

MOST FREQUENTLY ASKED QUESTIONS:

What are the surgery consultation times?

Monday to Friday 8.30 – 10.00 am

Monday 4.30-6.00pm and 6.30-8.00pm

Tuesday/Wednesday/Thursday/Friday: 4.30 – 6.00 pm

Do I need an appointment to see Dr Kukaswadia? Yes, you will need to make an appointment for the evening surgery: 4.30–6.00 pm and 6.30-8.00pm on Mondays. Do not make an appointment for medical certificates or repeat prescription requests. Morning surgery is “Open Access” no appointment needed.

Do I need an appointment to see the Practice Nurse? Yes, details of the Clinics available are given inside this leaflet.

How do I request a repeat prescription and how much notice should I give? By completing the computer tear-off slip, and ticking off the medication you require. We require 48 hours’ notice.

What do I do if I want a home visit? If it is between the hours of 08.00 am to 6.30 pm Monday to Friday please contact the surgery on **549 2127**, preferably before 10.30 am, with details of the problem and leaving your name, address, contact telephone number.

If I require a Locum Doctor out of hours what telephone number do I ring? For home visits between the hours of 6.30 pm and 8.00 am Monday to Friday, or over the weekend/Banks Holidays please ring directly to the locum out of hours service on **220 3685**. You can contact the surgery on **549 2127**, and the answer machine will give you advice on what to do.

DR A R H KUKASWADIA MBBS, LMSSA

MOSS WAY SURGERY

51-53 MOSS WAY

CROXTETH

LIVERPOOL L11 OBL

TELEPHONE: 0151 549 2127

PRACTICE INFORMATION LEAFLET

This leaflet is to welcome you to our Practice and to introduce you to the Practice and the staff that will be providing the services for your well-being. This is a single-handed Practice that was established on 29th January 1990 in 53 Moss Way. In 2001 the premises were extended into 51 Moss Way and refurbished. My name is:

**Dr Abdul Rauf Hamid Kukaswadia (Male) MBBS, LMSSA,
London 1982**

If ever I am absent or on holiday, arrangements will be made for a locum to look after your medical needs.

My team includes:

- Diane Kukaswadia Practice Manager
- Diane Kukaswadia Practice Nurse
- Susie Chiochi Senior Receptionist
- Christine Berry Receptionist
- Joyce Rivers Receptionist

The District Nursing Team (Tel: 547 1122) attached to the Practice are based at Croxteth Family Health Clinic (Tel: 546 6777) 40 Altcross Road, Liverpool L11 OBS.

Treatment Room Service: You must ring Tel: 0845 002 0020 to contact the main booking office for an appointment at one of the Treatment Rooms for dressings, stitches removed, etc. If you require ear syringing you will need a referral from Dr Kukaswadia before making an appointment.

PATIENTS RIGHTS AND RESPONSIBILITIES

You will be treated as an equal in the care and attention you receive, and as an individual you will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

Following discussion, you will receive the most appropriate care given by suitably qualified people. No care of treatment will be given without your informed consent.

Within the limitations of the law, you are entitled to see your medical records. This should be discussed initially with the Doctor and a fee may be chargeable for this service.

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information, which directly affects your health and the care being offered. People involved in your care will give you their names on request and ensure that you know how to contact them.

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 do everything you can to keep appointments or tell us as soon as possible if you cannot. Remember your cancelled appointment can be given to someone else.

You should let us know as soon as possible if you change your name, address or telephone number

COMMUNITY PHLEBOTOMY CLINICS:

You can only attend for blood tests at the Community Phlebotomy Clinics and details of the access times for the local Clinics are:

Croxteth Clinic (546 6777) Altcross Road Liverpool 11

Monday - Friday
08.30 am – 12.30pm

Norris Green Clinic (256 9273) Townsend Avenue Liverpool 11

Monday -Friday
08.30 am – 12.30pm

Please ask at Reception for details of the other available Phlebotomy Clinics.

Practice Area: This covers Croxteth, Gillmoss, parts of Norris Green, and West Derby and is well served by public transport with bus stops very close in Altcross Road and Middle Way. There are car-parking facilities available in front of the surgery. The surgery is situated on ground level and easily accessible for disabled or wheelchair-bound patients.

How to Register as a patient: You will be asked to complete form GMS1 (or fill-in your medical card if you have one) together with three questionnaires which will help us to improve patient care. It will be necessary for you to have a new patient health check for the benefit of your health and well-being.

If a patient is violent or abusive towards the Doctor or any of the Staff or any other person on the practice premises then they will immediately be removed from the list.

Surgery Consultation Hours:

Open Access:	Monday-Friday	8.30 to 10.00 am
Appt required:	Monday-Friday	4.30 to 6.00 pm
	Monday	6.30 to 8.00pm

The morning surgery is “**Open Access**” for consultation with me and the waiting time will vary, as you must understand that those patients waiting in front of you may require 5-10 minutes of my time the same as yourself. You will need to ring the surgery to make **an appointment for the afternoon surgery, which can be made up to 28 days in advance.** If you cannot keep your appointment please inform the surgery immediately so that the ten minute appointment slot can be offered to someone else.

PREMISES OPENING HOURS:

(For making appointments, requesting or collecting prescriptions)

- Monday 8.00am to 8pm
- Tuesday to Friday 8.00am to 6.30pm

Requests for Home Visits:

If you require a home visit between the hours of 8.00 am to 6.30 pm Monday to Friday, please contact the surgery before 10.30 am (if possible). Tel: 549 2127.

If you are contacting the surgery out of normal surgery hours for a home visit, there may be an answering machine and if you are leaving a message, please state your name, address and telephone no. (Twice) and give a brief description of the symptoms.

Out of Hours: If you are requesting a home visit when the surgery is closed between the hours of 6.30 pm and 8.00 am Monday to Friday, or over the weekend/Bank Holidays, please ring directly to the **LOCUM OUT OF HOURS SERVICE on 220 3685.**

Useful contact telephone numbers:

NHS DIRECT: 0845 4647 for confidential health advice and information 24 hours a day, 7 days a week.

NHS DIRECT ONLINE: www.nhsdirect.nhs.uk for health advice and information for you and your family.

Local Chemist/Pharmacist from sprains to stomach upsets your local pharmacist is qualified to give you expert advice without an appointment. Please ask our local Chemist about “**Care at the Chemist**” and how to register.

Old Swan Walk-in Treatment Centre: 0151 285 3565

The walk-in treatment centre available Monday to Friday: 7.00 am to 10.00 pm. Saturday and Sunday including Bank Holidays: 9.00 am to 10.00 pm. www.liverpool-ha.org.uk

Accident & Emergency Department: only for real emergencies
Aintree University Hospitals: 0151 525 5980
Royal Liverpool Children’s Hospital: 0151 228 4811

Health watch Liverpool: provide on the spot advice and support.
Telephone: 0151 227 5177. www.healthwatchliverpool.co.uk

Liverpool Clinical Commissioning Group

1 Arthouse Square
66-69 Seel Street
Liverpool L1 4A
Telephone: 0151 296 7000

Patient's Library: Videos and audio-cassettes are available on request for overnight loan on a variety of topics plus there is a good selection of Patient Information Leaflets available in the Waiting Room.

Data Protection Act: As you are aware the Practice is computerised and complies with the Data Protection Act and in order to provide the best service for your well-being, it may be necessary to gather information, regarding certain diseases and medications from time to time. This will be treated with the utmost confidentiality and any information collated will not contain any personal details such as names and addresses. You are, of course, entitled to withdraw your consent for use of any personal data. "Protecting Privacy" leaflet available on request.

It is our aim to give you the highest possible standard of service at all times and we offer a Practice Complaints Procedure to deal with comments, suggestions and complaints about the services that we provide. We will endeavour to deal with any problems immediately.

The Practice Manager will give you further information and provide you with a copy of the Practice Complaints Procedure leaflet.

If you have any suggestions or ideas to offer please feel free, there is a Suggestion Box in the Waiting Room. Every year we conduct a patient survey to obtain your views and comments, copy of which is available on request from Reception.

Wishing you good health – Dr A R H Kukaswadia & Staff

Requests for Repeat Prescriptions: Please give 48 hours' notice for repeat prescriptions and use the latest tear-off computer slip (not old slips which may give out of date information), making sure that you tick the box against the repeat medication you require.

Please do not request any medication you do not need. Telephone requests will not be accepted except for the housebound or by prior arrangement. If you are on repeat medication then you will need to see the Doctor yearly for a medication review.

Alternatively you can send for your repeat prescription by enclosing the tear-off computer slip together with a SAE, if at any time you cannot personally attend the surgery. Please enquire at your local Chemist to see if they offer a collection/delivery service.

Telephone advice: Some problems can be sorted out over the telephone without a face-to-face consultation with the Doctor. Advice can be given and prescriptions issued, if appropriate, saving valuable time for both you and the Doctor. If you wish to speak to Dr Kukaswadia **please ring between 11.30 am and 12.00 noon**, if possible, or if you wish to speak to the Practice Nurse please ring between 11.30 and 1.00 pm. Alternatively leave a message with the Reception staff and your call will be returned.

For enquiries regarding blood tests/x-ray results, reports, etc. Please ring between 11.00 – 1.00 pm. The Reception staff will not be able to inform you of your results only that they have been received and you will need to see or speak to Dr Kukaswadia.

If you have mobility problems, you can make your own booking with Ambulance Transport Service on: **0845 148 1733**.

ALL CLINICS ARE BY APPOINTMENT:

(Those run by the Practice Nurse are marked with *)

Well Person's Clinic: Mon/Wed/Fri 9.00 – 10.00 am *

- General Health Issues
- No smoking advice
- Dietary advice/exercise
- Travel Vaccinations
- Weight/Blood Pressure checks
- Cervical smears
- Family Planning
- Pre-menstrual tension/Women's problems
- HRT advice/Menopausal problems

Heart Clinic: by arrangement

Diabetic Clinic: by arrangement

Flu Clinic by arrangement*

Drug Counselling Clinic: Tuesday 9.30 – 12.00 am
Bill McIntyre, Drug Support Worker

Respiratory Clinic: Tuesday 9.00 – 10.00 am*

- For regular check-ups of all respiratory problems

Examinations with GP Clinic Tuesday 11.00-11.30 am*

Rheumatology Monitoring:

Wednesday 10.00 – 10.30 am - Dr Kukaswadia

Child Health/Immunisation Clinic:

Wednesday 10.30 – 11.30 am*

- Immunisations by Practice Nurse
- (Health Visitors are based at Norris Green Clinic and their contact telephone no. is 256 9273)

Post-Natal Clinic: Wednesday 11.00– 11.30 am *

Ante-Natal Clinic: Thursday 9.30 – 11.00 am
(Contact telephone number for the Community Midwives based at the Liverpool Women's Hospital is 702 4175)

Early access booking number: 0151 247 4747 to make your 1st appointment.