PrimaryCare:24

# Great Crosby & Thornton

## Practice Leaflet

Our mission is to deliver the best quality healthcare to the population we serve, by being the employer of choice in 24-hour primary care.

NHS

# Key Information

## Contact us

Thornton Practice, Liverpool, L23 1TQ

Crossways Practice, 168 Liverpool Road, Liverpool, L23 0QW

0151 230 5553

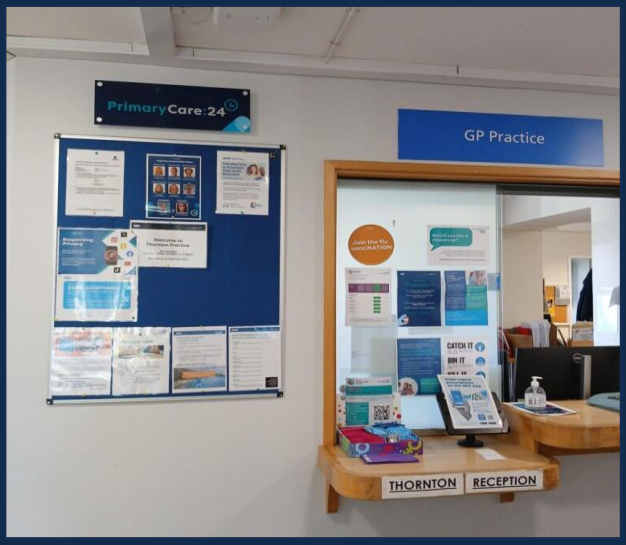
www.greatcrosbythornton.nhs.uk

## Opening hours

| | |
|---|---|
| Monday | 8am – 6:30pm |
| Tuesday | 8am – 6:30pm |
| Wednesday | 8am – 6:30pm |
| Thursday | 8am – 6:30pm |
| Friday | 8am – 6:30pm |
| Saturday | CLOSED |
| Sunday | CLOSED |

## Integrated Care Board (ICB)

www.cheshireandmerseyside.nhs.uk




## Great Crosby & Thornton Team

**GPs**

- Dr Laura Shaw
- Dr Natasha Sultan

**Practice Nurses**

- Diane Meehan

**Healthcare Assistant**

- Sarah McClintock
- Nicola Dolan
- Melissa Goodman

**Operations Manager**

- Yasmin Smith

**Business Manager**

- Stephanie Smith

**Assistant Operations Manager**

- Lorriane Pendleton

**Hub Managers**

- Ines Santos
- Ashleigh Morton

**Shift Managers**

- Natalie Fitzsimmons
- Sarah Swain

**Reception Team**

- Kathy, Jen, Shelagh, Rachael, Joanne, Tracey, Lauren, Nadine, Anna, Denise, Ellisha, Hannah and Grace

**Administrative Team**

- Caroline, Kitty and Jodie

# Appointments

## Booking an appointment:

To make an appointment to be seen at the surgery patients can

- Telephone during normal opening hours on 0151 230 5553
- Attend in person
- Book online Patient Appointment Booker PC24- Thornton

Appointments are available morning and afternoon, Monday to Friday with doctors, clinical pharmacists, nurses and health care assistants. Patients may also request to speak to a doctor or nurse on the telephone or may submit an online consultation via our practice website.

Based on your triage, you may be directed to the most appropriate healthcare professional. This helps reduce delays and ensures faster, more effective patient care.

## Translation services:

Great Crosby & Thornton Practice has access to translation services if needed during your appointment. We also have a hearing loop.

## Chaperone:

A chaperone is an impartial observer present during an intimate examination of a patient.

If you would like a chaperone at your appointment, please let staff know when you book your appointment.

For appointments involving intimate examinations the clinician will offer you the choice or having a chaperone present.

## Cancelling an appointment:

If you cannot attend your appointment, it is very important that you notify us with as much notice as possible so that we can offer your appointment to someone else.

If we hold a mobile telephone number on record for you, you will receive appointment reminders via SMS text for your upcoming appointment. Patients can also cancel their appointment by replying to the SMS text reminder.

To cancel an appointment, patients can attend the surgery in person or phone during normal opening hours on 0151 230 5553.

## Services

### Home visits:

Patients are generally seen at the surgery, when necessary, patients may be seen at home, if the doctor considers a home visit necessary because of the patient's medical conditions. Patients are advised to request a home visit as soon as possible. Requests for home visits will be triaged by a GP; some home visits will be carried out by the Acute Visiting Service.

### Prescriptions:

Patients may request a repeat prescription by:

- Using the NHS App, this is the preferred method as this allows both parties to audit.
- Written request handed in at the surgery. This must include details of each item required.
- We only accept telephone requests for our registered housebound patients.

We aim to have your prescription ready for collection at your nominated pharmacy within 72 hours.

### Vaccinations and immunisations:

All routine childhood immunisations are performed at the surgery. All eligible patients are offered vaccinations such as: Shingles, Pneumococcal and RSV.

#### Foreign Travel Health Advice:

Our nurses have been trained to provide an up-to-date service that includes vaccinations if necessary.

### Phlebotomy clinics:

You can book your blood test via the following methods

- Mersey Care by calling 0151 351 8530
- Mersey Care Online Book my blood test Sefton: Mersey Care NHS Foundation Trust
- With Extended Services, this can be booked by our receptionists or care navigators

## Accreditations

Great Crosby & Thornton are proud to be accredited Armed Forces friendly GP Practices.




