



RUTHERFORD MEDICAL CENTRE

1 Rutherford Road, Liverpool. L18 0HJ

Tel : 0151 722 1803

Fax : 0151 738 0083

www.rutherfordmedicalcentre.co.uk

Partners

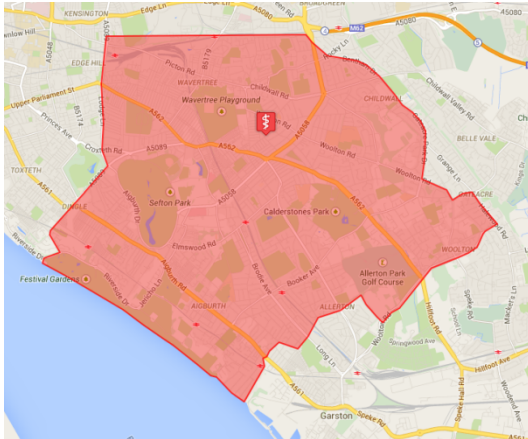
Dr James Cuthbert

Dr Lucy Joyes

Dr Helen O'Connor

Dr Sunil Dayaram

Practice Area



Rutherford Medical Centre is a suburban practice covering quite a large area of South Liverpool. The majority of patients live in the Allerton/ Mossley Hill.

Premises

The practice is located on the corner of Rutherford and Heathfield Road. Please access using the main entrance on Heathfield Road.

Rutherford Medical Centre consists of a partnership of four GP's. Dr Cuthbert (Senior Partner), , Dr Joyes, Dr O'Connor and Dr Dayaram and has existed for many years. We also employ salaried GPs

There are 9 consulting rooms for GPs and nurses, a small reception area, waiting room and administration rooms. Rooms are arranged over two floors contained within a building that has been extended and modernised, most recently in 2010 to accommodate the practice and patients' needs.

Disabled access is via our main entrance. Whilst patients are seen on both floors, disabled access is available via a lift to the first floor or patients can be seen in an alternative room as required.

Administration work is carried out in an area behind reception and also on the first floor.

The Doctors

Dr James Cuthbert MB ChB MRCGP

Dr Cuthbert joined the practice in 2002 He has a specialist interest in dermatology and minor surgery.
He is also A GP trainer

Dr Lucy Joyes BSc (Hons) MB ChB MRCGP

Dr Joyes joined the practice in 2012 and has a special interest in Diabetes

Dr Helen O'Connor MB ChB MRCGP)

Dr O'Connor has worked at the practice since 2011. She has an interest in women's health and regularly holds our mother and baby clinics. She also teaches the 5th year medical students.

Dr Sunil Dayaram (MBCChb MRCGP)

Dr Dayaram joined the practice in 2013. He has a special interest in minor surgery and also teaches our FY2 Doctor and 4th year medical students.

Salaried Doctors

Dr Louise Moss - (MRCGP, MB ChB, MPharm)

Dr Moss joined the practice as a salaried GP in 2014

Dr Meghna Patel

GPs in Training

Dr Rav Silva

FY2 Doctors work at the practice for a 4 month period

The Nursing Team

Lorraine Henshaw BSc (Hons) RGN RSCN

Senior practice nurse

Lorraine is an independent nurse prescriber and is our lead nurse, actively involved with training the other nursing staff and managing long term conditions clinics at the practice. Lorraine also undertakes all aspects of practice nursing including contraception within her general nursing sessions.

Kelly Derbyshire – Practice Nurse

Kelly joined our team in 2015 and provides immunisations and review appointments as required to support our nurses

Clinical Pharmacist

Cara Lavery is our Pharmacist and can help our patients who have a medication/prescription query

The Admin Team

At Rutherford Medical Centre we have a small but well organised administrative team.

Linda Thornley is our Practice Manager, Alison Webster is our Office Manager, Stephanie and Anne Marie carry out our secretarial work. , Dawn, Joanne, , Megan, Lucie, Ann, and Lauren complete the team.

Community Midwives, Health Visitors, District Nurses

The following health care staff are also available through Rutherford Medical Centre: Midwives, Health Visitors, District Nurses, Counsellors, Macmillan Nurses and Health Trainers

Community Midwives

Our local community midwives run an antenatal clinic at the surgery every Thursday.

If you think you are pregnant you should call the Early Access Centre at the Women's Hospital on 0151 247 4747 to arrange an

appointment.

Further appointments with the midwife can be made by contacting the surgery.

