**Opening Hours**

The surgery is open from 08:00 to 18:30 each weekday, excluding Bank Holidays.  We close for staff training for up to one afternoon per month.

**When We Are Closed**

If you require medical assistance that cannot wait until we re-open, please telephone 111. Following a telephone assessment, you will be signposted to the appropriate service for your health problem - local pharmacy, walk-in-centre, out of hours GP, emergency department or an emergency ambulance. If you feel you have a medical emergency, please dial 999.

**The Doctors**

* Dr Hilal Mulla

MB ChB, MRCGP

* Dr David Smith

MA, MB BChir, MRCGP (2013), DRCOG, DFSRH, FHEA

* Dr John Wray

Works a regular Friday morning session.

**GP Assistant**

* Russell Buckingham-Gore

**Nursing Team**

* Mrs Carol Thornton (ANP)
* Ms Claire Snape (ANP)
* Sister Rachel Johnson (RN)
* Sister Christine Dodd (RN)
* Mrs Helen Gillon (HCA)

**Administrative Team**

* Mrs Dawn Nicholson (Manager)
* Mrs Jane Mills (Asst. Manager)
* Carol, Carole, Faith, Jacqui, Julie, Elaine, Karen, Pauline & Karen (Care Navigators)

The practice also hosts junior doctors, student doctors, & staff from Southport & Formby Primary Care Network – see our website for details.

**Accessibility**

Please let us know if you have any communication or information needs relating to a disability, impairment, language or sensory loss.  The practice will always endeavour to accommodate your needs.

**Appointments**

*On the Day* appointments are available to request from 08:30 by telephone only, apart from a small number of ANP appointments that are available to book via the *NHS App.* You will be asked the reason so our Care Navigators can signpost you to the most appropriate option.

A small number of *Urgent* appointments become available after 2pm, for patients who become unwell during the day & their problem cannot wait until the following day.

*Pre-Bookable* appointments are made available on a rolling basis up to two weeks in advance. Evening & weekend appointments are also available at the 7 Day GP Service.

*Home Visits* are reserved for patients who are permanently housebound, severely disabled or reaching the end of their life.  A GP may ring you back to confirm this. Requests should be made before 10:00 because visits are usually completed from 12 to 15:00.

**Tests & Prescriptions**

It is your responsibility to ring us after 7-10 days to request your test results.

Prescriptions are usually for 28 or 56 days & we require 48 working hours to process them. We do not accept telephone requests. We can only issue repeat mediations if your monitoring is up to date.

We encourage patients to have prescriptions sent to their preferred pharmacy electronically.

**Online Services**

We encourage all patients to register foronline services via the *NHS App*. This allows you to request your repeat prescriptions, book some of our appointments and access medical records from your smartphone. Our reception staff can help you with the simple registration process.

For our latest practice news, details of our services, our privacy notices & trusted health advice, please visit:

* *http://www.thecornersurgery-southport.nhs.uk*

During our opening hours, you can also submit an online consultation (eConsult) via our website.

**NHS Services**

* GP & ANP consultations
* Referrals to specialist clinics
* Long term condition clinics
* Learning disability health checks
* Certain shared care medications
* Cervical cytology screening
* Contraceptive services
* Maternity services
* Child health surveillance
* Vaccinations and immunisations
* Certain minor surgery procedures
* Certain joint injections
* Phlebotomy (blood sampling)

We are also members of Southport & Formby Primary Care Network (PCN) & a GP Federation, who provide additional NHS services on our behalf.

**Non-NHS Services**

Please ask our reception or visit our website for details & our current fees.

**Zero Tolerance**

The NHS has 'zero tolerance' towards any incident that causes hurt, alarm, damage or distress. Patients who are abusive may be removed from the practice list, & we will not hesitate to take legal action when appropriate.

**Suggestions & Complaints**

We fully conform to the NHS complaints arrangements. Please ask our reception or visit our website for details, including how to complain.



***Dr Hilal Mulla***

***and***

***Dr David Smith***

**PRACTICE LEAFLET**

***117 Fylde Road,***

***Southport, PR9 9XP***

***Tel: 01704 50 60 55***

***Fax: 0151 247 6328***

***Email: gp.n84613@nhs.net***

***http://www.thecornersurgery-southport.nhs.uk***