



Providing NHS services



PRIMARY CARE
KNOWSLEY



ROSEHEATH
Surgery

PRACTICE LEAFLET



We Take Care Of Your Health



Roseheath Surgery
The Halewood Centre
Roseheath Drive
Liverpool
L26 9UH

 gp.n83031@nhs.net  0151 902 0025  www.roseheathsurgery.nhs.uk

Dr Maassarani & Partners Ltd is a limited company incorporated and registered in England and Wales.

Company number: 07596118

Registered office:

Oriel House,
2 - 8 Oriel Road,
Bootle, Merseyside,
England, L20 7EP.

Directors

Dr Faisal Maassarani (Company Director / Shareholder)

Dr Clare Kenny (Company Director / Shareholder)

IN THIS LEAFLET

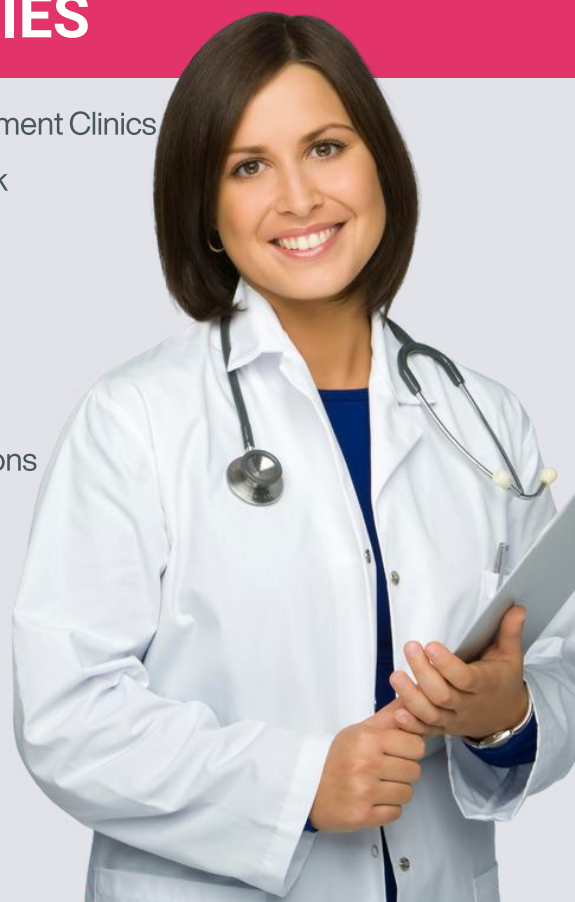
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OPENING HOURS

	OPEN	CLOSE
Monday	08:00	18:30
Tuesday	08:00	18:30
Wednesday	08:00	18:30
Thursday	08:00	18:30
Friday	08:00	18:30
Saturday	Closed	Closed
Sunday	Closed	Closed

PRACTICE SERVICES & FACILITIES

- Disabled Parking
- Hearing Loop
- Automatic Wide Doors
- Stairway Lifts
- Free WiFi
- Accessible Toilets
- Self Check-in
- Translation Services
- Digital Assistant
- Patient Call-Back Facility
- Online Services
- Chronic Disease Management Clinics
- New Patient Health Check
- 75 years + Health Check
- Health Prevention Clinics
- Mental Health Clinics
- Mum and Baby Clinic
- Routine Baby Immunisations
- Adult vaccinations
- Cervical Smears
- Warfarin Clinic
- Phlebotomy Clinic
- Physiotherapists
- Social Prescribers
- Macmillan Navigator





OUR
PRACTICE TEAM
ROSEHEATH
Surgery



Dr F. Maassarani
GP Partner
MBChB



Dr C. Kenny
GP Partner
MBChB



Lee Panter
Managing Partner

Dr H. Khan
Male GP
MBBS

Dr C. Kenny
Female GP
MBBS

Chris Hollway
Advanced Nurse Practitioner

Jennifer Aindow
Advanced Nurse Practitioner

Lynda Kinnaird
Practice Nurse

David Ainscough
Pharmacist

John Rushton-Grundy
Health Care Assistant

Lesleyann Millen
Health Care Assistant

Attached Staff and Services

First Contact Physiotherapists | Social Prescribing Link Workers (Care Merseyside)
Mental Health Practitioners | Macmillan Cancer Link Worker | Midwives | Health Visitors

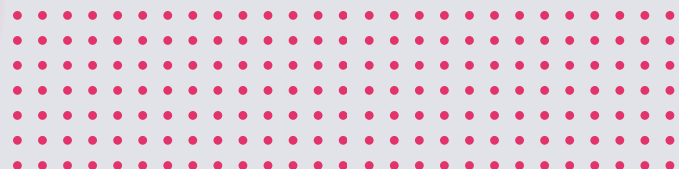
Roseheath Surgery are proud to have an extensive team of Administrators and Care Navigators to assist you in finding the most appropriate healthcare professional for your needs.



