

# PATIENT LEAFLET



Towerhill Primary Care Resource Centre  
Ebony Way, Kirkby, Liverpool  
Merseyside  
L33 1XT

Dr Maassarani & Partners Ltd is a limited company incorporated and registered in England and Wales with company number 07629051 whose registered office is at Oriel House, 2 - 8 Oriel Road, Bootle, Merseyside, England, L20 7EP.

## PARTNERS

Dr F. Maassarani MB ChB  
Dr C. Kenny MB ChB  
Lee Panter

## DOCTORS

Dr F. Maassarani MB ChB  
Dr C. Kenny MB ChB  
Dr H Khan MB Bs

## PHYSICIAN ASSOCIATE

Nadeem Hassan

## NURSE CLINICIANS

Grainne Daly  
Sarah Maddison

## PRACTICE NURSES

Wendy Cain  
Sue Tumility

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## OPENING TIMES

	<b>Towerhill Surgery</b>	<b>Melling Surgery</b>
<b>Monday</b>	8:00am - 6:30pm	8:00am - 8:00pm
<b>Tuesday</b>	8:00am - 8:00pm	CLOSED
<b>Wednesday</b>	8:00am - 6:30pm	8:00am - 6:30pm
<b>Thursday</b>	8:00am - 6:30pm	8:00am - 6:30pm
<b>Friday</b>	8:00am - 6:30pm	CLOSED
<b>Saturday</b>	CLOSED	CLOSED
<b>Sunday</b>	CLOSED	CLOSED

## CONTACT DETAILS

Telephone: 0151 902 0010

Web: [www.mazmedical.nhs.uk](http://www.mazmedical.nhs.uk)

Twitter: @DrMaassaraniGP

YouTube: Maassarani Group Television

# WELCOME TO DR MAASSARANI & PARTNERS

Welcome to Dr Maassarani & Partners, a friendly, caring GP Practice based in the heart of the Kirkby and Melling communities.

We pride ourselves on delivering safe and effective care to the local population and aim to provide you with the best possible choice and standard of care. In order to achieve this, our dedicated team is here to help and treat you in a friendly and supportive manner.

We provide various clinics for the management of long term conditions such as respiratory disease (e.g. asthma or COPD), diabetes and heart disease. In addition, we also offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups.

We understand that your health is determined primarily by a range of social, economic and environmental factors and that treating you on a medical pathway (e.g. prescribing you a drug) may not always be appropriate to your individual needs. In recognising this we, with support from local organisations, have developed a health and wellbeing campus that offers a range of activities that our team can refer you in to. For example, our campus includes volunteering, arts activities, group learning, gardening, cookery, healthy eating advice and a range of sports. The main aim of the campus is to support you to take greater control of your personal health.

The service provided to you will be given by the most appropriately qualified member of the team, this following discussion and consent by yourself. It is important that you understand all the information offered to you so if in doubt please ask.

