



Abingdon Family Health Care Centre

The Heart Of Family Health



361-365 Queens Drive, Liverpool, L4 8SJ

Tel: 0151 226 1501 | Fax: 0151 256 0593

www.abingdonfamilyhealthcarecentre.co.uk

Welcome!

To Abingdon Family Health Care Centre

Practice History

Abingdon Family Health Care Centre is a well established practice opened originally by Dr Freeman & Dr Prince 1970. Since then it has aided thousands of patients over the generations. Dr El-Sayed has been the principal GP since 1992 and feels privileged to look after the health of the patients in this region. In the last 10 years the practice has fully developed greatly with the target to provide the optimum available service that the NHS has to offer but in a trusted, traditional family GP setting, Dr El-Sayed believes that the patients should have the kind of service which respects their dignity, gives informed choices about their treatment and allows the patients to present their concerns directly to an accountable GP. We have a friendly team of caring staff who enjoy working at Abingdon Family Health Care Centre and appreciate the needs of our patients.

General Practitioners

Dr Fatma El-Sayed

MB BCh

Cairo, 1972

Dr Abdul Hamid

MBChB (Hons), MRCGP

Liverpool, 2006

Bsc (Hons) MPharmS

Practice Staff

Practice Nurse

Angela Sullivan

Community Midwife

Julie Roche

Practice Manager

Joanne Murphy

Office Manager

Nasima Miah

Receptionist and Admin

Caroline Heaps

Receptionist and Secretary

Maria Karnick, Shakirah Mhagr

Senior Receptionist and Facilitator

Patricia Donovan

Opening Times

You are able to come to the surgery or ring 0151 226 1501 during the following times:
Monday-Friday 8:00am- 6:30pm

Appointment Times

GP | Dr F El-Sayed

Monday: 9:00am- 6:20pm
Extended Hours: 6:30pm- 7:30pm

Tuesday: 9:00am- 6:20pm

Wednesday: 9:00am- 6:40pm

Friday: 9:00am- 6:20pm

GP | Dr A Hamid

Wednesday: 2:00pm- 6:20pm

Thursday: 9:00am-6:20pm

Friday: 9:00am- 6:20pm

Practice Nurse | Angela Sullivan

Monday: 2:00pm- 6:00pm (Baby Clinic)

Tuesday: 8:30am- 5:30pm

Friday: 8:30am- 5:30pm

Abingdon FHCC can confirm that they do not have telephone numbers starting with 087, 090 or 091 unless the service is free

New Patients

New patients are very welcome to apply to join our list, provided that you live in our area- please see the enclosed map. If you do wish to register you will be asked to complete a form for each member of your family- a receptionist will be pleased to help you with this and to answer any enquiries that you may have. You will be invited to attend for a new patient health check and again the receptionist will be able to advise you as to how this may be arranged. Patients requiring prescribed medication will need to see the doctor before any prescription can be given- please see the receptionist to arrange an appointment.

Appointments

Abingdon Family Health Care Centre offers:

Booked Appointments

On-line Appointments

You can book an appointment on-line. Please see reception to register for this service. Visit our website to access this or go directly to this web link: <https://patient.emisaccess.co.uk>

Telephone Consultations

At Abingdon Family Health Care Centre we believe that access to a medical professional in good time for advice significantly improves outcomes. Therefore we encourage telephone consultations and queries.

This mode of access also provides patients with a way of communicating directly to the doctor, nurse or practice manager without having to wait for an appointment. We aim to reply to any telephone query or carry out a telephone consultation within the same morning or afternoon/evening of the appointment. If we are unable to return the telephone query that same session then you will always get a call from the receptionist to let you know this and to advise when you will be called back.

Female GP One Clinic | Dr F El-Sayed

Held every week (pre-bookable appointments)

We wish to know how to improve and develop our appointment service as a whole so please visit our practice website and take part in our practice survey which allows you to mention your suggestions and feedback your experience of this.

Home Visits

Patients are requested to telephone early morning if a visit is needed. Please give the receptionist as much information as possible to enable the doctor to allocate priority. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit. Therefore a visit request will not automatically mean that the patient will be visited. The symptoms may be discussed between the GP and patient/family by telephone and acted upon accordingly at the discretion of the GP.