Caitlin Davies
Registered Manager
MSc BSc Econ



Suzanne Steele
Practice Manager



A MESSAGE FROM ROSEHEATH SURGERY

Welcome to Roseheath Surgery!

We are a friendly, caring practice that is based in the heart of Halewood. We provide care to a large patient population throughout the Halewood community and the surrounding areas.

We have a range of experts who work in the practice who are here to help you with your health and wellbeing needs, including doctors, nurses, specialist nurses, physician associates, clinical pharmacists, health care assistants, mental health practitioners, physiotherapists and many more! We pride ourselves on putting you 'the patient' at the centre of everything we do and ensuring that we provide you with timely, safe, effective care.

We provide many various services that you are able to access depending on your needs and these include, clinics for the management of long term conditions (for example, asthma, heart disease, high blood pressure), specialist clinics for conditions such as diabetes, cancer screening, health checks for those with learning disabilities, health checks to help prevent heart disease and stroke, phlebotomy clinics, adult vaccinations, child immunisations and many more! You can find out more information on the services we provide by visiting our website:

www.roseheathsurgery.nhs.uk



Dr. Maassarani

We understand that your health is determined primarily by a range of social, economic and environmental factors. Given this, we recognise that is not always appropriate to treat your needs through a medical pathway (for example, prescribing you a drug) and therefore have a team of social prescribers who can provide support you to take greater control of your personal health and wellbeing through a range of activities and/or support mechanisms. For example, our team provide a range of activities such as volunteering, gardening, cookery to providing support on financial and welfare support. For further information please visit www.caremerseyside.org.uk.

At Roseheath Surgery we aim to consistently deliver our core values which are detailed overleaf. We encourage your feedback at any time, be it positive and/or negative, as we wish to keep developing and improving.

We look forward to a long and healthy relationship with you and your family.

We Take Care Of Your Health

OUR
CORE VALUES



- *We will value our relationships*
- *We will look after each other*
- *We will keep people safe*
- *We will develop our people*

Compassionate



- *We will take ownership for what we do*
- *We will use the public's money well*
- *We will hold others to account*
- *We will be open and honest*

Accountable

PROUD OF OUR PEOPLE

*We are supportive
and inclusive*

PROUD TO SERVE

*We will provide a quality service
that is people focused*

PROUD TO LEAD

*We are collaborative
and inspiring*

PROUD TO IMPROVE

*We are innovative
and sustainable*



- *We will treat people fairly*
- *We will recognise people for their contribution*
- *We will give our people autonomy*
- *We will listen*