Health Visitor

We have a health visiting team who provide child health checks and vaccinations. Please make appointments at reception or by phoning their direct line - 0151 295 9700

Community Nursing team

We have a community nursing team which includes district nurses and community matrons. They work closely with the doctors and nurses at the practice to provide the best quality care to our patients. Please phone the surgery for information if you need to contact the community nursing team - 0151 234 1683

Training Practice

Rutherford Medical Centre is a training practice. Fully qualified doctors are attached to the practice for 4 to 12 months to gain valuable experience in general practice. Registrars and also FY2 Doctors have a great deal of hospital experience and bring new ideas and enthusiasm to the care we provide. They are under the supervision of the partners at all times.

We also have medical students from Liverpool University Medical School attached to our practice for short periods. They learn about general practice through observing consultations, taking histories and examining patients under the supervision of the practice doctors. We

are grateful to our patients who agree to be seen by the students, as they are helping to shape the doctors of the future.

Rutherford Medical Centre Mission Statement

- Treat Patients as individuals, with respect and courtesy at all times, with no discrimination of race, gender, social class, religion, sexual orientation or appearance.
- Provide patient centred services in a safe and caring environment.
- Strive to meet patient expectation and deliver a high standard of care.
- Maintain confidentiality in what we discuss and the records we keep on patients' behalf.
- Keep up to date with developments in health care by continuing to learn and maintain the standards required.
- Consider the needs and opinions of patients when planning changes or the introduction of new services

Your Responsibilities **Thank you to our patients who:**

- Treat our doctors and all practice staff with courtesy and respect.
- Let us know of a change of address or name and remember to provide us with an up to date telephone number and postcode.
- Let us know if they are unable to keep an appointment so that we can offer that appointment to someone else.

As a practice we are aware that visiting a GP can be stressful for patients. We understand that delays in obtaining appointments and delays in surgery times, due to unforeseen circumstances at the

practice, may also add to these concerns. However, patients should be aware that Rutherford Medical Centre operates a zero tolerance policy for unacceptable behaviour towards our staff and clinicians.

The practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures.

Behaviour of this type from patients may result in removal from the list.

To Register

Patients wishing to register with this practice will be asked to fill in a new patient questionnaire and a registration form. As part of the registration process we will require your NHS number if known and an up to date telephone contact number. Reception staff will also need to see photographic id (passport or photo driving licence) and proof of address (current utility bill, bank statement etc).

Appointments

Appointments to see a Doctor, can be booked Monday to Friday each week. Alternatively, 'Open surgery' is also available each day from Monday to Friday. You do not need to phone for an appointment - 'open surgery' means you can just call in between 8.30am and 10am and you will be seen by a doctor on a first-come, first-served basis. During busy periods you may have to wait some time. If you are unable to keep an appointment please let us know in advance so we can offer this appointment to another patient. Whilst every effort is made for you to see a practitioner of your choice, he or she may not always be available.

You can contact the surgery to book an appointment to see a nurse Monday-Friday each week.

You can also book your appointment on-line, please ask reception to arrange this.

Please let us know if you are unable to keep an appointment as we can offer that appointment to someone else. The practice also provides a TEXT messaging service and will usually send you a reminder about your appointment (Not always) Please advise our receptionist if you do not wish to participate.

Telephone access

The doctors are available to speak over the phone if you feel that a phone call may be more appropriate than an appointment. If you phone during the morning you will usually be asked to leave a contact number for the doctor to call back. The duty doctor may deal with your request or if it is a routine request, a task will be sent to the appropriate Doctor to deal with as soon as possible.

Home visits

Patients who are too ill to attend the surgery may request a home visit. Please ring the surgery before 10.30am if possible.

Tel 0151 722 1803

When the surgery is closed

A doctor is always available when the surgery is closed. If you need urgent advice outside normal surgery hours please ring NHS 111

The usual surgery telephone number 0151 722 1803 will also advise on how you can contact the Out Of Hours Service which deals with any urgent problems outside surgery hours.

Repeat prescriptions

When you are on regular medication you will be asked to attend for reviews with the doctor, usually every 12 months. You do not need to be seen by the doctor to collect your medication between reviews. Please hand or post in your repeat prescription slip, or fax it to 0151 738 0083 and we will have the prescription ready after 2 working days. If you prefer, you can arrange with a local pharmacy to collect the prescription for you or you can use the online facility (Please ask for details at reception)

We are sorry but we do not accept requests over the telephone.

You can also order your prescription or view your medication on line- Please ask at reception to arrange this.

We are unable to accept a repeat prescription request by telephone.

Test results

If you have any tests arranged by the surgery, you should phone after a week to check whether any further action is needed. The receptionists will provide you with the doctor's comments on the results, but to discuss the results in more detail please make an appointment to see the doctor or discuss over the telephone. Patients are asked to please call after 12 noon when our phone lines are less busy.

Update your records

Please notify the surgery if you change your address, phone number or name. If you move outside our practice area you may be asked to change your doctor, as home visits may be difficult. Please see the back of this leaflet for a map of the practice area.

