



Long Lane  
Medical Centre

# A guide to our services

[www.longlanemedical.com](http://www.longlanemedical.com)

Tel: (0151) 530 1009 Appointments: (0151) 476 2460

Opening hours: Monday to Friday 8:30am - 6:30pm

This practice is within the Liverpool  
Primary Care Trust area



Welcome  
Find Us

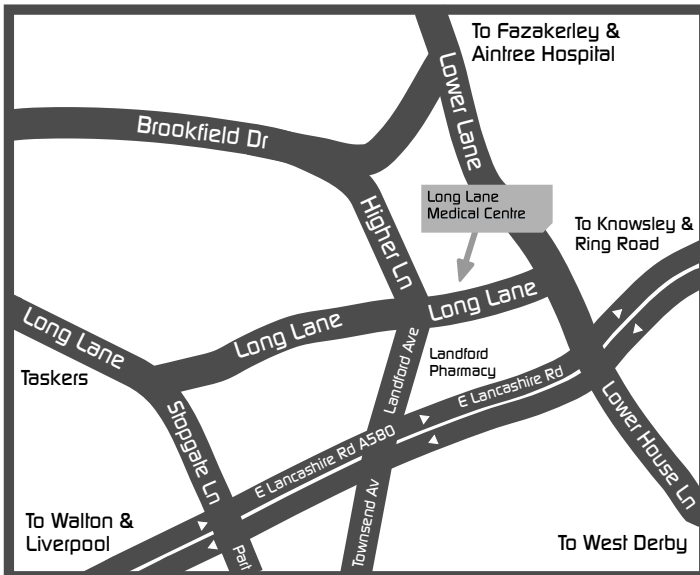
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This leaflet was designed to inform you of the services we provide and any other information you should know during the time you are registered with us.

Now, patients can only be registered if their address falls within the area bounded on the North by Longmoor Lane, to the South by Utting Avenue, the East by Lower

Lane and Lowerhouse Lane and to the West by Stopgate Lane and Parthenon Drive.

For the disabled, we have access via a ramp and one disabled parking bay for ease of access. In the waiting room, we have a Loop System installed for the hard of hearing.



From the A580 East Lancashire Road, turn up Lower Lane towards Fazakerley Hospital. Take the second turning on the left. We are 300 yards up on the right hand side of Long Lane.

**Our Patients' Charter details what you can expect when dealing with the surgery. These are the guidelines by which our surgery operates. Please read through them when considering Long Lane Medical Centre in dealing with your health care.**

■ As family practitioners, we aim to deliver high quality care for the whole family within our local area.

■ We aim to respect each persons' individual needs and preferences.

■ We are a team and will work in partnership with you in your health care, protecting your confidentiality within our team.

■ We value honesty, trust and respect in our relationship with you.

■ We aim to keep you well informed about your health, the choices, treatments and benefits available to you. If there is anything you feel you are unsure of, please ask.

■ We aim to continually improve the services we provide through ongoing professional education, personal development and patient feedback.

## **Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager.

## **Dietician**

We have the services of a dietician from NMCT for one session per week. She is able to advise on special diets for people with malabsorption or coeliac disease, tube feeding etc. as well as the more routine problems of diabetes and hypercholesterolaemia. A more recent innovation has involved the supervision of those on orlistat. It is essential that you see one of the practice clinicians first as the gateway to this service.

## **Smoking**

Cessation is available to assist you in giving up smoking following counselling from the Fag Ends service. Speak to the receptionists for more details or telephone 0800 195 2131

## **Drug Dependency**

Counsellors from Primary Care Drugs Team operate our waiting list in conjunction with their own. Whilst we are able to provide a full service to our own patients, it is not possible to jump the queue by registering with us from elsewhere. We do not take clients from Merseyside Drugs Council, neither are we able to provide a >

service to clients whose attendance for appointments is erratic, or whose behaviour is offensive.

## **Students**

Our practice is committed to providing experience to the next generation of health care workers and takes Medical, Dental, Nursing and work experience students. If you find one sitting with the Doctor or nurse at your appointment and feel embarrassed or inhibited by their presence, please ask if they can leave whilst you are seen. This is your right and is not a problem for anyone.

## **Diabetic Clinic**

Shared care according to Liverpool Diabetes guidelines and the diabetes register ensures seamless care in the management of your diabetes. We will arrange for your retinas to be screened annually by Retinal Camera mobile unit. This is important, if you miss it please contact Wendy Pritchard, who is responsible for the management of your care.

### **Heart Disease Clinic**

There is, at present, a yearly MOT available for those patients that have suffered a heart attack, suffer from angina or have had heart surgery. You will automatically be sent for an appointment and a blood test. If you have any queries, please contact Wendy Pritchard, who is responsible for managing your care.