R

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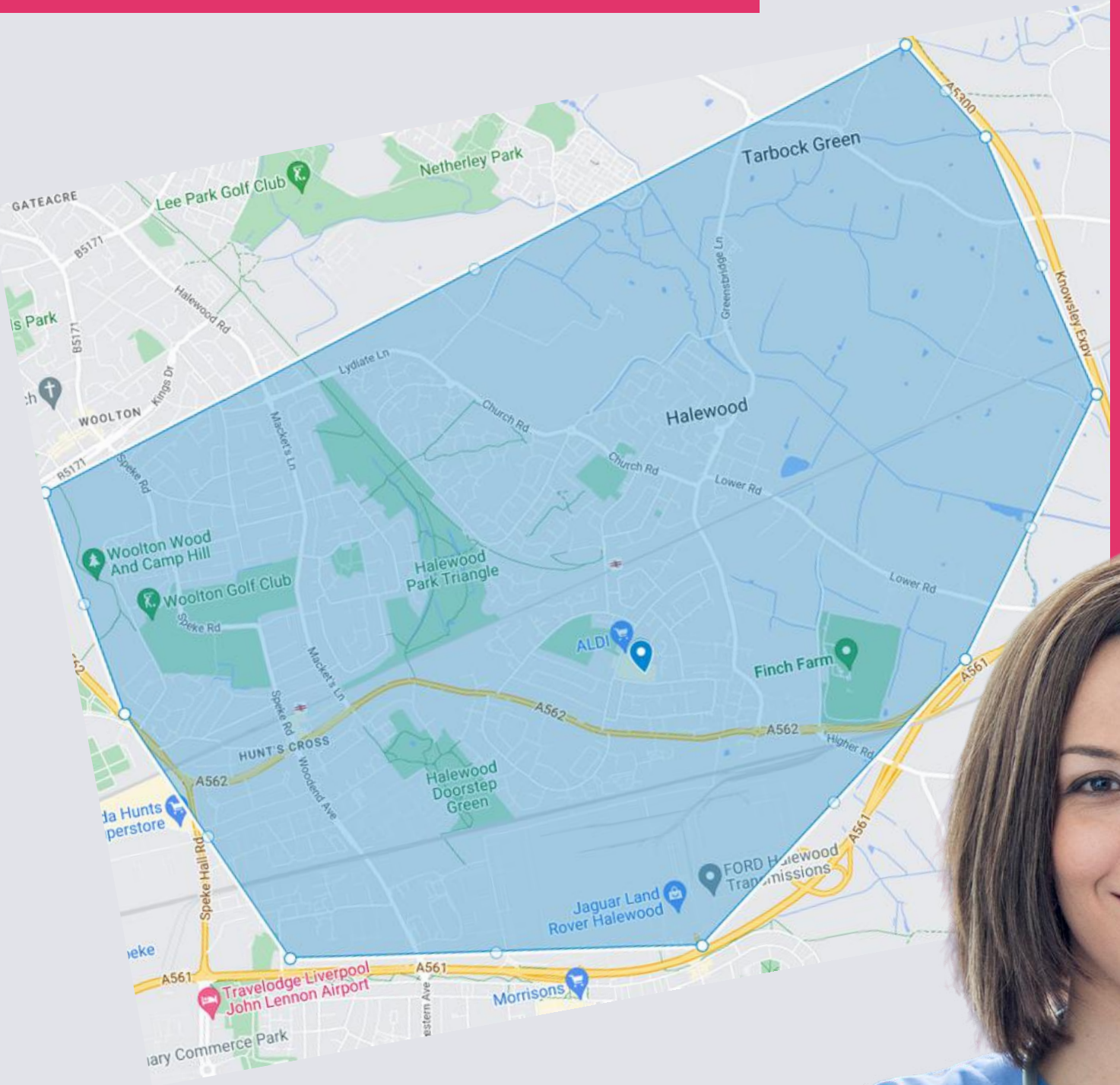


- *We will deliver the highest quality service available*
- *We will keep on improving*
- *We will learn from our mistakes*
- *We will grow*

E

xcellence

PRACTICE BOUNDARY AREA



Dr Massarani & Partners register patients from within the L25 & L26 postcodes. The practice outer boundary is highlighted in blue in the plan above.



NEW PATIENT REGISTRATION

Roseheath Surgery is currently registering patients who live in Halewood 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:

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 MedicalCard

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)

REGISTER HERE



Or scan the QR Code



We Take Care Of Your Health

NEW PATIENT HEALTH CHECK

New patients (over the age of 16) who register with Roseheath Surgery will be offered a free health check.

The health check helps us to assess and review your health care needs and record clinical data such as height, weight and blood pressure. You will be asked about:

- current and past illnesses
- operations
- illnesses that run in the family
- medication and allergies, including repeat medications that may need to be added to your record
- details of screening tests such as cervical smears
- immunisations you've had
- You can also discuss particular health issues or concerns you may have.

