



**Church Road Medical Practice
Higher Bebington Health Centre
25 Brackenwood Road
Higher Bebington
Wirral
CH63 2LR**

Tel 0151 608 8889
www.churchroadmcwirral.nhs.net

WELCOME TO CHURCH ROAD MEDICAL PRACTICE OPENING TIMES

Monday	8.00 am – 7.30 pm Extended Hours – Reception / GP / Nurse
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 7.30 pm Extended Hours – Reception
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm
Weekends and Bank Holidays	CLOSED

The practice also has access to local hubs who offer GP appointments in the evenings Monday to Friday and Saturday and Sunday mornings to our patients. Please ask reception for up to date availability and locations.

The building was completed August 2012 and complies with most recent disability access requirements.

If you wish to see a GP when the Practice is closed, please contact the **NHS 111 Service** before 8am by dialling **111**

The Partners and supporting Clinical Staff included in this non-limited partnership are:



**Dr Neha Mugerwa
GP Partner**



**Dr Soul Mugerwa
GP Partner**



**Gill Williams
Practice Nurse**



**Alison Marnick
Practice Nurse**

Practice Manager – Georgina McNicholas

Data Manager - Pat Foley

Administrators - Anna Fernandez-Corugedo Lu Jones

Reception Staff - Moira Parrott, Alee Evans (also Phlebotomist), Georgie-Ann Cook, Rebecca Amey, Niall Peckham

Prescription Clerk / Receptionist Tracey Walker

We are an approved Training Practice for Medical Students and Trainee GP's

New Patient Registration

If you would like to register at our Practice, please see our website to register or ask at reception for a registration pack. Once completed and returned an appointment may be offered with our Practice Nurse for a New Patient Medical.

Named Accountable GP

From 1 April 2015 all practices are required under the NHS contract to allocate a named, accountable GP to all patients (including children). The named GP will be responsible for your overall care at the Practice; however, this does not prevent you from continuing to see any other Doctor or Nurse in the practice. All our patients will be allocated Dr Mugerwa but if you have a preference the practice will make reasonable efforts to accommodate this request.

Appointments

Routine appointments can be booked in advance and urgent appointments on the day. We also offer Telephone Consultations. Routine pre-bookable appointments are available on Monday evenings. You can book appointments either by contacting the Practice by telephone, or by using our online facility. If you cannot attend an appointment, please let us know as this will free an appointment for others to use. Patients can express a preference to consult with a GP of their choice.

Home Visits

If a home visit is required then please contact the Practice before 11am, when possible. A receptionist will ask you for some further information for the Doctors to consider this request.

Prescriptions

Medications can be ordered at reception, by online access, post, email or if you are housebound / vulnerable by registering for an order/collection service with a pharmacy of your choice. Please allow a minimum of 48 hours for your prescriptions to be processed.

Repeat Medication can now be processed through EPS: known as Electronic Prescription Service. You will no longer need to visit your GP to pick up your repeat prescriptions; your GP will send it electronically to a Pharmacy of your choice. You will need to *nominate* a place for your GP to send your prescriptions, i.e. Pharmacy, or a Dispensing Contractor (if you use one).

Test Results

Please telephone the surgery after 12pm for your test results. Allow up to 1 week for results to be available. In the meantime, please do not be concerned if the Practice contacts you to book an appointment to discuss the results, this is routine practice procedure. Other results such as X-rays, Ultrasound scans, and MRI scans can take 10 working days.

Clinics and Services

Services provided by the Practice are New Patient Health Checks (all patients over 5 years old), Minor Surgery, Chronic Diseases, Immunisations, Dietary Advice, Well Woman/Man Clinics, Suture Removal and Dressing Clinics, Cervical Smears, Contraception, Pre-conception Advice, and Antenatal/Postnatal Care. This list is not exhaustive. Please enquire for further services available.

Private Medical Examinations

For information regarding availability and fees please contact reception.

Rights and Responsibilities of Patients

The patient has a right to be always treated with dignity and respect. For full details please refer to our Practice Charter available at reception or on the Practice Website www.churchroadmcwirral.nhs.net.

Zero Tolerance

The Practice operates a Zero Tolerance Policy to violent or abusive patients. Practice Staff are here to help you in any way they can but will not accept any violent or abusive behaviour.

Practice Complaints and Comments Procedure

The Practice has a Complaints Procedure for dealing with complaints. A leaflet is available at reception and will be handled in strict confidence by our Practice Manager. If you prefer please telephone directly or write a letter. Please ask at reception for any further information. We also invite comments and suggestions regarding the services we provide.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Please speak to reception for more information on how to obtain them.

MAKE THE RIGHT CHOICE

Did you know that you can have treatment without an appointment at your Minor Injury and Illness services located near you? Please ensure you arrive 30 minutes before closing time.

Victoria Central Walk in Centre

Mill Lane, Wallasey

Arrowe Park Walk in Centre

Arrowe Park Hospital

Eastham Walk in Centre

Eastham Rake, Eastham

Please think and use your services wisely to ensure you receive the best treatment for your symptoms.



PRACTICE BOUNDARY

Church Road Medical Practice area covers Bebington, Spital, Bromborough, and Eastham. Further details are available on the Practice Website at www.churchroadmcwirral.nhs.uk