Out Of Hours

The practice is open for your care from 8.00am to 6.30pm Monday to Friday and will be accessible during these times apart from bank holidays. Outside these times you can access all health services by calling 111 where you will be directed appropriately.

However if you are very unwell, have chest pains, severe shortness of breath or sudden weakness in any part of the body you should ring 999 immediately at anytime.

The out of hours GP service (Urgent Care 24) is on telephone 0151 220 3685 and they will book you in to see a GP at a local centre or send out a GP to visit if required.

Walk in Centres

There are several walk in centres in the city and the closest ones to our practice is Old Swan WIC and Litherland Town Hall. They also deal with minor injuries in particular Litherland Town Hall has x-ray facilities from 8.30am – 7.00pm every day. When you or your child has an injury, rather than immediately going to Accident and Emergency departments at Alder Hey and Aintree Hospital, please consider going to Litherland WIC where you are likely to be seen quicker and be x-rayed if required. Also Smithdown WIC is open all day for children's minor illness and injuries and too have x-ray facilities. The addresses of these centres are below.

If you are unsure where to send your child when they are injured we are happy to advise and/or see our GP the same day.

Litherland NHS Walk-in Centre

Litherland Town Hall

Hatton Hill Road

L21 9JN

Tel: 0151 475 4667

Open: 8.00am – 8.00pm every day X-ray facilities available

Smithdown Children's Walk-in Centre

0-15 years only

3 miles from City Centre

Smithdown Road (near Asda Supermarket) Liverpool L15 2LF

Tel: 0151 285 4820

Open: Monday to Friday 8.00am-8.00pm X-ray facilities available

Old Swan NHS Walk-in Centre

Crystal Close

St Oswald St

L13 2GA

Tel: 0151 285 3565 / 3761

Open: 7:00am-10.00pm every day (No X-ray facilities)

Repeat Prescriptions

We offer a repeat prescription service whereby you may bring in or arrange to have your medication request slips brought into the practice or posted/faxed to us. Please note - we DO NOT offer a repeat prescription over the telephone unless you are noted to be housebound on your medical record or if it has been agreed by the GP in advance. We aim to have your prescription ready 48 hours after we receive your request. Please note that we can sometimes be subject to staff sickness or an unexpected high workload. Where this occurs we would ask that you communicate with our reception staff so that we can try to get urgently required medication to you on an individual basis.

On-line Repeat Prescriptions

Patients may alternatively request medication on-line and through a secure internet service via patient.co.uk. If you wish to utilise this please contact us and we will register you for this and provide you with login details specific to you. If you have already obtained these, please see the practice website or visit <https://patient.emisaccess.co.uk>

Test Results

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

Clinics

Antenatal Clinic

Wednesdays 10.00am – 12 noon

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours.

Baby Clinic

The baby clinics are run by the health visitor and the GP for child development checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor or a health visitor.

Asthma Clinic

This is run by the practice nurse in conjunction with the doctors, by appointment only.

Diabetic Clinic

This is run by the practice nurse.

Family Planning

Well Woman Clinics

This clinic is for smears, postnatal checks and discussion for women's health issues

Cervical Screening

Cervical screening is offered to all female patients aged 24-65 every three years.

Chlamydia Testing

The practice offers a free and confidential Chlamydia testing service to 14-24 year olds.

Minor Surgery

We have access to regional clinics for minor surgery. Simply make an appointment to see the GP and you will be referred if appropriate to a local centre of your choice.

Non-NHS Examinations

The doctors are happy to carry out medicals, e.g insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Counselling

We offer referrals to counselling services such as "Inclusion Matters". This is a comprehensive service with the NHS in Liverpool. The GP should be able to x a time and date for an initial telephone consultation with the counsellor. Please see their website: <http://inclusion-matters-liverpool.org.uk>

We also have access to Liverpool Community Alcohol Service and addiction support agencies such as Addaction.

Over 75s

The practice has been approved by the regional commissioners to provide health checks and detailed medication reviews on patients over the age of 75 to ensure that they are receiving the best care available and thereby reducing their risk of serious disease. If you are over 75 years old, you will be contacted by the practice in

relation to this. If you or a family member are of this age and you wish to have this medical check expedited please let us know.