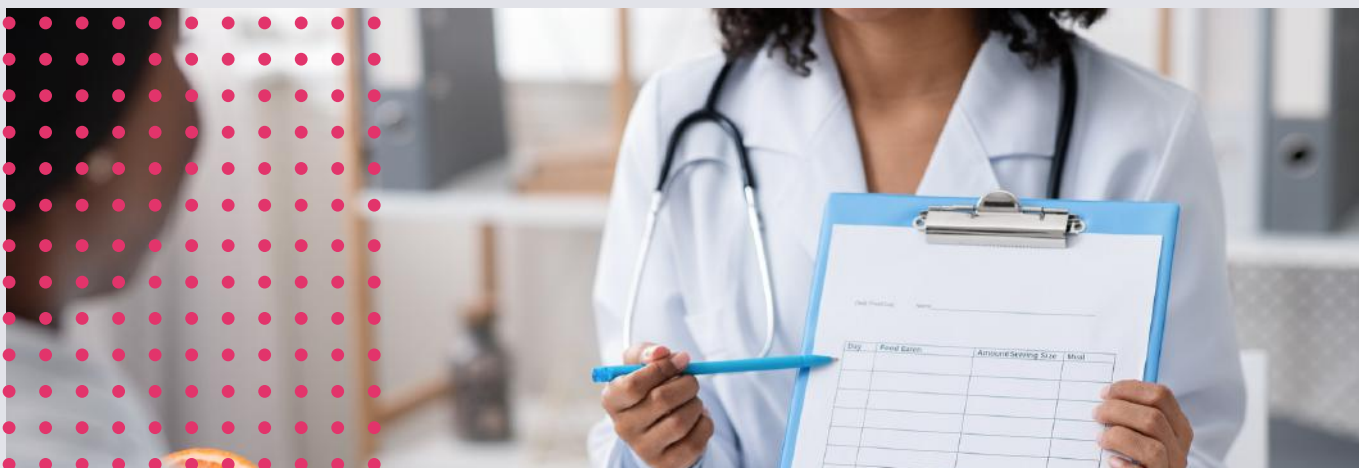
The appointment will enable you to familiarise yourself with the practice and the services we provide.

We will tell you about Online Patient Services for ordering repeat prescriptions, and how to register.

If you are unable to come to the surgery because of ill health, but wish to accept the offer of a health check, this can be arranged as a home visit.

We hope you take the opportunity to attend your new patient health check so we have the most up-to-date and accurate medical information to help you.

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.

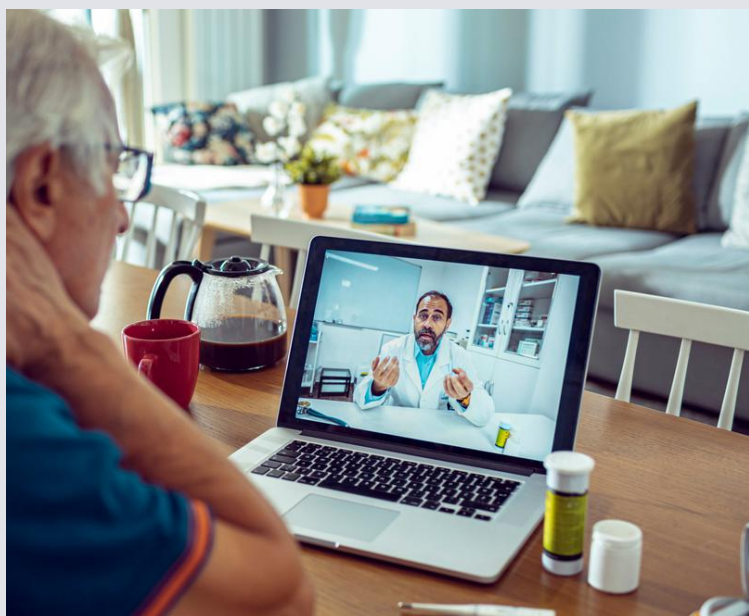


APPOINTMENTS

When booking your appointment

When you get through to a member of our team they will ask you a series of questions to identifying the main reason for you requesting an appointment (also known as non-clinical triage). We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

Our reception and telephone staff, like all members of the team, are bound by confidentiality rules and all information given by you is treated with the strictest confidence. You can ask to speak to the receptionist in private, away from the reception desk.



Online Consultation

The practice promotes and encourages the use of online consultations for all patients who are digitally able. Our online consultation service is a very effective and efficient way of supporting you with medical and/or administrative requests. A huge benefit is that you do not have to wait in a telephone queue!

If you have access to the internet and are digitally able then we encourage you to communicate your request to us online.



Telephone Appointment

You are able to request a telephone appointment, however if your presenting symptoms/problems mean that a physical examination is/may be required you will be asked to attend a face to face appointment.

