

Neston Medical Centre

**Dr Chris
Steere**

**Dr Rachael
Warner**

**Dr John
Sproule**

**Dr Amanda
Bertram**



**Liverpool Road
Neston
Cheshire
CH64 3RA**

Tel: 0151 336 4121

Website: www.nestonmedicalcentre.co.uk

www.nestonwillastonpcn.com

Neston Medical Centre

Practice Opening Hours

The practice is open:

Monday - Friday 8.00am—6.30pm

PCN Enhanced Access Hours are Evening and Weekend by appointment only.

Doctors

Dr Christopher Steere	MB ChB (Liverpool 1980)
Dr Rachael Warner	MB ChB (Liverpool 2002) MRCGP; DCH
Dr John Sproule	MB ChB (Liverpool 2001)
Dr Amanda Bertram	MBBS BSc; Psych MRCP; MRCGP; DRCOG

Advanced Nurse Practitioners

Karen Rushforth	PGCert; BSc. Non-Medical Prescriber; RGN
Amanda Lee	RGN/RSCN; Non-Medical Prescriber
Louise Robinson	RN DipHE Nursing Studies; DipHE ODP; Non-Medical Prescriber
Jeff Pond	Diabetic Specialist Nurse

Practice Nurses

Wendy Taylor	RGN
Beverley Gray	Specialist Practitioner; RGN
Elizabeth Milton	RGN
Antonia Smith	RGN
Lucy Morris	RGN

HCA

Karen Morris	Health Care Assistant
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Additional Team

The team consists of Practice Manager -	Karen Rushforth
Operational Support Manager -	Laura Roberts
PCN Operational Support Manager -	Nicole Sellers
Receptionist and Administrative Staff	

How To Register as A Patient

The practice welcomes new patients from within the practice area.

A map of the practice area can be found on the back of this leaflet and the practice website.

You can register as a patient via our website or in person at the practice.

If you wish to register as a patient for online access, you will be required to complete further documentation and provide two forms of identification, one will need to be photographic and the other will be required for verification of your current address.

Consulting a Doctor

All Patients requesting a Doctor's appointment will be assessed through telephone triage by either a Doctor or Nurse Practitioner.

A member of the Reception team will ask you for a brief description of your problem. This will enable the Clinical member of staff to prioritise your call. All information will be treated in the strictest of confidence.

You will be advised whether to expect a call either during the morning or the afternoon. However, if you can only take a call at a specific time, please let the reception staff know of your time frames.

The Clinical Member of staff will try to accommodate this request.

The Clinical member of staff will assess your condition. If you require an appointment this will be arranged at a mutually agreed time, usually during the same day.

Appointments may also be booked online. In order to book these appointments, you must be registered for patient access.

If you have a medical emergency, please contact 999

Home Visits

If you require medical care and are unable to attend the surgery or are a housebound patient, please ring the surgery as early as possible to arrange a Home Visit.

The reception team will take a brief description of your problem to enable the Doctor to prioritise your care. You will be visited by either a GP, Advanced Nurse Practitioner or a Paramedic who is employed by Neston and Willaston Primary Care Network.

Practice Nurse Appointments

Appointments can be arranged in advance for:

Chronic Disease Management Clinics such as:

Diabetes; COPD; Asthma and Coronary Heart Disease

Contraception and Sexual Health services

Travel Vaccinations

Childhood Immunisation clinics

Blood tests

If you require a blood test, please arrange an appointment with the Phlebotomist or Healthcare assistant.

Ordering Prescriptions

Please order your prescriptions electronically either through the NHS App.

Ordering in this way enables a safe and more efficient service, it also prevents waste of medication.

If you are unable to order your prescriptions online, please use the right-hand side of your prescription and tick the items required. Please leave this in the practice prescription box and your prescription will be sent to your nominated pharmacy.

Please allow 2 working days for prescription requests to be processed.

Out of hours

If you require urgent medical care between the hours of 6:30pm to 8am telephone NHS 111.

NHS 111 is also available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles.

Walk-In Centre

For Minor illness and injuries, you could visit the walk-in centres based at Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral or Eastham Clinic, Eastham Rake or Victoria Central, Mill Lane, Wallasey which offers a nurse led service for minor ailments.

Patients with Specific Needs

There is easy access into the medical centre at the front of the building. If you are unable to manage the door, please ring the bell located at the right-hand side and our staff will be pleased to assist you. We also have a large disabled toilet with wheelchair access. We also have 1 disabled parking space available.

We can arrange interpretation services for patients who do not speak English and sign language speakers for patients who are deaf. Please let us know that you require this service when booking an appointment.

Complaints

Our aim is to deliver the highest possible standard of care. If you have a concern, complaint or suggestion, regarding the services we provide, please contact the Operational Support Manager. We will try to resolve any issues as quickly as possible. However, should you remain dissatisfied with the response to any complaint, you have the right to ask the Health Service Ombudsman to review your case. Contact details are Tel: 0345 0154033 or via the website www.ombudsman-services.org.

