

You can visit our website:

[www.rockcourtsurgery.nhs.uk](http://www.rockcourtsurgery.nhs.uk)

Here you will find a lot more useful information about our practice and what we offer. There is also a form you can fill in for general enquiries to the practice. It also allows the patients to use the PATCHS form

### Zero Tolerance

In line with NHS policy, the CCG and healthcare practices have a zero tolerance approach to aggression, abuse, violence, vexatious or anti-social behaviour towards our staff.

In extreme cases, the police will be contacted if an incident is taking place and the patient is posing a threat to staff or other patients

If you require any further information please do not hesitate to speak to one of our receptionists .



#### Doctors

##### Senior Partners

Dr Ball (Male)

Dr Sherwood (Male)

##### Salaried GP's

Dr Wilks (Female)

Dr Sammut (Female)

Dr Leyland (Female)

Dr Milligan ( Female)

Dr Evans (Female)

Trainee GP Dr Jones (female)

Trainee GP Dr Shahi (female)

Trainee GP Dr Bogus (Female)

##### Advanced Nurse practitioner

Laura Smith

##### Nursing team

Maureen Rose Practice Nurse

Dawn Ponzini Health care Assistant

Alexandra Morris Nurse Associate

# Rock Court Surgery



4 Crystal Close

Old Swan

Liverpool

L13 2GA

Tel: 0151 228 0672

Fax: 0151 295 8533

## Welcome

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We would like to take this opportunity to welcome you to our practice. We hope this leaflet will give you all the information you require about the facilities available. Please make yourself familiar with the information and keep this leaflet in a safe place.

## Surgery Hours

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08:00am—6:30pm Monday to Friday

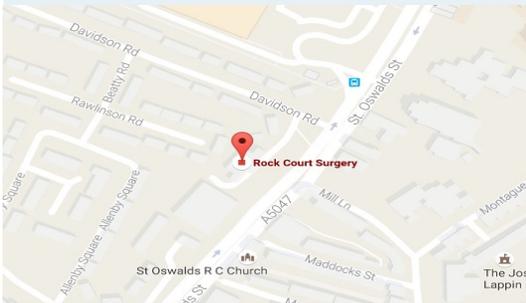
**Closed Saturday and Sunday**

The main doors will open at **8:00am** each morning. Our phone lines are open from **8am -6:30pm** everyday.

## Our Location

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Our address is listed on the front page and there is a map below of the local area.



## Appointments

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We offer a number of pre-bookable appointments with a GP, Practice Nurse, HCA and Nursing associate each day. We also have a number of emergency appointments for on the day medical emergencies ONLY. You can access these appointments by calling reception or booking online where available. When contacting reception they may ask you what the appointment is for and this is to signpost you to the most relevant member of staff or service.

If you are unable to keep an appointment we ask that you please inform reception staff as soon as possible. You can do this face to face, by calling 0151 228 0672 or by texting the word CANCEL followed by your Name, Date of Birth and Appointment date/Time to 07749 483 920.

Home Visit consultations are also available for housebound patients or you are too ill to attend the surgery, please contact the reception staff before 10:00am to request a home visit. Please remember that a doctor can see 4-5 patients at the surgery in the time it takes to do one home visit.

### Antenatal Clinic

The Community Midwife holds an antenatal clinic at the surgery every Monday morning. By appointment only.

### Baby immunisations

The Practice Nurse (Maureen) holds a baby clinic every Friday morning by appointment only.

## Repeat Prescriptions

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We now work to a **strict 48 working hour** timescale (excluding weekends and bank holidays) for processing a prescription. Prescriptions will not be ready for collection earlier than this.

Please note we are not open on weekends so prescriptions placed in the box on a Friday will take 48 working hours to process. **Please note we do not take prescriptions over the phone**

## Out Of Hours

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If you have an urgent medical problem during our closing hours, you can call NHS Direct by calling 111 on your telephone.

## PATCHS

This is located on the website and allows patient to contact the surgery to make requests to have a telephone consultation or a general enquiry about their health

## PPG Patient participation Group

PPG gives patients the opportunity to have their say in the way that local health services are delivered and to help suggest important changes to benefit their practice. Building a relationship between the practice and patients that break down barriers to communication Patient surveys help us gain an insight to issues that were a priority and work together to improve the practice.

## Change of address/Personal details

Please notify us immediately if you have any changes to your; Name, address or telephone number (including mobiles). This enables us to keep our records up to date and also means that we can contact you when needed.