## Comments, suggestions, compliments, feedback and complaints

We believe that with clear and open communication, most issues can be resolved easily and promptly—often at the time they arise. If you have a concern, please feel free to request to speak with one of our managers.

Depending on the nature of your concern, it will be directed to the appropriate manager who can best assist you.

Your feedback is important to us, and we are committed to ensuring your experience is a positive one.

## Patient Participation Group (PPG)

We are looking for patients to join our patient participation group (PPG) at the practice.

PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

Great Crosby & Thornton Practice are committed to continually improving our services by learning from and listening to our patients.

If you would like to become a member of our Patient Participation Group (PPG) then please complete the attached form https://forms.office.com/e/MPjCNS4LuD or ask one of our reception team.

## Zero tolerance:

At Great Crosby and Thornton, we are committed to providing a safe, respectful, and supportive environment for both our patients and staff. We have a **zero tolerance policy** towards any form of abuse, violence, discrimination, or harassment.

This policy applies equally to everyone - patients, visitors, and staff members. We expect all individuals to treat each other with kindness, respect, and courtesy. Any behaviour that compromises the safety or dignity of others will not be tolerated and may result in appropriate action, including restrictions on access to our services.

Together, we can maintain a positive and caring atmosphere that supports the health and wellbeing of all.

Thank you for your understanding and cooperation.

## Extended services:

### GP Out of Hours:

For **health information or advice during out of hours**, call **111** or use **111.nhs.uk**

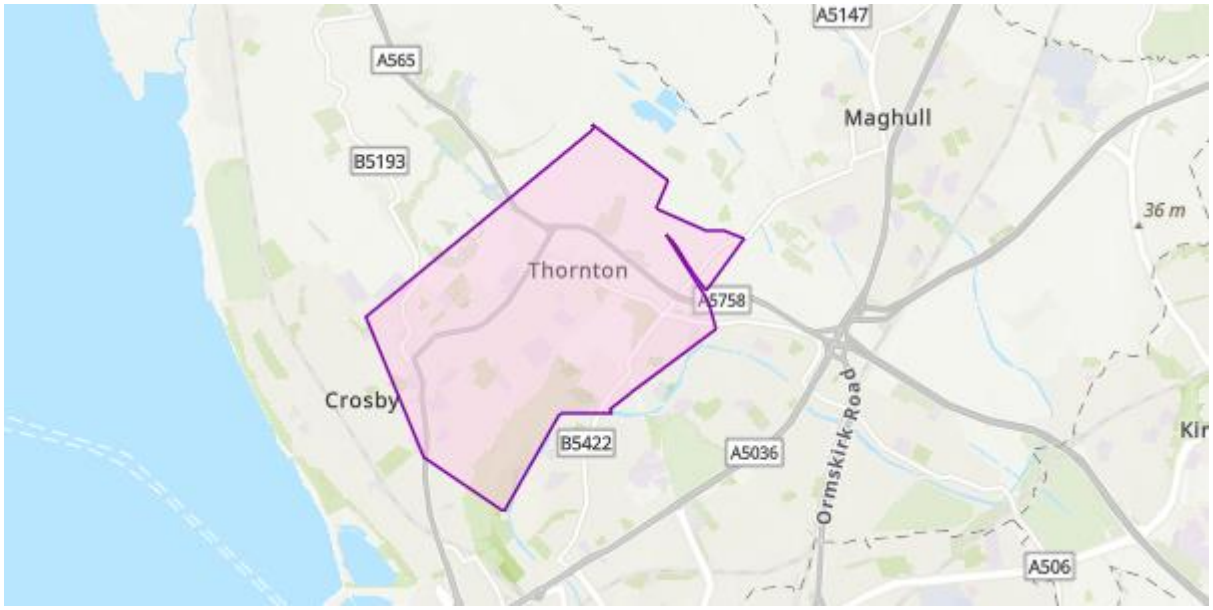
In the case of a **life-threatening emergency,** phone **999.**

### Walk-in Centre:

Our local Walk-in Centre is in **Litherland Town Hall, Hatton Hill Road, Liverpool, Merseyside, L21 9JN.**

## Registering at our practice

To register at our practice, you must be living within our practice boundary – please see the map below.




New patients can register online via our practice website; this is our preferred way for you to register. If you are unable to register online, you can complete a paper registration form that can be collected from reception or can be downloaded from our practice website.

Once your registration has been processed and you have been successfully registered at the practice, you will receive a letter or a text message to advise you of this. You will then be asked to book an appointment for a new patients check with one of our nursing team.

## Changing your details

It is important that we have the correct contact information for our patients.

If you need to change your name, address or contact information you can do this online via the NHS app, through our practice website or by coming into the practice.

If you have moved to a new address that is outside of our practice boundary you will be asked to register at a new practice within your new area.

## Data protection

The practice is committed to security or patient records. The practice will take steps to ensure that individual patient information is not deliberately or accidently released or made available or accessible to a third party without the patient's consent, unless otherwise legally compliant.

PrimaryCare:24

4-6 Enterprise Way

Wavertree Technology Park Liverpool L13 1FB

0151 254 2553

communications@pc24.nhs.uk

primarycare24.org.uk