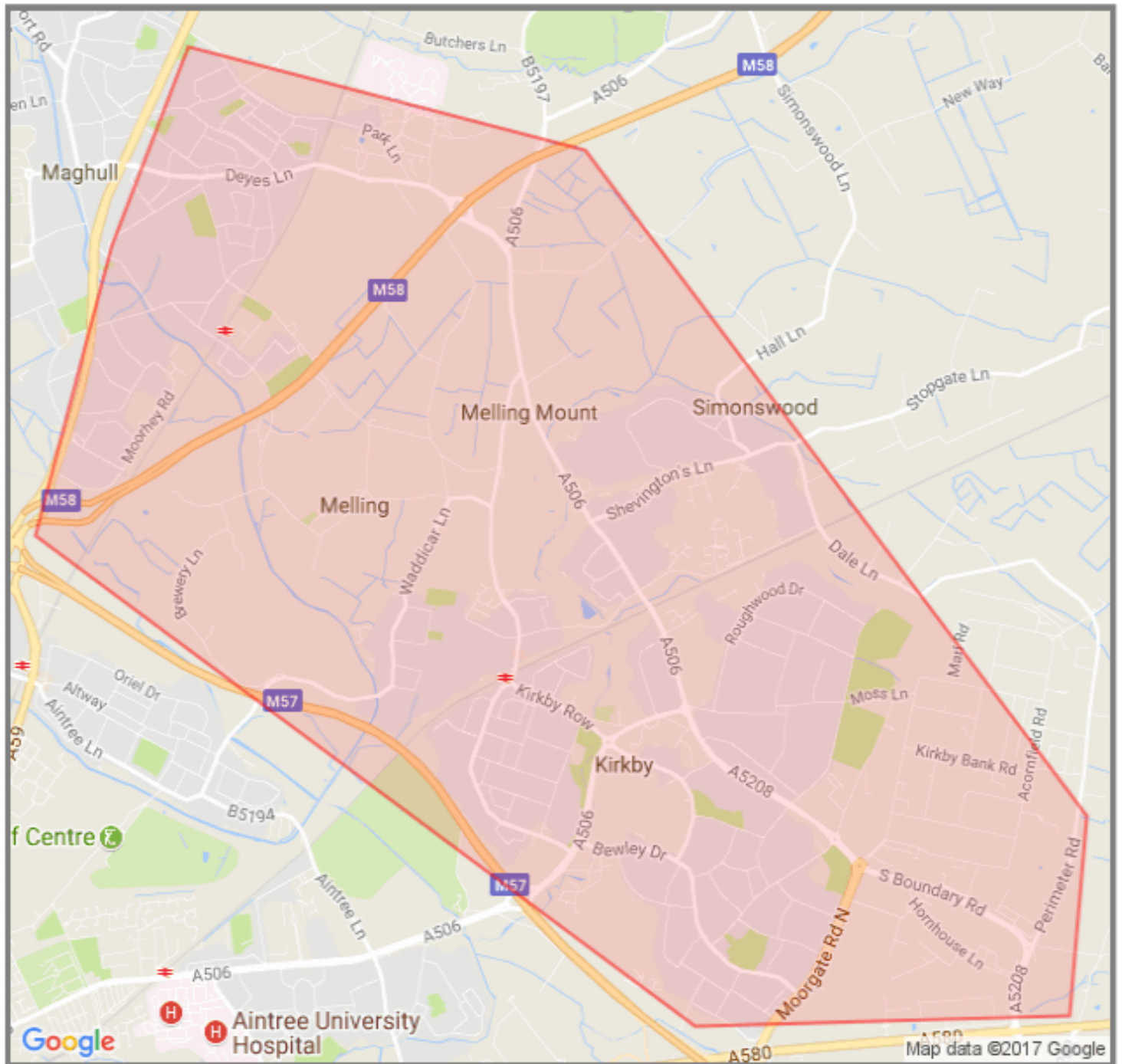
The Practice premises have suitable access for disabled patients. We also have a loop-hearing device for the hard of hearing.

We are supported by a Community Health Team, which includes, District Nurses, a Midwife, and a Health Visitor who treat people both in practice and in the community.

This leaflet provides a brief outline of our Practice; if you require any other information please visit [www.mazmedical.nhs.uk](http://www.mazmedical.nhs.uk) or contact our administration team on 0151 902 0010.

We look forward to a long and healthy relationship with you

# PRACTICE AREA



# NEW PATIENT REGISTRATION

Dr Maassarani & Partners is currently registering patients who live in Kirkby, Melling and surrounding areas.

Registering with us is simple and easy. All you have to do is fill in a few forms, book an appointment for a new patient health check (if you are over 15 years old) and then come to see us!

We will contact your old GP and take care of everything else for you, so don't leave it till you're ill – JOIN TODAY!

## Registration Forms

You can register online directly via our practice website. Please click on the 'Register icon' on our website homepage. If you have a smart phone or tablet, you can also scan the QR code below which takes you directly to the online form. If you do not have access to the internet then you can ask a member of our reception team who will be happy to help. Once all the forms are complete, give us a call to make your new patient check appointment.

## Proof of Identity

As part of registering with us you will be required to provide documents for proof of identification. We accept the following documents:

### *Personal Identification*

- Birth Certificate
- Marriage Certificate
- Student ID Card
- Passport or Identity Card
- Driving License
- NHS Medical Card

### *Proof of Address*

- Rent Book / tenancy agreement
- Wage Slip (with home address)
- Official Letter (Home Office / DWP)
- Bank statement
- Council tax statement / utility bill (dated within the past 3 months)



# NEW PATIENT HEALTH CHECK

During this 30 minute appointment we will take some basic measurements such as your height and weight and then take a brief medical history from you. It's nothing to worry about; we simply want to get to know you and your health a little better.

