



Patient Leaflet

Roby Medical Centre
Nutgrove Villa, Westmorland Road
Huyton, Liverpool
Merseyside
L36 6GA

PARTNERS

Erika Howell

BA (Hons), MEd, MSc, PhD

Dr Manoj Wijesinghe

Bsc, MBChB (Hon), DFRS, DFRH,
MRCGP, Post Grad Diploma
(cardiology)

DOCTORS

Dr Fahmin Kabir

Dr Patrick Ondire

Dr Helen Spencer

Dr Jane Day

ADVANCED NURSE PRACTITIONERS

Sarah Maddison

Jayne Byrne

Trainee Nurse

Associate

Ethan Campbell

Jared Panter

Sophie Taylor

Leanne Edwards

Nathalie Ikuku

PRACTICE MANAGER

Kelsey Owens

Named GP– Dr Manoj Wijesinghe
Please contact the practice for further
information regarding your named GP

Roby Medical Centre has a GMS contract operating
under a Partnership

In this Leaflet:

- Our Staff
- Opening Times
- Contact Details
- Welcome
- Practice Catchment Area
- New Patient Registration
- New Patient Health Check
- Appointments
- Prescriptions
- Compliments, Concerns & Complaints
- Your Responsibilities
- Zero Tolerance
- Our Responsibilities
- Patient Information
- Patient Participation Group (PPG)

OPENING HOURS

Monday	8:00am - 6:30pm
Tuesday	8:00am - 6:30pm
Wednesday	8:00am - 6:30pm
Thursday	8:00am - 6:30pm
Friday	8:00am - 6:30pm
Saturday	CLOSED
Sunday	CLOSED

If you require care outside of practice hours please contact NHS 111 by phone or Get help for your symptoms - NHS 111

CONTACT DETAILS

Telephone: 01514491972

Website: www.robymedicalcentre.nhs.uk

Email: robymedicalcentre@nhs.net

Facebook: Roby Medical Centre

Instagram: @robymedicalcentre

Twitter: @robymedical

Cheshire and Merseyside Integrated Care Board
Knowsley Place
Nutgrove Villa
L36 6GA

WELCOME TO OUR PRACTICE

Welcome to Roby Medical Centre. We pride ourselves in our friendly approach towards our patients and on delivering safe and effective care to the local population. We strive to deliver the best possible care for our patients. Our devoted team are here to help and administer the best care and treat you in a friendly and supportive manner.

We offer various clinics to help with the management of long term conditions such as respiratory disease (e.g. COPD, asthma), diabetes and heart disease. In addition, we offer a wide variety of other medical services including a midwife service, childhood vaccinations and menopause care.

The service provided to you will be given by the most appropriately qualified member of the team. It is important that you understand the information given to you, but if you are in doubt please ask a member of our team.

The building is compliant for all disabled patients. The practice is located on one floor with ramp access and a disabled toilet, all clinical rooms are fully accessible.

This leaflet provides a brief outline of our practice; if you require any more information please visit our website www.robymedicalcentre.co.uk or contact our care navigators on 01514491972.

We look forward to our relationship with you!

Roby Medical Centre is a training practice responsible for training GPs, Foundation Doctors and Medical Students. You may be assessed or observed in your appointment by a student or trainee doctor, there is a named GP supporting the student or medical doctor.

As a practice we believe in supporting continuous education and learning for all roles in the NHS supporting the ongoing development and creating additional roles in the NHS.

GP PRACTICE CATCHMENT AREA MAP



NEW PATIENT REGISTRATION

Roby Medical Centre is currently registering patients who live in Huyton, Roby and the surrounding areas.

You can register with us online via our website or you can come into the surgery and fill out a new patient registration form. When you complete your registration call us to book a new patient health check (over 18s).

NEW PATIENT HEALTH CHECK

During this appointment we will take some basic measurements such as your height and weight and then ask for a brief medical history from you. This is so we can get to know you and your health better.

After this health check you will be fully registered with the practice and be free to make appointments with any of our doctors and other clinical staff.

When you register with us, you will be allocated a named GP who is accountable for your care. You may see other members of our clinical team based on availability of the team. If you are not happy with your allocated GP you may request a change and we will aim to accommodate your request.

As a GP practice we aim to:

Provide the highest quality health care available to all our patients with a well-trained and motivated primary health care team. We place patients at the heart of everything we do and aim to deliver the highest standard of care and treatment to ensure we provide the best quality, safe, personalised care to strengthen our positive reputation.

Our Vision is:

To provide excellent medical care to our patients by providing care effectively, safely and with dignity and respect through the dedication, cooperation and teamwork of all members of the practice team.

Our Mission is:

To achieve our vision by offering the highest standards of care to all our patients and to listen to their views and needs. To ensure that all staff employed by the practice are trained in up-to-date evidence based care and are competent to support in the smooth and safe running of the practice for the benefit of all patients and carers.

