

Mather Avenue Surgery

**Mather Avenue Surgery
584 Mather Avenue
Liverpool
L19 4UG
Tel: (0151) 427 6239 / 4943
Fax: (0151) 427 8876**



**The Surgery is open Monday-Friday
Telephone Access: 8am – 6.30pm
Doors open: 8.20am – 6.30pm**

*Please note the surgery is closed one Wednesday afternoon per month
(usually the 4th Wednesday) from 1pm for staff training.*

The Doctors

The Partners:

Dr Frank Hargreaves MBBS, LMSSA, DRCOG, MRCGP
Qualified Royal Free School of Medicine 1982
*Dr. Hargreaves is the senior partner and GP trainer.
He has been a GP at the surgery since 1986*

Dr Maurice Smith MBChB, DRCOG, D.OCC.MED, MRCGP
Qualified Manchester University 1986

Dr Pamela McCrossan MBChB, DRCOG, DFFP, MRCGP
Qualified Liverpool University 1993

Dr Jillian Kirkman MBChB, DRCOG, DFFP, BN (Hons)
Qualified Liverpool University 1997

Dr Roger Scott BSC Med sc. (Hons) MRCGP
Qualified Aberdeen University 2001

Associates:

Dr Kathryn Szatmary MBBS BscHons DRCOG DFSRH MRCGP
Qualified University College London 2005

Dr Grainne Taylor MBChB DRCOG BSc (Hons) MRCGP
Qualified Liverpool University 2007

Dr Vishal Nosib MBChB MRCGP
Qualified University of Edinburgh 2006

Dr Hilary Kevan MBBS MRCGP
Qualified University College London 1989

Julia Hyde MSc RGN RSCN

*Julia is our nurse clinician. She has been at the surgery since 1990.
She has extensive general practice experience and works alongside
the G.P.'s in the Open Access Clinic*

How to register as a patient

You will need to complete registration forms which are available from reception.

We also require proof of identity (passport/photo driving licence) and proof of address (utility/council tax bill, bank statement).

You will be required to attend a 'New Patient Medical' with one of our Health Care Assistants as part of your registration.

Patient Participation Group

The aim of this group is to help improve the quality of service to our patients and we would welcome input and support from you.

If you are interested in joining the group please telephone the practice leaving your name and contact details.

Complaints

If you are dissatisfied with any aspect of our service please let us know so we can do our best to improve.

The practice follows the NHS complaints procedure when dealing with complaints. Your first point of contact for any complaint is the practice manager. Please feel free to ask to see her personally or put your complaint in writing to her.

Alternatively you can contact Healthwatch on 0300 7777 007.

Website

www.matheravenuesurgery.nhs.uk

Facebook

Join us on Facebook, just find us and like our page for regular updates:

www.facebook.com/matherAvenueSurgeryLiverpool 19

Repeat Prescriptions

Please hand in or post your repeat prescription slip and we will have the prescription ready 48 hours later.

You can also order your prescriptions on line

- ***Please note that sometimes your medication needs reviewing by a doctor. You will be notified the month before if this is the case; then when you next order please allow 5 working days for the prescription issue.***

Blood Tests

You will be given a blood test form to take along to either:

South Liverpool Treatment Centre or The York Centre

For further information regarding open times please contact the hospital directly.

Test Results

Telephone after 12noon.

The surgery usually receives results within 5-7 days.

We will only contact you if further tests or action is required.

Change of Address

Please notify the surgery if you change your address, telephone number or name.

If you move outside our practice area you may be asked to change your Doctor.

Completion of forms

The doctors are often asked to complete various forms or write support letters for patients. Please note that there will be a charge as these are not part of your NHS care.

Please ask a receptionist or look on the noticeboards in reception for a list of our current charges.

Confidentiality

All patient records are confidential. We cannot disclose any information to a third party without written consent from the patient.

The PracticeTeam

Practice Manager: Mrs Sandra Smart

Administration Staff

Alison Taylor is the Deputy Manager she oversees the administration team.

Reception Staff

This is your first point of contact with the Practice and is a very busy department; they do their utmost to help you.

Medical Secretaries

The secretaries deal with referrals to hospitals and all correspondence between the Practice and specialised clinics. They deal with Solicitor & Insurance Company requests, also any forms that need completing by a doctor.

The Nurses

Our practice nurses have a wealth of experience in helping our patients to manage their health conditions. They are available by appointment for: cervical smear tests, family planning, immunisations, chronic disease clinics and for minor health problems.

Health Care Assistants

They work closely with the Practice Nurses and are qualified to perform blood pressures, new patient medicals and give flu jabs.

Appointments

	Morning	Afternoon
Mon	<ul style="list-style-type: none">- Open Access Clinic (8.30-10am)- 11am Access for under 3's- Nurse/HCA appointments	<ul style="list-style-type: none">- GP pre-booked appointments- Nurse/HCA appointments- Baby Clinic
Tues	<ul style="list-style-type: none">- Open Access Clinic (8.30-10am)- 11am Access for under 3's- Nurse/HCA appointments	<ul style="list-style-type: none">- GP pre-booked appointments- Nurse/HCA appointments- Antenatal Clinic
Wed	<ul style="list-style-type: none">- Open Access Clinic (8.30-10am)- 11am Access for under 3's- Nurse/HCA appointments	<ul style="list-style-type: none">- GP pre-booked appointments- Nurse/HCA appointments
Thurs	<ul style="list-style-type: none">- Open Access Clinic (8.30-10am)- 11am Access for under 3's- Nurse/HCA appointments	<ul style="list-style-type: none">- GP pre-booked appointments- Nurse/HCA appointments
Fri	<ul style="list-style-type: none">- Open Access Clinic (8.30-10am)- 11am Access for under 3's- Nurse/HCA appointments	<ul style="list-style-type: none">- GP pre-booked appointments- Nurse/HCA appointments

The Open Access Clinic explained

This clinic operates each morning Monday to Friday.

There are usually 4-6 GP's/Clinicians seeing patients.

You can arrive at the surgery from 8.20am up until 10am, give your name into reception and you will be seen in order of arrival.

This is a busy clinic and the GP's/Clinicians are often still seeing patients or dealing with telephone consultations up until 12noon.

A specific doctor/clinician may be requested but please note your wait may be longer and sometimes this is not possible due to the demand on the day.

You can also request to see a male/female clinician.

11am Open Access for under 3's

Monday - Friday

We recognise that under 3's struggle to sit in a busy surgery for any length of time. The 11am clinic addresses this issue as the surgery is quieter at this time.

Telephone the surgery on the morning you wish to bring your child; their name will be added to the 11am clinic list.

Telephone Consultations

There are a limited number of telephone consultations available at the end of the Open Access Clinic (late morning).

You can book one of these by telephoning the surgery in the morning; you will be asked for a return contact telephone number and a brief reason for your request.

Our telephone lines are open from 8am.

Booked GP/Nurse Appointments

You can book a routine afternoon appointment with a GP in advance by telephoning the surgery and online booking is now also available. Nurse and the Health Care Assistants also have clinic appointments available to pre book for both morning and afternoon clinics.

Emergency Afternoon Access

Every afternoon (Monday-Friday) during working hours we have an 'On Call GP'

If you suddenly become unwell you can request a telephone call from that on-call doctor. They will assess you over the telephone, give you advice, issue prescriptions where necessary or if they feel you need to be seen will ask you to come to the surgery for a face to face consultation.

Out of Hours Service

If you have an urgent medical problem when the surgery is closed then telephone the surgery (427 6239/4943) – a recorded message will provide you with the telephone numbers of the out of hours service who are the doctors on call for our area.