Following the health check you will be fully registered with the Practice and be free to make appointments with any of our Doctors and other clinical staff.

## **What to bring to your appointment**

When you attend your new patient health check you will be required to bring the following things with you:

- The two registration forms fully completed and signed
- A urine sample (you can either take away a pot and bring it back with you or provide a sample on the day of your appointment)
- A list of any medications you take. This will help to reduce any delays in you getting your next prescription
- Two forms of identification; one form of personal identification and one proof of address
- If your child is under 5 years you will need to bring with you their red immunisation book.

When you register with us, you will be allocated a named GP who is accountable for your care. For continuity of care we encourage you to see your named GP each time you come to the Practice. There will be times, however, when s/he isn't available to see you and when this happens we will provide an explanation and offer you an appointment with another clinician. If you are not happy with your allocated GP you may request a change and we will endeavour to accommodate your request.

# APPOINTMENTS

At Dr Maassarani & Partners we provide a wide range of appointments and appointment times including times outside of normal business hours.

All requests for appointments are initially triaged by a clinician as this will ensure that you receive the most accessible and efficient service as possible. We know that 70% of patients who request an appointment do not need to see a clinician face to face, therefore the majority of appointment requests can be managed remotely (e.g. over the telephone or via video). By providing a triage service it means that we as a practice can ensure equity of access to all and provide a more timely service.

## **eConsult (online consultation)**

The practice promotes the use of eConsult as the preferred method of accepting and managing all patient requests, regardless whether requests are clinical or administrative in nature. Therefore, if you make initial contact via telephone and ask for an appointment you will be directed to the eConsult facility on the practice website (<https://www.mazmedical.nhs.uk/>).

If you are deemed a vulnerable patient and/or are unable to complete an eConsult (e.g. you may not have access to the internet) then you will be supported via telephone, either during the initial contact or at a scheduled time after 10.30am via our patient call back service.

Our eConsult service is open and available to patients from 6am Monday to 6:30pm on Friday.

## **eConsult Call Backs**

If you do not have internet access or you are unable to complete an eConsult online consultation form, you are encouraged to call the practice as normal between 8am and 6:30pm Monday to Friday and our team will allocate a time to 'call you back' and take you through the eConsult questions. With your consent, our team will submit an online consultation on your behalf which will then be triaged by a clinician.

## **Telephone Appointment**

Telephone appointments are available to all patients over the age of 15 years old and are appropriate only if examination is not required. Following a review of your online consultation a clinician may contact you via telephone and discuss your query in more detail. If the clinician feels that they can support you remotely then there will be no need for a face to face appointment, however in some circumstances the clinician will invite you into practice for a face to face appointment.

## **Video Appointment**

During your telephone call the clinician may invite you to have a video consultation. If so, they will provide you with further instructions and a video link. The clinician may deem a video appointment necessary as a first option prior to a face to face review, e.g. you may have a skin lesion they want to look at via video link.

## **Face to Face Appointment**

The vast majority of support can be provided over the telephone and/or via video consultation, however there will be circumstances where a face to face appointment is required, e.g. physical examination. If a clinician deems you to require a face to face appointment then they will offer you an appointment, generally on the same or following day.

If you have COVID-19 symptoms then you will be referred to the PCAS Primary Care Assessment Service where you will be assessed by a clinician wearing full PPE.

## **Extended Access Appointments**

Knowsley CCG have provided an Extended Access service to cope with winter demand on GPs. Extended Access appointments are additional appointments available at other practices and health care centres. Appointments are available during the day, evening and weekends but take place at other sites, not at Dr Maassarani & Partners. If we have no appointments available but your clinician would like you to be seen face-to-face, you may be offered an Extended Access appointment elsewhere in the Borough to ensure you can be seen.



## **Emergency Appointments**

Generally these appointments are for children under 5 years old or vulnerable adults that have become acutely unwell. Either a telephone appointment or face to face appointment will be offered by an appropriate clinician.

## **Double Appointments**

If you feel that you may need more time to discuss all your issues then please ask for an extended time period/appointment.