Our telephone appointments are 10 minutes in duration, however if you require more time than this then please notify a member of our team.

We Take Care Of Your Health

APPOINTMENTS



Video Appointment

You are able to request a video appointment or you may be invited by your clinician to switch to video during a telephone appointment, for example if you have a rash on your skin then a clinician could view this remotely as opposed to bringing you in to practice.



Remote Consultation

If you have a mobile phone and are able to, we may request that you complete a remote consultation(s) for your health through a text message facility. For example, if you have any long term conditions (e.g. asthma, heart disease) or are taking any medications then we will send you some questions to answer, all of which are saved in your medical record. Your consultation is then reviewed by our team and followed up with the most appropriate action(s); it is an effective and efficient way of looking after you without the need of having a big impact on your life.



Face to Face Appointment

Despite the vast majority of support that we provide can be achieved remotely, you can still request to be seen in person if this is your preference. There are certain reasons why we will need to see you face-to-face (e.g. physical examination) and you will be notified of this. All face-to-face appointments are for 15 minutes and for one problem; if you require more time then please notify a member of our team when booking an appointment.

APPOINTMENTS

Urgent Appointments

If, following non-clinical triage, your request is deemed to be urgent and suitable for general practice and if we have an on-the-day appointment available, then you will be offered this with the most appropriate clinician.

If there are no on-the-day appointments available and your reason is assessed as being urgent then your request will be communicated to the 'on-call' clinician. The 'on-call' clinician will make direct contact with you over the telephone in the first instance and undertake a clinical triage with the outcome being one of the following:

- Complete your request remotely (either over the telephone and/or video)
- Invite you in on the day to see the 'on call' clinician face-to-face.
- Book you in for a future face-to-face appointment.

Our 'on-call' service is operational between 8am and 630pm, Monday to Friday.

Chaperone during Appointments

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



We Take Care Of Your Health

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

Routine:

The practice offer enhanced access appointments between 630pm and 8pm Monday to Friday and 9am to 5pm on Saturdays. Appointments are offered as telephone or face-to-face with a variety of clinicians. You may be asked to attend a different location within Knowsley for a face-to-face appointment.

Urgent:

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.

Emergency:

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 **two working days** to be processed. Please put your requests in with plenty of time to avoid delays in continuing to take your medication.

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



NHS App:

The easiest way to order repeat prescription is through your NHS account (through the NHS website or in the NHS App). These accounts show you all your repeat medicine and dosage and when you choose the ones you need they go straight to the doctor for signing.



Prescription Request Form:

If you are unable to request your repeat prescriptions via the NHS App then you should always use the request slip printed on the right hand side of your repeat prescription. Just tick the items you need and either drop your form off with the reception staff or put it in the box in the waiting room.



Telephone:

We only take repeat prescription requests over the phone for patients who are deemed to be vulnerable. If you are not a vulnerable patient and contact us by phone and attempt to order then we will ask you to order via the NHS App or your prescription request form.

Meet Kaprice

Your Digital Assistant

Powered by 

Kaprice can assist you to download the NHS App!



Hi, I'm Kaprice and I am your new digital assistant

I am available 24/7 to all Roseheath Surgery patients

I can help you with:

- Booking appointments
- Cancelling appointments
- Accessing your test results
- Requesting a sick (fit) note
- Requesting a prescription
- General enquiries

You will find me on the practice website

We Take Care Of Your Health

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 gp.n83031@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

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/>



PATIENTS AGED 75 & OVER

All patients aged 75 and over will have a named GP who will have overall responsibility for the care and support that our practice provides to them.

If you are one of our patients in this age group you will be given a named GP who will have overall responsibility for the care and support that our surgery provides to you. The GP will also work with other relevant health and care professionals who are involved in your care to ensure that your care package meets your individual needs. This does not prevent you from seeing any GP in the practice as you currently do.

Each patient in this age group will be notified of their named GP upon your 75th Birthday. If you have any questions or wish to discuss this further please contact the surgery.

If you are 75 and over you are entitled to an annual health check which will be performed by one of our Nursing Team. Please contact Reception to book, ask for a 75 and Over Health Check. If you are unable to come to the practice a home visit may be arranged.