### **Primary Care Mental Health Team**

The Primary Care Mental Health Team is accessed by referral from one of the doctors, unless you are already on their books when they can be contacted through the secretary on (0151) 529 2774.

### **Counsellor**

Different levels of counselling are available. Dorothy provides a listening service, PCT Counsellors are able to provide a full range of counselling techniques within the practice. If you feel you might benefit from their services, talk to one of the practice clinicians or with Tracy, our practice manager.

### **Your local PCT**

The area served by Long Lane Medical Centre is in the district covered by Liverpool Primary Care Trust.

Liverpool Primary Care Trust is responsible for ensuring you get all the services you need and any not provided by the practice are provided through them. For details of all primary care services in the area, look at Your PCT Guide to Primary Care Services at [www.liverpoolpct.nhs.uk](http://www.liverpoolpct.nhs.uk) or get the information you need at [www.nhs.uk](http://www.nhs.uk)

The PCT also produces Your Guide to Local Health Services.

Liverpool PCT  
1 Arthouse Square  
61-69 Seel Street  
Liverpool  
L1 4AZ

Tel: (0151) 296 7000

## Opening Times

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### **Weekdays**

**8:30am - 6:30pm**

Although we are typically open all day, patients can only see doctors by appointment.

Please note that on some Wednesdays or Thursdays we may close earlier due to e.g. staff training or holidays. We will publish these dates in advance.

The last Thursday in each month, the morning session will close early due to education and staff training.

There is an extended hours service every **Thursday** between **6:30pm - 8:30pm**. There are two GPs available by appointment only for patients unable to attend during routine surgery hours. The surgery is not open for other services at this time.

### **Clinics**

#### **Antenatal Clinic**

Tuesday

Bookings 9:00am - 10:00am

Follow up Appointments  
10:30am - 12:30am

#### **Baby Clinic**

Thursday

1:00pm - 3:30pm

by Appointment only

If your baby is due the 8 week review and/or immunisations that you may be in the surgery for, please attend early

#### **Fag Ends Smoking Clinic**

Monday

2:00pm - 3:30pm

Drop in

The dietician and counsellor can be seen by appointment. Speak to your GP for details.

# Prescriptions

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## **Prescription Enquiries (0151) 530 1009**

If you are housebound, please contact Pat Sharrock on the above number to make special arrangements for prescription ordering. Prescriptions can otherwise only be ordered by fax, in person, over the internet or by post.

## **Online Prescription Form [www.longlanemedical.com](http://www.longlanemedical.com)**

48 Hour Repeat Prescription Ordering Service - Allow one full working day for your request.

## **Collecting Prescriptions**

Prescriptions will be available for collection from the reception area after 2 pm two days after requests are received, during surgery open hours. Please note, we are no longer able to fax prescriptions in non-emergency situations.

Some local pharmacists collect and prepare prescriptions from our surgery;

## **Daily collections**

Landford Pharmacy,  
O'Briens Longmoor Lane,  
O'Briens Coplehouse,

Lloyds Walton Hall Avenue,  
Lloyds Lowerhouse Lane, Lloyds  
Muirhead Avenue  
Lloyds Cherry Lane

## **Weekly collections**

Chisells Pharmacy, Park Chemist

## **Care at the Chemist**

Care at the Chemist is a scheme that allows you to obtain medicines to treat certain illnesses from some local pharmacies (e.g. Landford Pharmacy) without having to go to the doctor for a prescription first.

Illnesses that can be treated are;  
Constipation or diarrhoea,  
Headache, Earache,  
Temperature, Teething / mouth  
ulcers, Bites and stings, Hay  
Fever, Conjunctivitis (Red Eye),  
Contact dermatitis,  
Haemorrhoids, Indigestion, Heart  
burn, Tummy upset, Coughs,  
Sore throat, Blocked nose,  
Thrush, Head lice, Athletes foot,  
Threadworms, Cold sores.

Please ring your local chemist to ensure they are part of the scheme first.

# Appointments

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Appointments can be made either in person or by telephone on **476 2460** during the hours of 8:30am - 2:00pm on the day of the appointment or you can pre-book up to one week in advance.

■ Your appointments will be given at a set time with the doctor of your choice, if available.

■ Where possible, it is best to see the same doctor each time as this is helpful in building up a picture of your condition.

■ Nurses clinicians based in our practice treat patients for a wide range of common conditions and will be able to prescribe any appropriate medications.

■ Please let us know if more than one member of a family needs to be seen. We will

be able to give you a longer appointment slot.

■ Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests may only be given to the patient.

