

How to register at the practice

To register as a new patient, please attend the practice with proof of your address and photo ID-to register for online access. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information on the practice area.

Accessing the practice

If you have difficulty in accessing the practice, please notify us at the time of your appointment or prior to attending so that a member of staff can assist you on your arrival. There is step free access throughout the building.

Online access.

You can order your prescriptions. Book evening appointments, send us a message and access your medical records. Please ask at reception for a registration form. We will need to see proof of your ID to register you for this service.

Patients' rights and responsibilities

When registering, all patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time.

Services we provide.

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a range of family planning services.
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. Child immunisations clinic is held on a Wednesday 10-11am. If you are unable to attend these clinics, please discuss with a member of our administrative staff.
- **Cervical smear testing** – For women aged 25 – 64. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Monday	8:00 am	8:00 pm
Tuesday-Friday	8:00 am	6:30pm
Saturday/Sunday	Closed	

Improved access/Extended hours

Monday 6:30-8:00pm

NHS England Contact

Moss Way Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated 2nd August 2023.

Are you using the right service?

<p>SELF-CARE</p> <p>What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	<p>NHS 111 (24/7)</p> <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
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<p>GP ADVICE</p> <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p> <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p> <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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Patient Information Leaflet

Moss Way Surgery

Moss Way Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

51-53 Moss Way
Croxteth
Liverpool
L11 0BL

Telephone No 0151 549 2127
Email address: gp.n82655@nhs.net
Website:
<https://mosswaysurgery.nhs.uk>

GP partners.

Dr A R H Kukaswadia

(MBS, LMSSA)

Dr J Mahadanaarachchi

(MBCbB)

The practice team.

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr A R H Kukaswadia MBS LMSSA

Dr J Mahadanaarachchi MBChB

Nurses

Diane Kukaswadia RGN

Other healthcare staff

Andrew Smith-Pharmacist

Laura Colman-Pharmacy Technician

Gloria Smith-drug support worker

Jackie King -CAB

Julie Jorde- social prescriber

Taiwo Idowu-Physiotherapist

Angela Yates-Midwife

Practice manager

Diane Kukaswadia

Receptionists

Catherine Mitchell

Siobhan Edgar

Gail Franey

Care Co-ordinator

Claire Rooney

Appointments and accessing practice services.

To make an appointment to see your GP, please ring the surgery between 8.30 and 10am for a telephone consultation.

To make an appointment with any member of our healthcare staff or to access any other of our practice services, please ring 0151 549 2127 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence. The police may also be contacted.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at <https://mosswaysurgery.nhs.uk>

Alternatively, leave your contact details in the PPG box in the waiting room and they will get back to you.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorized disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Telephone consultations

Please ring between 8.30-10am.

Some problems can be sorted out over the telephone. Results of X-rays and blood test as well as advice can be given and prescriptions issued, if appropriate, saving valuable time for both you and the Doctor. If a face-to-face appointment is needed, you will be given one.

The reception staff are not able to inform you of your results, only that they have been received and you will need to speak to the Doctor.

Prescriptions/repeat prescriptions.

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in the waiting room.
- By telephone – Please call the practice on 0151 549 2127 between 11-4pm. **This is for housebound patients only.**
- Online – Please log in and order via patient access.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

If you are on any repeat medication, then you will need to see the Doctor or the pharmacist every year for a medication review.

Food and Drink

Patients are requested that no food or drink is to be consumed on the premises. If, however you feel unwell and require a drink of water please ask at reception.

Comments, suggestions, and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. 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. A copy of the Practice Complaints Procedure leaflet is available from reception.

If you have any suggestions or ideas to offer, please feel free, there is a suggestion box in the waiting room or you can use the Patient Participation Group box.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a telephone consultation between 8.30-10am. A clinician will then discuss your request with you.

Home visits are usually carried out between 12:30 pm and 3:00 pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk