



**THE BEECHES MEDICAL CENTRE  
20 DITCHFIELD ROAD  
WIDNES  
CHESHIRE  
WA8 8QS**

**TEL: 0151 424 3101  
0151 244 3339**

**[www.thebeechesmedicalcentrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk)**

***PARTNERS***

**Dr R Maguire (F)  
Senior partner**

**MB chB MRCP**

**Dr M Forrest (F)**

**MB chB MRCP**

**Dr S Baker (F)**

**MB BS MRCPCH**

**Dr R Williamson (F)**

**MRCP MBChB BSc (Hons)**

**Dr M Conley (F)**

**MBChB DRCOG MRCP**

***Advanced Nurse Practitioner***

**Laura Fox**

***Practice Nurse***

**Vicky Paddock**

**RGN BSc (Hons)**

**Stephanie Hulme**

**RGN BSc (Hons)**

***Practice manager - Practice Manager*  
Mrs Lynda Bolton ILM  
Practice leaflet updated 10..1.23**

### **PRACTICE DETAILS**

The surgery is situated on Ditchfield Road near the junction with Hale Road. Parking space is limited to the front of the surgery. Two disabled parking bays are available.

We offer medical services for patients residing in the practice boundary area.

### **PRIMARY HEALTH CARE CLINICAL TEAM**

<b>PARTNERS</b>	<i>Clinical Interest</i>
<b>Dr R Maguire</b>	<b>Heart disease</b>
<b>Dr M Forrest</b>	<b>Diabetes</b>
<b>Dr S Baker</b>	<b>Children's health</b>
<b>Dr R Williamson</b>	<b>Care home lead</b>
<b>SALARIED GP</b>	
<b>Dr M Conley</b>	
<b>Laura Fox</b>	
<b>Advanced nurse practitioner</b>	
<b>PRACTICE NURSES—Vicky and Steph</b>	

### **TRAINING PRACTICE**

The practice is a training practice so you may sometimes see a registrar. Registrars are fully trained doctors who are gaining experience in general practice.

### **PRACTICE NURSE**

Health checks can be booked with one of our practice nurses for well man/woman, asthma, diabetes, chronic bronchitis, heart disease, blood pressure, hypertension, smears, 75yr+, HRT, contraception, smoking cessation advice, foreign travel advice, immunisations.

### **PRACTICE MANAGER**

Mrs Lynda Bolton ILM  
Provides administrative, financial, HR and managerial services for the practice.

### **Organisational Manager**

Adam Bolton BA (Hons)  
Deputises for Practice manager

### **RECEPTION STAFF**

Access to all members of the Health Care Team is via the reception staff. Specifically they book appointments, take home visit requests and process repeat prescriptions.

### **CHILDHOOD IMMS**

Are provided by practice nurses  
(Wednesday .morning.clinic)

### **MATERNITY SERVICES**

Ante and post natal care.

### **DISTRICT NURSES**

Wound management is available at various treatment centres in Widnes.

### **ACCESS TO HEALTH CARE**

#### **HOW TO REGISTER?**

To register with the practice an application form has to be completed, (which can be obtained from the practice), for patients residing in the practice area.  
(Please see the back page of this leaflet for Practice boundary area)

### **SUMMARY CARE RECORD— (SCR)**

The summary care record means that part of your medical record can be accessed anywhere in the country when you seek medical advice. This is particularly useful if your care is unplanned, urgent or out of hours. You have the choice of not taking part in the information sharing scheme.

If you want to opt out please visit  
[www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

### **PRACTICE OPENING HOURS**

Monday to Friday from 8am—6.30pm

### **APPOINTMENT TIMES**

Monday – Friday      8.30am – 12.15  
                                 3.00pm – 5.30

### **“GPEXTRA “appointments**

Our patients can also be see a doctor at HCRC in the evening from 6.30pm—9pm daily and 9.30—4.30pm Saturday and Sunday.

### **HOW TO BOOK AN APPOINTMENT**

If you need an appointment, please telephone 424 3101 from 8.00am onwards. You will be given a telephone appointment slot and a doctor will ring you back

If an appointment is needed then the doctor will allocate you an appointment. Patients can also book pre-bookable F2F appointments.

**Please indicate if your problem is urgent. If your problem is life threatening please phone 999 for an ambulance.**

### **HOME VISITS**

**PLEASE      TELEPHONE      BEFORE  
10.30a.m.** Home visits are at the doctor's discretion and **are only available to housebound patients.**

**Late visit requests received after 11.45am may not be seen until the following day**

### **REPEAT PRESCRIPTIONS**

You can order by repeat slip, in writing or **on-line at [emisaccess.co.uk](http://emisaccess.co.uk)** Please allow **48** hours before collection.

**visit our website**

**[www.thebeechesmedicalcentrewidnes.](http://www.thebeechesmedicalcentrewidnes.nhs.uk)**

**[nhs.uk](http://nhs.uk) for more information.**

Please note that prescription requests **cannot** be taken via the telephone

### **TELEPHONE APPOINTMENTS**

Telephones Lines are busy in the morning so please leave them free for emergencies and appointments. If you need to speak to a GP/Nurse please ring after 10.30am.

We offer telephone appointments where patients are able to speak with a doctor. And pre-bookable F2F appointments.

### **GP E-Consult**

You can also access on line consultations, There is a link on our website to access this service visit:-**[www.thebeeches medical centrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk)**

### **TEST RESULTS**

Receptionists are able to give some limited test results over the phone, however if they cannot assist you with a result the receptionist can arrange a convenient time for you to telephone one of our Practice Nurses for your result, or you can arrange a telephone appointment with a doctor to obtain your results.

Please don't be alarmed if you receive a letter from the practice asking you to make an appointment to discuss your results as this is **routine procedure.**

### **Physiotherapy**

You can talk directly to a physiotherapist practitioner by contacting **0151 495 5472** you will receive a 10 minute telephone slot to talk about your symptoms. There is no need to see your GP anymore.

### **Requesting to see a GP of your choice**

Patients can request to see a doctor of their choice, if that doctor is available on that day. Please ask a receptionist and she will arrange this for you.

### **CLINIC TIMES**

Minor Surgery	By appointment with Dr M Forrest
Baby Clinic	Wednesday 9.30am - 11.30am
Health checks	40—74 years Thursday
Phlebotomy	By appointment only

### **ADDITIONAL CLINICS**

Smoking Cessation Clinic:  
Choice of venues available in Widnes.

### **ALL THESE CLINICS ARE BY APPOINTMENT ONLY**

### **WALK IN CENTRE**

A local Walk in Centre staffed by a Nurse Practitioner is available at:

NHS Walk-in Centre - Widnes Town Centre.  
Health Care Resource Centre, Oaks Place, Caldwell Road, WIDNES, WA8 7GD. Open every day 8am - 9pm. Please ask for a leaflet. Telephone number 0151 495 5000.

### **PHLEBOTOMY SERVICE**

Ring 0808 196 4500—12—3pm for appointment  
To attend Widnes HCRC, Whiston or St Helens hospital

Also Saturday appts available from 9-1 at  
Widnes HCRC ring 424 3101 for an appointment.

### **EMERGENCIES** **OUT OF HOURS SERVICE** **PROVIDER**

The Out of Hours service operates for patients who have a genuine medical need which cannot wait until the practice is next open.

**Out of Hours provider:-  
NHS 111**

When the surgery is closed the OOH telephone number can be heard on the pre-recorded message .

**Please ring 111 for advice.**

**OOH Provider is PC24**

### **CONFIDENTIAL ROOM** **AVAILABLE**

There may be occasion when you need to speak to a receptionist in confidence and do not wish to do this at the reception desk. A room can be made available for this purpose. Please ask at reception

### **CONFIDENTIALITY STATEMENT**

All patient information, in whatsoever form, is regarded as absolutely confidential.

Information can only be released with patient consent, however information may be exchanged between health bodies/ professionals. **(Please see section on summary care record SCR)**

### **Useful Information**

Details of where patients can obtain information regarding primary care medical services:-

NHS Halton Commissioning Group  
Halton CCG  
No 1 Lakeside  
920 Centre Park  
WA1 1QY  
Tel no 01925 303030

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If you need to complain  
Complaints—During covid the Patient Experience Team are working from home.  
If you are please or need to complain please contact the team on  
Freephone 0800 218 2333 or email:- [mlcsu@nhs.net](mailto:mlcsu@nhs.net)

You can also write to:-

NHS England  
P O BOX 16738H  
Redditch  
B87 9PT  
Monday to Friday 8am—6pm  
Tel no 0300 3112233

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### **CHAPERONE POLICY**

The practice operates a chaperone policy for patients who may want another person present if an intimate examination needs to be performed.

### **WHAT IS A CHAPERONE?**

There are two types of chaperone, Informal, which is the presence of a familiar person of the patients' choice and Formal which is a clinical health person such as a nurse or a specifically trained clinical staff member such as a receptionist. To protect the patient from vulnerability and embarrassment the chaperone would normally be of the same sex as the patient. The patient has the right to decline the Formal chaperone if he/she feels that they are unacceptable for any reason. Please ask a receptionist or the doctor you are seeing if you would like a chaperone present during your consultation.

### **DISCRIMINATION AND BEHAVIOUR ZERO TOLERANCE POLICY**

The practice has zero tolerance for any behaviour which is discriminatory on grounds of age, race, gender, social class, sexual orientation, health problem or any other factor. The Practice is committed to delivering high quality care to our patients. The relationship between the patients and those working in the surgery is an important issue and is a two-way process. Therefore in order to protect both the staff and other patients, we respectfully point out that the following inappropriate behaviour will not be tolerated:-  
Swearing, threatening or abusive behaviour, drunken verbal or physical abuse of any kind, racial abuse, drug taking/dealing, inappropriate demands for service. (Please see our zero tolerance policy on the last page of this leaflet)

### **DIGNITY AND RESPECT**

The Practice will treat all patients with the utmost respect and dignity and in all matters will be wholly non-discriminatory. We also expect the same treatment ourselves, particularly our reception staff.

### **PRACTICE MISSION STATEMENT**

Our aim is to deliver an equitable, patient driven, high quality and caring primary health care service without prejudice to patients of the practice.

### **PATIENT FORUM**

The practice has a patient forum group which meets to discuss the annual patient survey report and offers suggestions to help us deliver and improve patient services.

### **PATIENT RESPONSIBILITIES REGISTRATION DETAILS**

Please inform us if you have moved to a new address or have a new telephone number as we may need to contact you and need up to date information at all times. (you can update your details on our website)

### **ACCESS TO YOUR MEDICAL RECORDS**

If for any reason you need to access your medical records then you can request them verbally or in writing. There is no charge for this service. Alternatively you can view your records on line at [www.patientaccess.com](http://www.patientaccess.com).

### **ARE YOU A CARER?**

If you are a carer please inform a receptionist or let a doctor or nurse know so that you can be signposted for help and assistance, (if needed), to associations such as "The Princess Royal Trust" - Contact no. 01928 580182

### **COMPLAINTS**

Should the service that you receive from our practice not meet your requirements and the high standard aspired to by the practice then please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If this is not possible then please inform us as soon as possible, ideally within a matter of days.

All complaints should be addressed to the Practice manager, (or you can email [HCCG.Beechesmc@nhs.net](mailto:HCCG.Beechesmc@nhs.net) or

Tel: Freephone 0800 218 2333—Patient Liaison service (PALS)

We shall acknowledge receipt of a complaint within 3 working days and provide you with details of the timescale of the investigation.

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We have to adhere to strict rules of confidentiality. If you are complaining on behalf of someone you will need to obtain **their written consent** to do so, (unless there is incapacity through illness).

You can also make a complaint to the Care Quality Commission (CQC) – contact no 03000 61 61 61

### **SUGGESTIONS**

We invite and welcome patient discussion and feed back, if you have any suggestions or compliments regarding the practice please forward to the Practice Manager for discussion with the Partners.

We also have a suggestion box in the reception area, where you can post your suggestions.

You can also email us with your comments by completing the “Send Us Feedback” form on our website.

Website address:-

[www.thebeechesmedicalcentrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk)

### **HELP FOR DISABLED PATIENTS**

We have a visual aid for patients via our patient call system display board, which is updated periodically with topical information.

We have a hearing loop to assist patients with impaired hearing or can arrange for a Language signer to assist you.

We have a ramp and a **door buzzer** for patients with mobility problems. If you press the buzzer a receptionist will be pleased to assist you.

If you need any assistance in walking to the consultation rooms please ask one of our receptionists who will be pleased to offer their assistance

### **Clinical Commissioning Group (CCG)**

CCGs commission services on your behalf they can be contacted at:-

Halton CCG

No 1 Lakeside,  
920 Centre Park  
Cheshire  
WA1 1QY

**Telephone no. 01925 303030**

### **PRACTICE WEB SITE**

The practice has developed a web site which enables patients to order repeat prescriptions on line via Patient Access and update their personal record e.g. with updated contact details such as telephone numbers and mobile numbers.

We will be continuously developing the practice website with updated information.

Our web address is :-

[www.thebeechesmedicalcentre.widnes.nhs.uk](http://www.thebeechesmedicalcentre.widnes.nhs.uk)

### **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 Beeches Medical Centre - Zero Tolerance Policy**

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.

## **Health Screening** **Screening for bowel cancer**

Bowel cancer is the fourth most common cancer in the UK. If it's detected at an early stage, before symptoms appear, it's easier to treat and there's a better chance of surviving it.

To detect cases of bowel cancer sooner, the NHS offers bowel cancer screening to adults registered with a GP in England:

- faecal occult blood (FOB) test – this is available to all men and women aged 60-74. You will be sent the home test kit every two years through the post, until you reach the age of 74. The FOB test checks for the presence of blood in a stool sample, which could be an early sign of bowel cancer. If you are 75 or over or 60-74 and not had a kit or need a replacement kit then please ring the freephone helpline on: **0800 707 60 60.**

We encourage patients to do this simple test and return their kit as it could save your Life.

## **Screening for breast Cancer**

When will I be offered breast screening?

Breast screening is currently offered to women aged 50-70 in England. However, the NHS is in the process of extending the programme as a trial, offering screening to some women aged 47-73.

You will first be invited for screening between your 50th and 53rd birthday, although in some areas you'll be invited from the age of 47 as part of the trial extension of the programme.

## **What happens during breast screening?**

Breast screening is carried out at special clinics or mobile breast screening units. The procedure is carried out by female members of staff who take mammograms.

During screening, your breasts will be X-rayed one at a time. The breast is placed on the X-ray machine and gently but firmly compressed with a clear plate. Two X-rays are taken of each breast at different angles.

**When will I receive my results?** After your breasts have been X-rayed, the mammogram will be checked for any abnormalities. The results of the mammogram will be sent to you and your GP no later than two weeks after your appointment.

Following screening, about one in 25 women will be called back for further assessment. Being called back doesn't mean you definitely have cancer. The first mammogram may have been unclear.

About one in four women who are called back for further assessment are diagnosed with breast cancer.

If you have missed your breast screening appointment please contact

**01925 230923**



## Cervical Screening/Smear

### The cervical screening programme

The aim of the NHS Cervical Screening Programme is to reduce the number of women who develop cervical cancer and the number of women who die from the condition. Since the screening programme was introduced in the 1980s, the number of cervical cancer cases has decreased by about 7% each year.

All women who are registered with a GP are invited for cervical screening:

- **aged 25 to 49** – every three years
- **aged 50 to 64** – every five years
- **over 65** – only women who haven't been screened since age 50 or those who have recently had abnormal tests

Being screened regularly means any abnormal changes in the cells of the cervix can be identified at an early stage and, if necessary, treated to stop cancer developing.

However, cervical screening isn't 100% accurate and doesn't prevent all cases of cervical cancer. The practice doctors encourage female patients aged 25 to 64 to attend for their smears. If you have missed your smear then please make an appointment to discuss with a practice nurse.

## Health checks 40–74 year olds

We offer health checks with our practice nurses and health care assistant for 40 to 74 year old patients with no pre-existing medical conditions. The aim of the service is to prevent heart disease, stroke, diabetes and chronic kidney disease by identifying risk factors and managing them appropriately and to raise awareness of dementia amongst the over 65s. If you would like a health check please discuss with one of our receptionists, practice nurse or health care assistant

### Some General Information Influenza Vaccines

Finally please remember to have your annual flu vaccination each year if you are over 65 years of age or have a long term condition e.g. diabetes, heart disease, stroke

Kidney disease, respiratory condition, are a carer. Flu vacs are available from mid September to January. Don't get caught out have your vaccine early in good time.

### Pneumococcal vaccine

Pneumococcal immunisations are available if you are over 60 years of age

### Shingles vaccine

Shingles vaccines are available for certain aged groups between 70/79 and 78 years and those who are 79 as at 1st September 2016





## SOME USEFUL CONTACT NUMBERS

Health Care Resource Centre, (HCRC) Widnes Open every day	0151 495 5000 7am—10pm
GP Extra appointments (Sat and Sunday only 9am—3.15pm)	0151 495 5479
Halton Hospital	01928 7145671
Whiston Hospital	0151 426 1600
Warrington Hospital	01928 793700
Royal Liverpool University Hospital (RLUH)	0151 706 2000
Spire (Liverpool)	0151 733 7123
Liverpool Womens' Hospital	0151 708 9988
Alder Hey Children's Hospital	0151 228 4811
Smithdown Children's Walk in Centre	0151 285 4820
British Red Cross (Care in the Home)	0151 424 7873 07801 672677 07739863037
Halton Integrated Recovery Service As- ton Dane Waterloo Road	0151 422 1400
Halton Borough Council 24 hour helpline	030 3333 4300
Citizens' Advice Bureau	03454 040506
Relate 33A Church St Runcorn WA7 1DF	0300 100 1234
Samaritans 24 hour helpline	0845 790 9090
British Pregnancy Advisory Service (BPAS)	0345 730 4030
Alcoholics Anonymous 24 hour helpline	0800 917 7650
PALS nhs Merseyside	0800 218 2333

## Mental health

What are mental health problems?

Mental health problems can affect the way you think, feel and behave. They affect 1 in 4 people in Britain and can include common problems e.g. depression and anxiety to more rare problems such as schizophrenia and bipolar disorder. Please see details below for support:-

### Mild to Moderate Anxiety or Depression

IAPT—Improving Access to Psychologi-  
cal Therapy Service. Patients can self re-  
fer, or visit their GP for a referral

IAPT St John's Unit Alforde Street Wid-  
nes WA8 7QA contact tel no 0151 292  
6954

All details can be found by following this  
link  
[http://www.5boroughspartnership.nhs.uk/  
iapt---halton/](http://www.5boroughspartnership.nhs.uk/iapt---halton/)

### Veterans

Mental health service for military veterans  
from the north west who have served at  
least 1 day in the armed forces. Halton  
veterans can attend Upton Rocks Surgery  
for assessment for more details follow this  
link:  
[https://www.gmw.nhs.uk/military-veterans  
-services](https://www.gmw.nhs.uk/military-veterans-services)

### Patients in Crisis/selfharm

Please contact your GP for immediate help

## **Patient Access to Appointments on line, re-ordering repeat prescriptions**

You can make an appointment or order  
your repeat medication on line. Please  
ask a receptionist for more details on  
how to do this or you can register on  
line for this service at:  
<https://www.patientaccess.com/>

## **Patient Access to view your clinical record on line**

Patients can now have access to view  
their own personal record on line..  
This is the information and records that  
the practice hold in your clinical rec-  
ord. Please contact the practice if you  
would like to view your patient record  
on line tel 0151 424 3101 or email  
[Beechesmc@haltongp.nhs.uk](mailto:Beechesmc@haltongp.nhs.uk) for more  
information.

## **Change of telephone number**

**It is very Important that you let us  
know if you change your telephone  
number as we may need to contact  
you on occasions.**

## **OOH Provider**

The practice OOH provider is PC24.

Please ring **NHS 111** if you need medical  
help when we are closed

## **Patient responsibilities**

Patients are expected to keep their appoint-  
ments and to inform the practice in a timely  
manner if they need to cancel.

## GP EXTRA

If you work sometimes appointment times at the practice aren't convenient for some patients, patients can now make an appointment at The Beeches Medical Centre to be seen at **Widnes HCRC** by a local doctor. Appointments are 6.30pm to 9pm - Monday—Friday Saturday and Sunday — 9am to 3.30pm.



You can also make an appointment directly at weekends by ringing 0151 495 5479—9am—3.15pm. Please note that this direct number is only available at weekends. For Monday to Friday appointment please ring your own practice.

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## Breast screening

Breast screening for Widnes patients is now underway as at May 2022.

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## Covid vaccinations - important

Patients age 75 years + are advised to have their spring booster vaccine. We are not doing vaccines at the practice. Please book via the National booking line or at your local pharmacy.

We will be vaccinating our housebound patients and care home patients only. Our patients needing a covid vaccine need to book on national booking line (NBS) at :- <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## Recent changes—Information for patients

### Phlebotomy Clinics

In house Phlebotomy services have not been put back in to practices . For more information and how to get now get a blood test, please visit our website at

[www.thebeechesmedicalcentrewidnes.nhs.uk/2021/07/01/phlebotomy-clinics/](http://www.thebeechesmedicalcentrewidnes.nhs.uk/2021/07/01/phlebotomy-clinics/)

### New staff.

We welcome our new salaried Doctor commencing on 7th March 2022—Dr Megan Conley.

She will be working :-

Monday, Tuesday and Thursday..

### Friends and Family

Please tell us what you think of our service. Have your say.

You can complete Friends and Family by going to our website at [www.thebeechesmedicalcentrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk)

Click on Friends and Family and add your comments. We would welcome comments from our patients, or you can drop in your suggestion in the box at the surgery. Or email it to [HCCG.Beechesmc@nhs.net](mailto:HCCG.Beechesmc@nhs.net)

Thank you