APPOINTMENTS

At Roby Medical Centre we offer multiple types of appointments, such as:

- Pre Bookable Face to Face Appointment - Pre bookable appointments are a first come first served basis. You may be able to get an appointment on the day or the next day or you may have to wait a bit longer to be seen.
- On The Day Face to Face Appointment - On the Day appointment slots open the day of the appointment at 8:00am. To book one of these you must call our surgery to book an appointment and one will be given to you if available.
- Telephone Consult - Telephone appointments are appropriate if no physical examination is required. If the clinician feels that they can support you remotely then there will be no need for a face to face appointment. The clinician may invite you to come into the practice for a face to face appointment after the consultation if they feel it is necessary.
- Video Consult - During a telephone consultation the clinician may invite you for a video consultation. If so, they will provide you with further instructions and a video link. This may be necessary as a first option prior to a face to face review, e.g. you may have a skin lesion they want to look at via video link.
- Patches – This is a quick form that you fill out online via our website that allows you to tell us what is wrong. It then gets sent to our admin team who will book you an appointment and you will be book to talk to a clinician within a 24 hour period.
- Double Appointments - If you feel like you need more time to discuss all your issues then please ask for an extended time period/appointment.

If you would like a chaperone during your appointment please ask the clinician or ask at the reception desk and one will be provided during the appointment.

Home Visits

We encourage all patients to come into the practice for their appointments, but if you are deemed as housebound we can arrange for a clinician to come to you for an appointment. These appointments need to be made as far in advanced as possible so we can plan when our clinician can come to see you.

If you require any translation assistance whether it be spoken or sign language, let a member of our staff know and it can be arranged to bring in assistance. We can provide an interpreter for over 450 languages and dialect, free of charge.

We can provide: Video Interpreting, Telephone interpreting and Face to face interpreters.

PRESCRIPTIONS

If you take medication regularly, it may be put on 'repeat' by one of our clinicians. This means that a prescribing clinician has authorised you to have a certain number of prescriptions before they want to see you again to review how things are going.

All medication requests take **48 hours to be processed**. Please make sure to request your medication with plenty of time to avoid delays and to make sure you do not run out of your medication.

Please note that requests may take longer over the holiday periods.

Repeat prescriptions can be ordered Online via the NHS app, in person at the reception desk and over the phone.

COMPLIMENTS, CONCERNS & COMPLAINTS

We welcome any comments you may have on the services we provide, whether that is a compliment, concern or complaint. Our aim is to provide the best possible care to our patients and we cannot do that without your feedback. Occasionally things may go wrong or may not be how you like so your feedback is important so we can improve and be more accessible.

If you wish to make a complaint we ask that you contact us as soon as possible after the cause of the complaint. You can give any feedback to us by either asking for a meeting in person, via feedback forms found at reception in the practice, via email at **robby.medicalcentre@nhs.net** or you can call reception at **01514491972**.

PATIENT FEEDBACK

We welcome feedback from our patients. Here is how you can give us your feedback:

Telephone

Email

Face to Face

Feedback/Suggestion Box seen at reception.

If you have any questions please get in contact with a member of our team.

Thank you!

YOUR RESPONSIBILITIES AS A PATIENT

We kindly request that you; treat the clinical staff and administration staff with the same courtesy and respect, keep appointments that have been booked, inform us as early as possible if you are going to be late to an appointment, inform us as early as possible if you are unable to keep an appointment, inform us of any changes in your name, address, telephone numbers, email address, pay fees and charges when appropriate, provide evidence for any entitlement to free prescriptions when requested.

OUR RESPONSIBILITIES AS A PRACTICE

We will:

- Treat you as an individual and with courtesy and respect at all times
- Give you full information about the services we offer and every effort will be made to ensure you receive any information which directly affects your health and the care being offered.
- Provide you with our names and ensure you know how to contact us. Staff names will either be on their consulting room doors or on name badges.
- Provide you with an explanation if your wait is longer than 30 minutes. Despite us running a 15 minute appointment system, you may not be seen at your appointment time due to circumstances beyond our control.
- Attempt to answer your telephone call promptly
- Ensure we maintain your confidentiality at all time

ZERO TOLERANCE

We operate a zero tolerance policy for both physical and/or verbal abuse against all our members and staff and patients. We aim to treat patients with courtesy at all times and expect patients to show similar respect towards our staff.

We take all threatening, abusive and violent behaviour very seriously. Should a patient act in a manner which is considered to be violent or abusive all necessary steps will be taken to protect the well-being of all staff and patients of Roby Medical Centre.

PATIENT PARTICIPATION GROUP

Roby Medical Centre has a Patient Participation Group (PPG) that meet up 4 times a year, the purpose of this group is to share the views of the patient population and shape the services the practice offer. It is a great way for our patients to stay up to date with any changes happening within the practice. To join our Patient Participation Group you need to let a member of our staff know, whether that is via Email, Telephone call or face to face.

Email: roby.medicalcentre@nhs.net

Telephone: 01514491972

PATIENT INFORMATION

To insure you receive the best possible care, your records are use to facilitate the care you receive . Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used for clinical audit to monitor the quality of the service provided. Where we do this, we take strict measures to ensure that individual patients cannot be identified. You have the right under the Data Protection Act 1998 to view what information the surgery holds about you, and to have it amended or removed should it be inaccurate. This is known as a 'the right of subject access'. If you would like to make a 'subject access request', please contact the Practice Manager.

If you would like further information about how we use your information, or if you di not want us to use your information in this way, please contact the Practice Manager.

Roby Medical Centre is registered with the Care Quality Commission (CQC)

www.cqc.org.uk/location/1-13438851545

The contract held by Roby Medical Centre is supported and regulated by Cheshire and Merseyside - Knowsley place. Further information can be found: Knowsley - Cheshire & Merseyside Health & Care Partnership (cheshireandmerseysidepartnership.co.uk)