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 gp.n83031@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

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

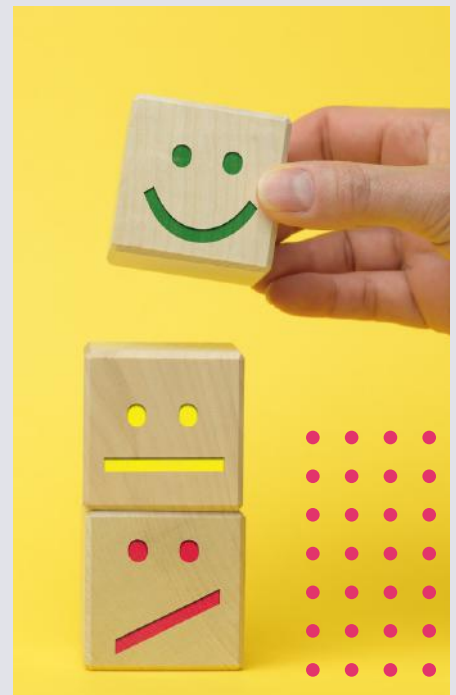
If you are not satisfied with your reply from NHS England then you have the right to approach the Parliamentary and Health Ombudsman who will undertake an independent investigation.

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

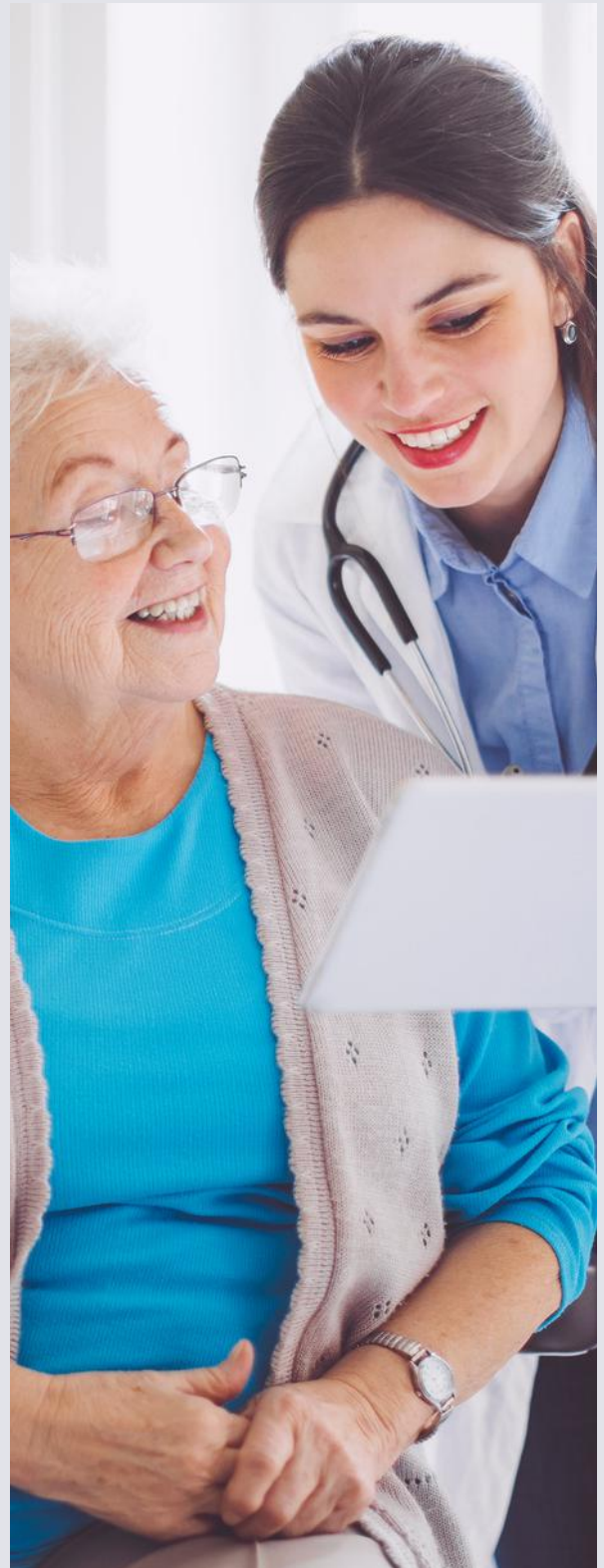
Telephone: 0345 0154033



YOUR RESPONSIBILITIES AS A PATIENT

We kindly request that you:

- Treat practice staff and doctors with the same consideration and courtesy that you would like to receive
- Ensure that you order your repeat medication in plenty of time - allowing 2 working days
- Attend any specialist appointments that have been arranged for you or cancel them if your condition has resolved or you no longer wish to attend
- Please follow up any test or investigations done for you with the person who has requested the investigation
- Attend appointments on time and check in with the Reception Team or the self check-in screen situated in the waiting room
- Understand that patients who are late for their appointment may not be seen
- Recognise that you can make a significant contribution to your own and your family's good health and wellbeing and take some personal responsibility for it
- Register with a GP practice as the main point of access to NHS care
- Treat NHS staff and other patients with respect
- Provide accurate information about your health, condition and status
- Keep appointments or cancel in reasonable time so that other patients can benefit from the appointment slot
- Follow the course of treatment which you have agreed with your GP and talk to your doctor if this is difficult
- Give feedback, both positive and negative, about the care you have received
- Inform us of any changes to your personal/contact details
- Only request a home visit when you are too ill or infirm to come into the practice premises



OUR RESPONSIBILITIES AS A PRACTICE

We are committed to giving you the best possible service. This will be achieved by working together. Help us to help you.

As a patient your rights and expectations as described in the NHS Constitution include:

- Convenient and easy access to health services free of charge and within maximum waiting times
- A good quality of care and environment based on best practice
- Not to be discriminated against on the grounds of gender, race, religion and belief, sexual orientation, disability or age.
- To receive drugs and treatment as recommended by the National Institute for Health and Clinical Excellence (NICE) for use in the NHS if your doctor feels it is clinically appropriate for you
- Decisions made in a clear and transparent way so you can understand how services are planned and delivered
- To be treated with dignity and respect in accordance with your human rights
- The right to privacy and confidentiality

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.

ZERO TOLERANCE POLICY



TAKING CARE ✓

TAKING CALLS ✓

TAKING ABUSE ✗

HELP US FOCUS ON CARING FOR YOU.

NHS

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

Removal from the practice list

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from our list is an exceptional and rare event and is a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. An exception to this is on immediate removal on the grounds of violence e.g. when the Police are involved.

Removing other members of the household

In rare cases, however, because of the possible need to visit patients at home it may be necessary to terminate responsibility for other members of the family or the entire household. The prospect of visiting patients where a relative who is no longer a patient of the practice by virtue of their unacceptable behaviour resides, or being regularly confronted by the removed patient, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the patient has been removed because of violence or threatening behaviour and keeping the other family members could put doctors or their staff at risk.



The Live Well Directory is a special partnership between Liverpool, Knowsley and St Helens councils. Our goal is to connect you to groups and organisations that are here to help.

Find what you need to Live Well by visiting:

www.thelivewelldirectory.com

Live Well is not just a list of services – it is a helpful tool loaded with information and activities too. You can use it to find fun things to do, and tips for how to stay safe and healthy. Your local area offers an amazing range of services for people of all ages and needs, we want to help you find them.

If you are viewing this leaflet in digital format, you can click on any of the links below to find out more.

 Staying safe	 Advice and guidance	 Living independently
 Community, leisure and learning	 Looking after someone (being a carer)	 Housing and accommodation with care
 Your health and wellbeing	 Getting active	 Children and families
 Living with COVID-19		

Cost of Living crisis support

If you're looking for help and support due to the Cost of Living crisis or if you're an organisation that can offer help, you can find useful information below for:

Knowsley: <https://www.knowsleynews.co.uk/cost-of-living-support>

Liverpool: <https://liverpool.gov.uk/col>

St Helens: <https://www.sthelens.gov.uk/sthelenstogether>

YOUR NHS COMMISSIONER

NHS Cheshire and Merseyside – Knowsley Place

To find out more information on the Primary Medical Services commissioned within your area you can contact NHS Cheshire and Merseyside – Knowsley Place on the following:

**NHS Cheshire and Merseyside – Knowsley Place,
Nutgrove Villa, Westmorland Road, Huyton, Liverpool.
L36 6GA**

Telephone: **0151 244 4126**

Email: knowsley.communications@cheshireandmerseyside.nhs.uk