## **Chaperone during Appointments**

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.

# **HOME VISITS**

We encourage all patients to attend the Practice as we can see up to six patients in the Practice in the time it takes to visit a patient's home.

However, if you feel that for medical reasons you are unable to come to the Practice then please telephone with your request preferably before 10.30am so we can plan our day.

You will be triaged when making a request for a home visit; this will involve a member of our admin team asking you a few simple questions. The information you provide will be sent to a clinician who will then review your request and make direct contact with you via telephone to discuss the problem and to determine if a visit is appropriate.

Please note, if you are not deemed as being housebound then you may not be eligible for a home visit.

# OUT OF HOURS

Medical services between 18:30 and 08:00 Monday to Friday, at weekends and bank holidays are commissioned by the NHS Knowsley CCG.

Should you need advice or medical treatment quickly and cannot wait for an appointment to see your doctor then please call **NHS 111**.

You'll be advised by a trained adviser who will ask you a series of questions to determine what level of help you need.

**Should you be experiencing a medical emergency please call 999. An emergency is when someone needs medical help to save their life.**

## PRESCRIPTIONS

If you take medication regularly, it may be put on 'repeat' by one of our Clinicians. This means that a prescribing clinician has authorised you to have a certain number of prescriptions before they want to see you again to review how things are going.

All medication requests take **a minimum of 48 hours to be processed**. Please put your requests in with plenty of time to avoid delays in continuing to take your medication. Please note that requests may take longer over the holiday periods of Easter, Christmas and the New Year.

Repeat prescriptions may be ordered by any of the following methods:

**Online:** You can order your repeat prescription via the NHS App. If you have access to the internet this is the most efficient way to order your prescription as your request will go straight into our clinical system!

**In Person:** Fill in a prescription request form available from reception or the practice website, or tick the box next to the items you require on the tear off side of your prescription. Place your requests in the letter box located at reception.

**Telephone:** Contact the practice and order your prescription over the telephone. This is generally for patients who do not have access to the NHS App and have no other way of ordering their prescriptions.

# CARERS

Are you a carer? Please let us know so we can provide additional support for your needs as a carer.

You can inform us face to face at reception or by calling the practice. Alternatively you can download our online carer form and pass it to our reception team or send the form via email [Tower.Hill@nhs.net](mailto:Tower.Hill@nhs.net)

To access a wide variety of services available to carers in Knowsley, please visit the Knowsley Carers website, who support and enhance the lives of unpaid carers in the Borough – [www.knowsleycarers.co.uk](http://www.knowsleycarers.co.uk)

There is also wealth of information on the NHS website about carers and caring. Please find the link here: <https://www.nhs.uk/conditions/social-care-and-support-guide/>



## COMPLIMENTS, CONCERNS & COMPLAINTS

We welcome any comments you may have on the services we provide, whether that is a compliment, a concern or a complaint. Our aim is to provide the best possible care and treatment for you and understand that although we strive for excellence, occasionally things may go wrong or may not be how you would like.

If you wish to make a complaint then we ask that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaint, however, the time limit can be waived if there are good reasons you could not have complained sooner.

You are able to complain verbally or in writing; if you make a verbal complaint then the complaint shall be recorded and a copy of the written record given to you.

We will acknowledge your complaint within 3 working days and offer to meet you to discuss the complaint, at a time to suit you. We will advise you of how we will investigate your complaint and the likely time for the investigation. If you do not wish to meet then we will aim to provide you with a written response within 10 working days.

Please direct your complaints, compliments and concerns to  
[Tower.Hill@nhs.net](mailto:Tower.Hill@nhs.net)

Alternatively, you can register your complaint directly with NHS England by the following means:

**Post:** Write to NHS England, PO Box 16738, Redditch, B97 9PT

**Email:** Write 'for the attention of the complaints team' in the subject line and send your email to [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** Contact 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding Bank Holidays).

If you are not satisfied with your reply from NHS England then you have the right to approach the Parliamentary and Health Ombudsman who will undertake an independent investigation.

You can contact the PHSO by the following means:

**Post:** Write to The Parliamentary and Health Service Ombudsman, Millbank Tower, 30 Millbank, London, SW1P 4QP

**Email:** Write to [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Telephone:** 0345 015 4033



# ZERO TOLERANCE

We operate a zero tolerance policy for both physical and/or verbal abuse against all our members and staff and patients. We aim to treat patients with courtesy at all times and expect patients to show similar respect towards our staff.