Students

If you are studying in Liverpool please register permanently with us, and as a temporary resident in your home town if you need to see a GP there. If Liverpool is your home and you are studying away, please register with us as a temporary resident and register permanently with a GP in your place of study. This allows your medical records to stay in the same GP surgery throughout your course.

Confidentiality

We need to hold personal information about you at the practice. Please help to keep your record up to date by informing us of any changes to your circumstances. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

Complaints

If you have any complaints or concerns about the service you have received from the doctors or staff working for this practice we are sorry to hear that as the team aim to provide a high standard of care to all our patients.

We operate an informal, in-house complaints procedure to deal with

your complaint initially, please contact Alison Webster. Office Manager who will try to resolve your issues Tel 0151 722 1803

In some cases the in-house procedure is not an appropriate form of investigation, in which case you can put your complaint in writing to the Practice Manager.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be Within 12 months of the incident, or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

**Linda Thornley Practice Manager,
Rutherford Medical Centre,
1 Rutherford Road
Liverpool L18 0HJ**

For more information, please ask for a patient information leaflet from reception.

Complaints - Who else can help?

Healthwatch Advocacy

Is an independent complaints advocacy service providing practical support and information to people who want to make an NHS complaint. This might mean giving information so you can pursue a

complaint yourself, or giving you the support of an experienced worker who can help you to make your complaint.

In this area, Healthwatch Advocacy is provided by the Carers' Federation.

They are available 9—5 pm Mon to Fri.

Tel: 0300 77 77 007 Visit www.carersfederation.co.uk/hwica

NHS England

Patients can also complain to NHS England :

PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 22 33

This does not affect your right to seek compensation in Law and does not affect any ongoing treatment from the surgery

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP Tel: 0345 0154033 Website: www.ombudsman.org.uk

Our Practice Complaints Officer is

Linda Thornley - Telephone 0151 722 1803

Completion of Forms & Fees

The doctors are often asked to complete various forms and there will be a charge if this is not part of your NHS care. Please ask at reception, view the fees in our waiting room or check our website for

our current charges. Please be aware that this work may be delayed if patient consent requirements are not fully completed on a timely basis.

CLINICS

Antenatal clinic

All doctors provide antenatal care together with our local team of midwives. We have antenatal clinics every week on Thursdays.

Asthma and COPD checks

Annual checks are advised with a practice nurse for patients with asthma and COPD(chronic obstructive pulmonary disease). The review will include discussion of medication and inhaler techniques.

Cervical smear tests

All female patients between the ages of 25 to 64 are advised to have regular smear tests. The tests are carried out by the practice nurses.

Child health surveillance clinics

We provide a development programme and health checks for all children under the age of five.

Child immunisations

We recommend that all babies and children are fully immunised. If you have any worries about vaccination please discuss these with the doctor or health visitor.

Cardiovascular clinic

Our senior practice nurse Lorraine has undergone extensive training in the care of coronary heart disease and other associated conditions. All our patients with heart disease or other disease of the vascular system will be invited to attend for annual checks.

Diabetic clinic

Lorraine Henshaw our practice nurse is fully trained and experienced in diabetic care and carries out regular reviews of all our patients with diabetes. She coordinates aspects of diabetes care with other members of the health care team.

Family planning

A full range of contraceptive advice is given by all doctors during normal surgery appointments.

Hypertension (blood pressure) checks

Regular checks are advised with the practice nurse or health care assistant to monitor your blood pressure.

Minor surgery

Dr Dayaram provides a minor surgery clinic on a weekly basis. Please make an appointment with him for an assessment prior to booking into the minor surgery clinic.

Long Term Conditions clinic

Our practice nurses carry out clinics where patients with one or more long term condition are reviewed. A long term condition may include a heart or circulatory condition, diabetes, rheumatoid arthritis, COPD, asthma, chronic kidney disease and hypertension. Patients with a long term condition will be invited to attend for a review annually. Some conditions, such as diabetes, may require more frequent attendance. Our practice nurse will discuss this with you

Chaperone

If you would like a chaperone present during your consultation, please inform the Doctor or Nurse. If you wish to see our chaperone policy, please speak to a receptionist

Surgery opening hours

Monday to Friday 8:30am - 6.30pm

Closed one Wednesday afternoon per month (usually fourth Wednesday) from 1pm for training.

Surgery telephone access Tel 0151 722 1803

Monday to Friday 8am to 6.30pm

Out of Hours

In an emergency, when the surgery is closed, please telephone 111

If you need to contact a Doctor out of hours and it is not a medical emergency, please dial 111 or alternatively you can go online at 111.nhs.uk. This service is provided from 6.30pm each evening until 8am the following working day and also operates at weekends and on all bank/ public holidays. Calls to the NHS 111 service are free from both landlines and mobiles.