

Rights & Responsibilities of Patients

- You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problems
- We ask that you also treat the doctors and practice staff with courtesy and respect and show consideration to other patients by making responsible use of our service to you. You are expected to keep all appointments made and arrive in good time
- You have the right to see your health records and they are kept confidential by all staff subject to any limitations in the law.
- Your information will not be divulged to other individuals, including relatives, without your consent
- People involved in your care will give you their names and ensure that you know how to contact them
- Please let us know as soon as possible if you change your name, address or telephone number
- It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything
- Please remember that you are responsible for your own health and the health of your children and that we are here to give our professional help and advice. It is important to attend all reviews when they are due or you are asked by a clinician

We operate a Zero Tolerance Policy to all patients who are abusive, threatening or violent towards staff.

Compliments & Complaints

We are dedicated to providing a high standard of care and service to all our patients and welcome any suggestions or ideas you may have to improve.

If you would like to make a formal complaint, please put this in writing to Dr R Miller. You can do this by emailing admin.ashsurgery@nhs.net, drop in a letter at reception or by post.

Home Visits

These are strictly for housebound patients. Please contact the surgery before 11am and provide as much information as possible regarding the reason for the request. The Doctor will decide whether a home visit is required and may telephone the patient to help make this decision.



Disabled Access

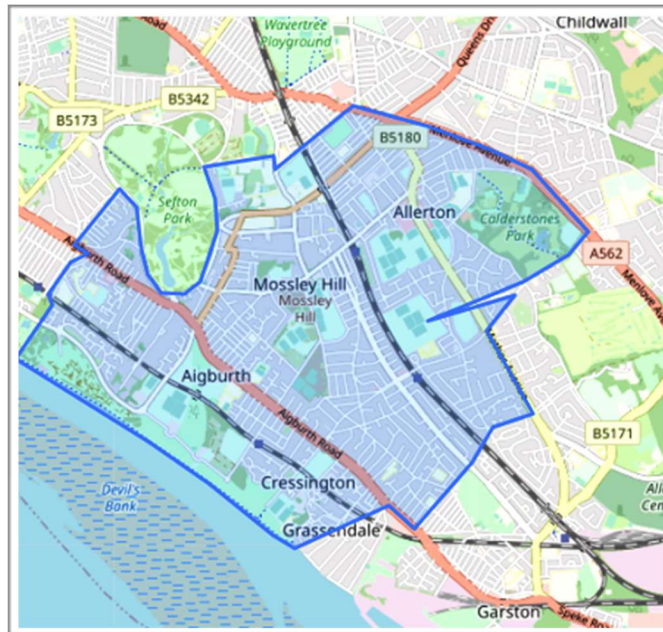
The surgery has an automatic front door, disabled toilets and full disabled access to consultation rooms.

How to Register as a Patient

Registration packs can be collected from reception or downloaded from the website.

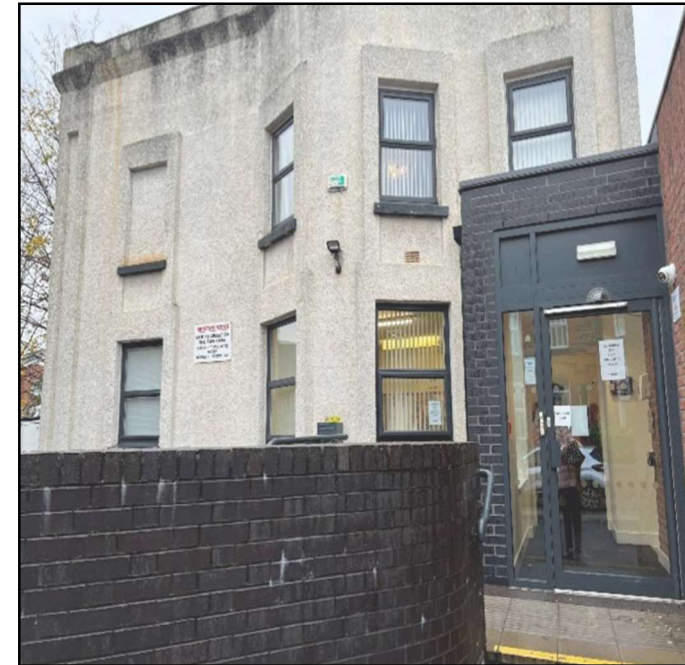
www.theashsurgeryliverpool.nhs.uk

Please ensure all the information is completed in full. You will be allocated a named GP, however, you are welcome to request to see any clinician in the practice.