Travel Immunisations / Vaccinations

Please make an appointment at least four weeks prior to your holiday to ensure adequate cover. Please let the reception staff know which country you are planning to travel to. Usually we will have all the necessary vaccinations stocked in our surgery and it is our general policy not to charge for this service. However if we do not have it in stock we will provide you with a normal prescription to obtain from a pharmacist. A charge will only be made for certain immunisations and vaccinations which are not covered by the NHS.

Malaria prevention tablets are not covered by the NHS and can be bought directly at a local pharmacist. Alternatively, the Liverpool Tropical School of Medicine provides up-to-date travel advice on their website on:

<http://www.lstmed.ac.uk/clinical-services/> and they have a one stop travel clinic which they will charge for.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Shingles And Pneumonia Vaccinations

Every patient above the age of 65 is entitled to have a pneumonia vaccination free of charge. Also there is a government program to give shingle vaccinations to certain age groups. Please enquire at reception.

Exercise For Health

Exercise is staggeringly beneficial to mental and physical health and we can offer patients a referral to a Local City Council funded Exercise for Health scheme to attend a local Lifestyles Gym. Please ask at reception to see if you qualify.

Disabled Access

Wheelchair access to the building is via a ramp near the front entrance. A disabled patients' WC is provided near the front entrance. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Translation Services

We have access to translators via telephone and we would advise that you should pre-book a double appointment for this.

Assisting The Deaf And Hard Of Hearing

We have a portable hearing loop to help in your consultation. Please ask at reception before your appointment.

Chaperone Policy

You are entitled to request a chaperone to be present during our consultation with any service provider. Our chaperones have been trained according to the latest guidelines.

If you would like a chaperone to be present then please inform the receptionist when booking an appointment or checking in.

Comments And Suggestions

From time to time, we carry out surveys to obtain your feedback on the service we provide. This information is vital to us in supporting continual improvement so please do take part in the survey. Either fill out the survey form in reception or go to our website. There will also be a box in the survey for free text for your suggestions and comments. If you wish to leave your name and contact details we will endeavour to reply to you directly.

We are, in the NHS, in an era of great change and GPs are in the forefront of this. We regularly meet other practices in our local area and work together to improve services. Therefore your views will be passed on and changes will be made accordingly. If you feel you wish to take part in this process further why don't you consider joining our patient forum called the Patient Participation Group.

Patient Participation Group (PPG)

Are you interested finding out more about our practice and the development of health services?

Abingdon Family Health Care Centre are actively seeking patients to join and form together a patient participation group. We are looking for people of any age, gender or background to attend a regular practice meeting to discuss any changes or ideas you may have for the surgery.

If this is something you may be interested in or would like further information, please inform a member of the reception team and we will contact you with further details.



Care Quality Commission

From April 2013 the CQC (Care Quality Commission) will be monitoring all GP Practices to ensure there is compliance with regulations. If you have any concerns they can be contacted via:

National Customer Service Centre Telephone: 0300 061 6161

Fax: 0300 061 6171

Or write to them:

CQC National Customer Service Centre Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Complaints

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – the doctor, nurse, a receptionist or the Practice Manager (Joanne Murphy on telephone 0151 226 1501). We believe that concerns or complaints should be dealt with at the earliest opportunity with the aim to resolving the issue.

If you prefer you may put your concerns or complaints in writing, and we can facilitate this by providing you with a complaints form with a copy of our complaints procedure. Please ask at reception.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Alternatively, you have the right to approach NHS England and raise your complaint directly with them.

Also Healthwatch Liverpool 0300 7777 007 (www.healthwatchliverpool.co.uk) is a friendly patient support service. We are happy to speak to them, with your consent, to address any issues:

- Explains the options available to you
- Helps you make informed choices about your health and care
- Supports you if things go wrong
- Listens to your experiences

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team, However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Clinical Commissioning Group (CCG)

Abingdon Family Health Care Centre is part of the Liverpool CCG (Clinical Commissioning Group).

Notes

Protecting Privacy
Do this

Practice Area Map



www.abingdonfamilyhealthcarecentre.co.uk