Friends and Family Test

We would welcome feedback. If you wish to complete a form this can be obtained from the reception desk or from the website.

We may also text you after a recent visit to the surgery to ask you about your experience.

Patient Confidentiality

We respect your right to privacy and keep all health information confidential and secure. It is important that the NHS keeps accurate and up to date information about your health and treatment. This will enable those that are treating you to have accurate information to ensure you receive the best possible advice and treatment.

There is a Local shared agreement across Western Cheshire where Clinical staff can access and view your record if you attend their service, such as Extended hours. If you wish to opt out of this service, please let a member of reception staff know.

Your Responsibilities

If you change your name, address, marital status or any other personal details, please notify us promptly in writing.

Missed appointments prevent other patients from being seen. If you no longer require an appointment, please contact us as early as possible to enable us to allocate this slot to another patient.

Zero Tolerance

We aim to treat all patients courteously at all times and expect patients to treat our staff in the same manner. Any threatening or abusive behaviour will be taken seriously.

Patients will be warned to stop behaving in an inappropriate manner.

If they persist, we may exercise our right to remove them from our list.

Primary Care Trust

Our contract is held with:

NHS England

1829 Building

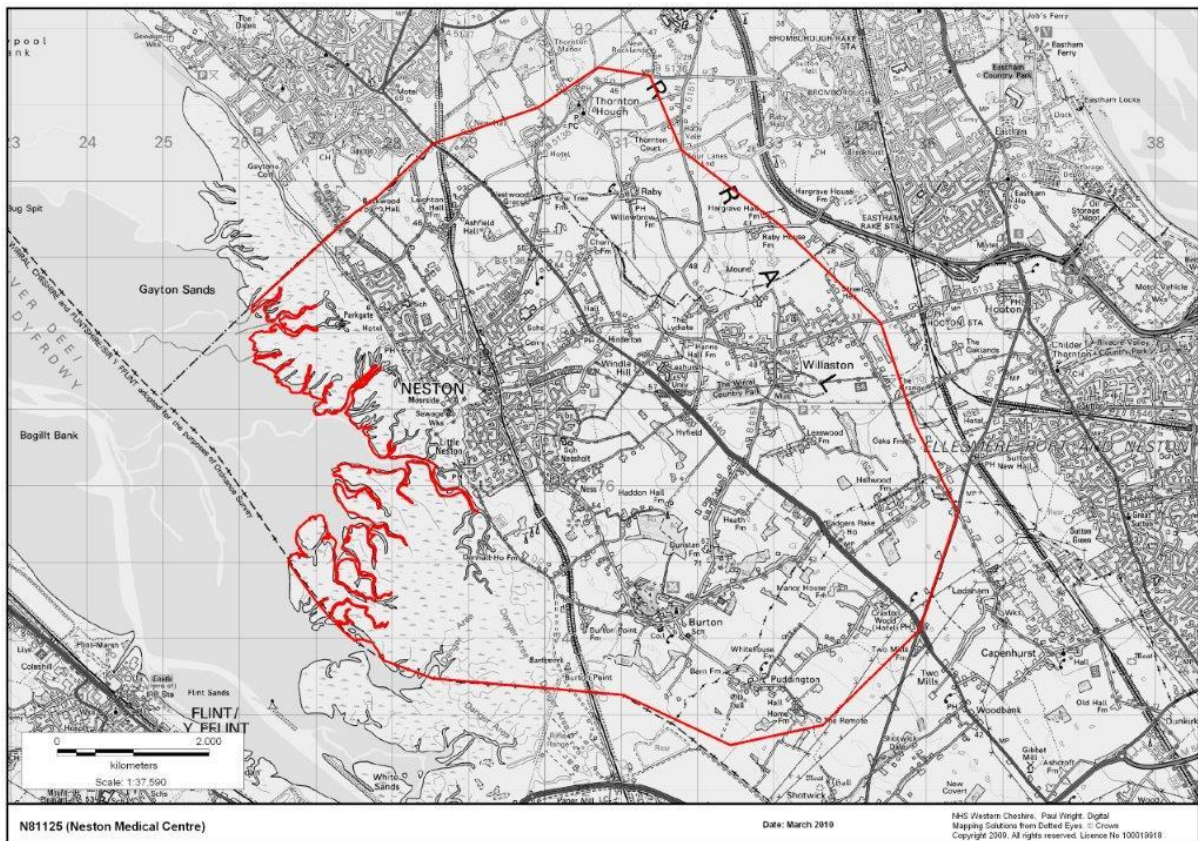
Countess of Chester Health Park

Liverpool Road

Chester

Telephone 01244 650300

Map Showing Surgery Area



Revised July 2024