



## Introduction

NHS guidance in the Standard Contracts require all GMS and PMS Practices to produce a practice leaflet. These Regulations also set out the core information that each leaflet must contain.

### **16.7. Practice leaflet**

*16.7.1. The Contractor shall-*

- (a) compile a practice leaflet which shall include the information specified in Schedule 3;*
- (b) review its practice leaflet at least **once in every period of 12 months** and make any amendments necessary to maintain its accuracy; and*
- (c) make available a copy of the leaflet, and any subsequent updates, to its patients and prospective patients.*

*16.7.2. Where the Contractor has a website, the Contractor shall publish on that website details of the practice area specified in clause 13.2.1 including the area known as the outer boundary area specified in clause 13.3.1 by reference to a sketch diagram, plan or postcode.*

In 2016 the NHS Identity Team published new guidance on the use of the NHS logo. Practices can download and use the approved logo from here;

<https://www.england.nhs.uk/nhsidentity/identity-guidelines/nhs-logo/>

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**Cloughton Medical Centre, 161 Park  
Road North, Birkenhead, CH41 0DD  
and  
Fender Way Medical Centre  
Fender Way, Prenton, CH43 9QS**

paulinefletcher@nhs.net,  
www.paxtonmedicalgroup.co.uk

## OPENING TIMES

<b>Cloughton Medical Centre</b>	<b>Fender Way</b>
<b>Mon:</b> 08.00- 20.00	<b>Mon:</b> 08.30 – 18.30
<b>Tue:</b> 08:00-20:00	<b>Tues:</b> 08.30 – 18.30
<b>Wed:</b> 08:00-20:00	<b>Wed:</b> 08.30 – 18.30
<b>Thu:</b> 08:00-20:00	<b>Thu:</b> 08.30 – 18.30
<b>Fri:</b> 08:00-18:30	<b>Fri:</b> 08.30 – 18.30
<b>Sat:</b> 08.00-12.00	<b>Sat:</b> Closed
<b>Sun:</b> Closed	<b>Sun:</b> Closed

## TELEPHONE NUMBERS

### Emergencies, Visits and Out of Hours

0151 652 1688

### Appointments

0151 652 1688

### Enquiries and Results

0151 652 1688

After 14:00

### Fax

0151 670 0565

### Prescription Request

[wir-pct.claughtonscripts@nhs.net](mailto:wir-pct.claughtonscripts@nhs.net)

Post with SAE

Box in Reception

## PRACTICE STAFF

Pauline Fletcher, Practice Manager  
Sarah McNulty, Finance Assistant  
Lyndsay Maguire, Reception Manager  
Diane Roberts, Senior Receptionist  
Sandra Pritchard, Medicines Manager  
Karen Berry, Assistant Medicines Manager  
Lynette Forshaw, Admin Support  
Jemma Cooper, Admin Support  
Belinda Cooney, Receptionist  
Carol Hollywood, Receptionist  
Caroline Ward, Receptionist  
Lyn Price, Receptionist  
Vanessa Rimmer, Receptionist  
Julie Pickthall, Receptionist  
Kay O'Loughlin, Receptionist  
Alison White, Receptionist  
Lynne Joynson, Receptionist  
Julia Hawthorn, Reception/ Admin Assistant  
Jennifer Toomes, Admin Assistant  
Leah Campbell, Admin Assistant  
Lauren Hulse, Admin Assistant  
Liam Astles, Admin Assistant  
Callum Sadler, IT Manager  
Shirley Atherton, Secretary

## NURSING STAFF

Maggie Johnson, Clinical Nurse Lead  
Michelle Mannix, Advance Nurse Practitioner  
Lucy Fitzimmons, Advance Nurse Practitioner  
Paula Dewhirst, Practice Nurse  
Chris Howell, Practice Nurse  
Krystal Pritchard, Practice Nurse  
Adriana Shakeshaft, Practice Nurse  
Jennifer Dodd, HCA  
Laura Whittaker, HCA

## PHLEBOTOMY STAFF

Diane Mortimer, Practice Phlebotomist  
Glenys Mortimer, Practice Phlebotomist

**Paxton Medical Group**

# PRACTICE CHARTER

Information for  
Patients

## PARTNERS

DR C P Arthur, Dr L Ariaraj, Dr A  
Cullumbine, Dr H Williams, Dr F Cox,  
Dr M Fraser, Dr N Arthur, Dr D Lant, Dr A  
Connery, Dr V Joesbury and Dr B Corrin.

## GP RETENTION SCHEME

Dr R Smye and Dr Wingate

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To obtain a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Cloughton Medical Centre.

### Cloughton Medical Centre Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 48 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please tell the Receptionist.
- ❖ We aim to answer the telephone within three rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. You can email us, or leave the request in the box in Reception
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Surgeries as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:00am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.