, L17, L18 and L25, may continue with the practice if they wish to do so after discussion with the Practice Manager on a case-by-case basis.

## How to register as a patient.

You are welcomed as a new patient; the Practice has an open list. Please come to the surgery and ask to register at the Practice. Provided you are residing within our practice area, and you are entitled to NHS treatment, you will be asked to complete a registration form. It will help if you can provide us with photographic ID and proof of address such as a bill/tenancy agreement/recent letter; this will facilitate an accurate registration. If you do not have any of the above, please ask to speak to a member of the senior management staff.

## Welcome To The Practice

This is an established practice which has suitable access for the disabled. We are aiming to provide you with the highest standards of health care. The Practice provides a range of services, which include full maternity care, a full range of contraceptive care, child health surveillance and immunisations, health promotion, women's health, Young Persons Clinic, Weight Management, Well Man, acute and chronic disease management and minor operations. The Practice is approved by Liverpool University for the training of Medical Students.

## Surgery Hours

08:00am to 18:30pm Monday, Tuesday, Thursday & Friday.  
08:00am to 20:00pm Wednesday.

### **HOW TO ACCESS OUR SERVICES:**

#### **By Appointment for Face To Face Consultation**

For detailed appointment times please see attached Annex 1.

To make an appointment please contact the practice, either by telephone or in person. Appointments can be booked online using Patient Online Access or via the Patient Access apps on a smartphone, ask at reception for more details.

#### **Telephone Advice (By Appointment)**

You may ring the surgery and ask for an appointment to speak to a Doctor or Nurse, within the practice. **You will be required to leave a contact telephone number in order for the Doctor/Nurse to call you back.** Morning calls are usually dealt with after morning surgery and calls after 1pm will be called back the next working day.

#### **Home Visits**

Requests for home visits should be kept to the minimum. This service is provided for those patients who are housebound or elderly. If you feel your illness makes you unfit to travel to the surgery, please contact the surgery **preferably before 11:00am** (on working days). Brief details of the problem will be asked for by the receptionist, along with your telephone number and the address where the visit is required. This enables us to organise our time, which in turn, gives you a better level of service. In most cases a lot of problems can be resolved by a telephone consultation with the GP. Children are not classed as housebound. Lack of transport is not regarded as a reason for a home visit.

#### **Emergencies**

During normal working hours patients should contact the practice in the normal way. Your request will be assessed by a clinician therefore it is important that you leave a contact telephone number. If it is deemed necessary, you will be offered an appointment to see one of the clinicians within 24 hours. Other points of contact, which may be useful are NHS UK – Dial 111 from a telephone or go online at [www.nhs.uk](http://www.nhs.uk) or Walk-In-Centres at Old Swan (St Oswald Street) – 0151 247 6700 or City Centre (David Lewis Street) – 0151 247 6500. For **out-of-hours emergencies** please ring **111**, if contact the practice on **0151 734 3535** you will be advised to contact the NHS 111 service. You may be asked to attend a Primary Care Centre to see a doctor. Please contact this service if you feel that you cannot wait for the next surgery.

#### **Repeat Prescriptions**

You can order repeat prescriptions either directly by yourself or through a relative or neighbour. If you are registered online, you can do it directly using this facility. Currently all prescriptions are under the Electronic Prescription Service (EPS) so the majority go electronically to a pharmacy. When the community pharmacy gives you your medications you will be given a printed list of repeat prescriptions, you can use this to order your next repeat prescription when due i.e., 5 days before you run out. Please allow a minimum of 2 working days for the prescription to be prepared. You can also fax (0151 734 1769) or post your repeat prescription request, if you believe you have a medication that does not go EPS you can enclosed a stamped self-addressed envelope, and we will return your prescription by post.

Some local chemists can deliver your medication to your home. Please make arrangements directly

with your chemist for this service. **Please note that there are no repeat prescription collections at weekends or Bank Holidays.**

Ask at reception about the Electronic Prescription Service, the prescription can be sent to the pharmacy rather than having to collect it from the surgery, prescriptions still need to be requested at least 2 working days before they are due to run out.

### **Patient Online Access**

Patient online access allows patients to book appointments with the doctor, order repeat medications, view immunisation history and test results online or via the Patient Access app from a Smartphone. Ask at reception for more details and to sign up to this service. ID will need to be shown to register for this service.

### **Practice Staff**

1. **GP's** – Dr Jadaw (Female), Dr Aliaksandr Chupin (Male)
2. **Nurse Practitioner** – Sister Joyce Kennard RN, DN, Dip, HE, BA (Hons) – NMC 7518528E
3. **Practice Nurses** – Sister Rachel Murray Dip (HE), RN – NMC 08G2879E  
Nurse Laura Boardman - NMC 19G1182E
4. **Clinical Pharmacist** – Hassan Majeed, Steven Morris
5. **Practice Manager** – There is a team of managers jointly responsible for managing the practice  
Bernadette McLennan Responsible for Quality: HR  
Laura Rose Deputy Practice Manager
6. **Receptionists** – The Practice has several receptionists you can speak to.  
All members of staff are fully trained to assist you.

### **Staff Attached To The Surgery**

1. **Health Visitors** – Please telephone **0151 295 3317**.
2. **District Nurses** – Please telephone **0151 295 3306**.
3. **Drugs Counsellor**– Please contact reception for further information about appointments.

### **Named Accountable GP**

In accordance with NHS England requirements the named accountable GP for all patients of our Practice is Dr S Jadaw. The named accountable GP takes responsibility for the co-ordination of all appropriate services and ensures they are delivered, where required, to each registered patient.

**Patients are entitled to choose to see any GP or Nurse within the Practice.**

The role of the named accountable GP:

- **Does Not Mean** taking on responsibility for the work of other Doctors or Health Professionals
- **Does Not Mean** taking on 24-hour responsibility for each patient or having to change their working hours
- **Does Not Mean Or Imply** the personal availability of the GP throughout the working week
- **Does Not Mean** to be the only GP or clinician who will provide care to those patients

### **Patient Participation Group**

The Practice has a Patient Participation Group (PPG), we welcome new members. If you would like to have a say in how your practice is run, please give your name in at reception, ask for a leaflet and we will send you further information.

### **Suggestions and Complaints**

You are welcome to make any suggestions about the services we provide by contacting the Practice Manager, Bernadette McLennan.

If you have any complaints to make we have a Practice Based NHS Compliant Complaints Procedure in place. In the event of a complaint, again, please contact Bernadette McLennan.

If you feel you cannot raise your complaint with us **OR** you are dissatisfied with the way in which we are dealing with your complaint contact NHS England on 0300 311 22 33 or by e-mail – [england.contactus@nhs.net](mailto:england.contactus@nhs.net) with "For the attention of the complaints team" in the subject line.

### **Patients Rights and Responsibilities**

As a patient at our practice, you have rights to the following: -

- Be registered with a GP
- Be offered a health check within 3 months of registration
- Receive emergency care at any time
- Receive appropriate drugs and medicines
- Be referred for a specialist opinion where appropriate
- Choose whether or not to take part in medical research or student training
- To express a preference to see a practitioner of your choice

You also have responsibilities to: -

- Try, wherever possible, to use our services within the resources available
- Attend appointments on time
- Cancel a pre-booked appointment with adequate notice
- Not be violent or display abusive behaviour (Violent/Abusive patients will be reported to the police and struck-off the GPs list)
- Maintain good relations with the practice

### **How The Practice Uses Personal Health Information**

Everyone in this practice and for the NHS has a legal duty to keep information about you confidential. Sometimes we have to pass your information on but anyone who receives this information is also under a legal duty to keep this information confidential. If you want to know more about your rights and our legal duties in handling confidential information, please ask for a leaflet about confidentiality at the reception desk.

### **For Medical Services in the Area**

For details of the above you can visit the **NHS choices website**: <http://www.nhs.uk/pages/home.aspx>

#### **Contact NHS England on:**

Telephone: 0300 311 22 33

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

General Post (including complaints): NHS England, PO Box 16738, Redditch, B97 9PT

**ANNEX 1**

**SURGERY TIMES**

	Dr S Jadaw	Sister Joyce Kennard	Nurse Laura Boardman	Sister Rachel Murray	Pharmacist Hassan Majeed	Telephone Appointments/ Home Visits
<b>Monday</b>	09:00- 11:50  15:00- 17:50		09:00 – 17:00	09:30 – 18:00	09:00 - 16:40	Following Morning Surgery
<b>Tuesday</b>	09:00- 11:50  12:30 – 13:15 (Baby Clinic)  15:00- 17:50		09:00 – 17:00	09:30 – 18:00	09:00 – 16:40	Following Morning Surgery
<b>Wednesday</b>	12:00 – 14:00 Minor Surgery (Monthly)  15:00- 17:50  18:30 - 20:00	08:00 – 18:00  18:30 - 20:00	09:00 – 17:00		09:00 – 16:40	Following Morning Surgery
<b>Thursday</b>	09:00 – 11:30  15:00 – 17:50		09:00 – 17:00	09:30 – 18:00	09:00 – 16:40	Following Morning Surgery
<b>Friday</b>	09:00 – 11:50  15:00 – 17:50	08:00 – 18:00	09:30 – 15:00	09:30 – 18:00	09:00 – 16:40	Following Morning Surgery

**Well Baby Clinic**

Tuesdays 12:30 – 13:15 (8 Week Checks and 1<sup>st</sup> Immunisations)  
Appointments for further childhood immunisations can be made any  
time Monday – Friday with our nurses.