## How you can help us:

■ Be on time for your appointment

■ Tell us if you need to cancel

■ Call for a home visit or emergency appointment before 10am

■ Ring for test results after 10am

## Our Team

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### **Dr J.M. Callaghan MBChB, MRCGP, DRCOG, DCH, DFFP**

Qualified  
Liverpool  
University 1992,  
been at Long  
Lane Medical  
Centre since  
1996.



Main Interests;  
Women's health  
and Child development and GP  
training.

Practice lead for Psychiatry,  
involved in Multidisciplinary  
Mental Health Group.

### **Dr J. Bentley MBChB, MRCGP, DRCOG/DFFP**

Qualified  
Liverpool  
University 1991,  
been at Long  
Lane Medical  
Centre since  
1997.



Diploma of the  
Royal College of Family Planning  
& Reproductive Medicine - 1994  
Member of the Royal College of  
General Practitioners - 1995  
Teacher of the University of  
Liverpool (Dept. of Healthcare  
Education) - 1994

GP trainer & Practice lead for  
Prescribing

### **Dr E.A. Ireland MBChB, MRCGP, DRCOG, DFFP**

Qualified  
Liverpool  
University 1986,  
been at Long  
Lane Medical  
Centre since  
Sept 2002.



Practice lead for coronary heart  
disease and cancer

**Dr Stuart Laurie MBChB,  
DCH, DRCOG, MRCGP**

Qualified  
University of  
Leicester 1998,  
been at Long  
Lane Medical  
Centre since  
2006.



Interest in  
musculoskeletal problems and a  
member of the British Medical  
Acupuncture Society.

Practice lead for diabetes.

**Julie Woods**

Nurse Clinician

Has a background  
in Primary Care  
Medicine



**Dr I.M.M. Woods MBChB**

Qualified Dundee  
University 1976,  
been at Long  
Lane Medical  
Centre since  
1977



Has a special  
interest in

Respiratory Medicine,  
Occupational Health and Elderly  
rehabilitation. GP Appraiser for  
North Liverpool PCT

Long Lane Medical Centre is a  
'training practice'. This means  
hospital doctors wanting to enter  
general practice spend four to 12  
months with us in order to gain  
the experience they need to  
become family doctors. Our two  
GP Registrars are these doctors  
and will be holding appointments  
in the same way as the other  
clinicians.

As a training practice, your  
medical records may be used for  
educational purposes. Because  
of this, we ask patients  
registering with us to sign a  
consent form giving permission  
for their records to be used in this  
way.

## Our Team

### **Practice Nurses**

Wendy Pritchard  
Jayne Lewis

### **Healthcare Practitioner**

AnneMarie Youds

### **District Nurses**

Frances McCulloch

The Community Nursing Service is designed to help you or any member of your family if you become ill at home they provide skilled nursing care, support and advice. This may include wound care, terminal care, continence advice and diabetes education and care.

### **Health Visitors**

Anne McEvoy  
Sue Cody

The Health Visitors are trained nurses. Their role is to provide health information and advice within the community, to all ages. In particular, you can contact your health visitor if your children are under 5 years and have additional health needs or minor ailments.

### **Practice Management Team**

Tracy Lynch  
Practice Manager

Anne Alderson  
Accounts Manager

Long Lane Medical Centre,  
Aintree, Liverpool, L9 6DQ

[www.longlanemedical.com](http://www.longlanemedical.com)

### Emergency Line

Tel: (0151) 530 1009

8:30am - 6:30pm Mon - Fri  
answerphone with contact number  
all other times

### Appointments

Tel: (0151) 476 2460

8:30am - 2:00pm Mon - Fri

**Fax (24hr):** (0151) 476 2463

### E-Mail

5941.generic@gp-n82110.nhs.uk

**District Nurses** 234 5117

**Health Visitors** 256 9273

### Unplanned Care 24

0845 4647

6:30pm - 8:30am Mon - Fri, 24hr  
Sat & Sun

### NHS Direct

0845 4647

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Other local NHS services

### NHS Walk-in Centres

Old Swan Health Centre,  
St Oswalds Street, Liverpool  
Tel: (0151) 285 3565

City Centre Walk In Centre,  
Liverpool Health Central,  
Unit 4 Charlotte Row,  
52 Great Charlotte Row,  
Liverpool  
Tel: (0151) 285 3535

Both centres open 7am - 10pm  
Mon - Fri and 9am - 10pm Sat &  
Sun

### NHS Direct

■ In addition, the NHS Direct self help guide 'Not Feeling Well?' is available at the back of all new Thompson Local telephone directories.

■ Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many operate extended hours on a rota basis. For details, call or visit NHS Direct on 0845 4647.