We take all threatening, abusive and violent behaviour very seriously. Should a patient act in a manner which is considered to be violent or abusive all necessary steps will be taken to protect the well-being of all staff and patients of Dr Maassarani & Partners.

## OUR RESPONSIBILITIES AS A PRACTICE

We will:

- treat you as an individual and with courtesy and respect at all times
- give you full information about the services we offer and every effort will be made to ensure you receive any information which directly affects your health and the care being offered.
- provide you with our names and ensure you know how to contact us. Staff names will either be on their consulting room doors or on name badges.
- provide you with an explanation if your wait is longer than 30 minutes. Despite us running a 10 minute appointment system, you may not be seen at your appointment time due to circumstances beyond our control.
- attempt to answer your telephone call promptly.
- ensure we maintain your confidentiality at all times



# CONFIDENTIALITY AND ACCESS TO MEDICAL RECORDS

We keep records about your health and any care or treatment you receive from the NHS. It is important to keep a record of your health activity as this helps us to ensure that you receive the best possible care from us.

Your records are always stored safely in the practice and they are mainly saved within your medical record on the clinical system.

No information from your health records is passed to a third party without your consent.

However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals. In this situation we would not ask your permission beforehand.

We will not, without good reason give your medical details over the phone, unless we are certain of who we are talking to. We will not give details about you to anyone else without your permission.

## YOUR NHS COMMISSIONER

### **NHS Knowsley CCG**

To find out more information on the Primary Medical Services commissioned within your area you can contact NHS Knowsley Clinical Commissioning Group (CCG) on the following:.

NHS Knowsley CCG  
Nutgrove Villa  
Westmorland Road  
Huyton  
L36 6GA

Telephone: 0151 244 4126

Email: [Knowsley.CCGCommunications@knowsley.nhs.uk](mailto:Knowsley.CCGCommunications@knowsley.nhs.uk)



# USEFUL NUMBERS - HOSPITALS

UNIVERSITY HOSPITAL AINTREE  
0151 525 5980

THE WALTON CENTRE FOR NEUROLOGY  
0151 525 3611

ROYAL LIVERPOOL & BROADGREEN UNIVERSITY HOSPITALS  
0151 706 2000

WHISTON HOSPITAL  
0151 426 1600

LIVERPOOL HEART & CHEST HOSPITAL  
0151 600 1616

LIVERPOOL WOMEN'S HOSPITAL  
0151 708 9988

CLATTERBRIDGE CANCER CENTRE (WIRRAL) 0151 334 1155

CLATTERBRIDGE CANCER CENTRE (FAZAKERLEY)  
0151 514 2800

ALDER HEY CHILDREN'S HOSPITAL  
0151 228 4811

SOUTHPORT & ORMSKIRK DISTRICT GENERAL HOSPITAL  
01704 547471



# OTHER USEFUL NUMBERS

KIRKBY HEALTH SUITE  
0151 545 0170

TOWER HILL RESOURCE CENTRE  
0151 546 4062

KIRKBY WALK-IN CENTRE (ST CHADS CLINIC)  
0151 244 3180

WILLOWBROOK HOSPICE, ST HELENS  
0151 430 8736

WOODLANDS HOSPICE, AINTREE  
0151 529 2299

MACMILLAN COMMUNITY PALLIATIVE CARE TEAM  
0151 431 0156

KNOWSLEY CANCER SUPPORT CENTRE  
0151 489 3538

KNOWSLEY DRUG & ALCOHOL SERVICES  
0151 443 5626

ALCOHOL SERVICES KNOWSLEY (ASK)  
0151 330 4110

COMMUNITY COPD TEAM  
0800 0730 236

# OTHER USEFUL NUMBERS

KNOWSLEY CONTRACEPTION & SEXUAL HEALTH  
0151 244 3580

CHLAMYDIA TESTING SERVICE  
0151 227 1471

ENVIRONMENTAL HEALTH OFFICE  
0151 443 4723

CITIZENS' ADVICE BUREAU  
0845 1221 300

KNOWSLEY SOCIAL SERVICES  
0151 443 2600