1 Ashfield Road,
Aigburth,
Liverpool,
L17 0BY
0151 727 1155

Email: admin.ashsurgery@nhs.net
www.theashsurgeryliverpool.nhs.uk



Dr Karen Lynn BM BS MRCPG DCH
Dr Coleen McCabe MBChB DRCOG
Dr Robert Miller MBChB MRCPG PG Cert GPEd

The Ash Surgery - General Partnership

Meet the team

Doctors:

Dr Lynn BM - BS MRCGP DCH (Female)

Partner with special interest in chronic kidney disease, elderly care, gynecology and women's health

Dr McCabe - MBChB DRCOG (Female)

Partner with special interest in children, social prescribing, elderly care and the patient participation group

Dr Miller - MBChB MRCGP PG Cert GPED (Male)

Partner with special interest in dizziness, joint injections, heart conditions and GP registrar training

Dr Morris - (Male)

Special interest in diabetes

Dr Daniel - MBChB DRCOG MRCGP (Female)

Special interest in mental health, learning disabilities and women's health

Dr Jermin - MBChB MRCGP (Female)

Special interest in pre-diabetes and mental health

Dr Luke Wilkinson - MBChB MRES (Male)

Special interest in Joint injections, Cryotherapy and Dermatology

Practice Nurse:

Sister Karen Rietdyk (Female) - Chronic disease monitoring, immunisations, baby clinics, holiday vaccinations, smears, contraception health checks, health and wellbeing checks.

Other Healthcare Professionals:

The practice has a number of visiting professionals with expertise in specific areas:

- First Contact Physio Practitioner
- Clinical Pharmacist
- Social Prescribing Practitioner
- Health and Wellbeing Practitioner
- Mental Health Nurse

Management:

Judith Greaves - Practice Manager

Madeleine McHugh - Assistant Practice Manager

Opening Hours

Monday - Friday
08:00 to 18:30

Emergency Out of Hours

Please telephone 111
alternatively the practice
number will redirect your call



Booking an appointment

Appointments are available every day by contacting the practice when the phone lines open at 8am. This will be answered by a trained member of our support team.

Please give as much information as possible so that your appointment can be directed to the most appropriate clinician. You may be booked with an alternative clinician rather than a G.P. should this be deemed appropriate.

Alternatively, you call fill in an online request form which can be found on the home page of the website. This will be reviewed by a doctor, and you will be contacted within 48 hours. Visit www.theashsurgeryliverpool.nhs.uk

If you need cancel for any reason, please give as much notice as possible so that the appointment can be made available for another patient.

G.P. Appointments

Face to face and telephone appointments are available daily. The phone lines open for booking at 8am.

Nurse Appointments

Face to face and telephone appointments are available to book in advance, this includes home visits for our housebound patients

Test Results

Please telephone the surgery after 11am Monday to Friday to enquire about your test results.

Chaperone Policy

A chaperone is available for all patients if required. Please ask when booking your appointment or upon arrival at reception.



Repeat prescriptions

To ensure safety and eliminate any mistakes or misunderstanding, all prescriptions must be ordered in writing, either by post, in person or by emailing the practice at admin.ashsurgery@nhs.net

Alternatively, you can order your repeat prescriptions on a smart phone through an NHS approved app. Please ask at reception if you require any help in setting this up. Prescriptions are sent electronically to a pharmacy of your choice. Please allow 2 full working days before collection at the pharmacy for this to be processed.

At regular intervals you may be asked to see a clinician for a medication review before a prescription is issued.

Telephone requests are only strictly only accepted from housebound and vulnerable patients.