

# Lincoln House Surgery



**33 Lincoln Road  
Birkdale Southport  
PR8 4PR**

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

## **SURGERY OPENING TIMES**

Monday 8.00am - 6.30pm  
Tuesday 8.00am - 6.30pm  
Wednesday 8.00am - 7.00pm\*\*  
(6.30-7pm pre-bookable appointments only)  
Thursday 8.00am - 6.30pm  
Friday 8.00am - 6.30pm

**\*\*Please note the surgery closes one Wednesday afternoon each month for staff training. Dates are displayed on the surgery entrance door and on our website.**

## **YOUR DOCTOR**

**Dr S Shyamsundar**  
MRCCP MBBS DFRH

## **Practice Manager**

The Practice Manager is happy to help you with any administrative or non-medical enquiries and would welcome any comments and suggestions you may have for the improved running of the practice. The practice manager also oversees the in house practice complaints procedure under the NHS Guidelines.

## **Reception and Administrative Staff**

They are a team of fully trained personnel who are available to arrange appointments, deal with your enquiries and support the doctors. Any information you give to the receptionists is treated in absolute confidence.

## **Practice Nurse**

Leonore Laidler and Elaine Jenkinson are qualified and experienced to assist patients with the management of a wide range of services and can be seen for: chronic disease management, asthma, diabetes, heart disease, cervical smears, blood pressure checks, injections, well person checks and holiday vaccinations.

## **Phlebotomist**

There is an in-house phlebotomy service within the surgery.

## **District Nurses**

The district nurses visit patients in their own homes who are too ill to come to the surgery. They help, advise and carry out nursing care following referral from the doctor or hospital.

## **Health Visitor**

Out Health Visitors, who are based at Ainsdale Centre for Health and Wellbeing, are trained nurses who provide information and guidance on healthcare problems and health education. They are routinely involved with the under 5's and their families.

## **Practice Pharmacist**

Our Practice Pharmacist and his team will help and advise you on any queries you may have with your medication.

## **Midwife**

A team of midwives hold an antenatal clinic at the surgery every week. The midwife visits mothers and babies during the first 10 days following delivery.

## **Citizens Advice Bureau**

The CAB is a free confidential service. Patients can book appointments directly by telephoning 01704 385631. This telephone number is for CAB based in Wright Street, Southport.

## **Appointments**

Consultations are by appointment only. Appointments can be booked and cancelled on-line via patient access, in person or over the telephone during surgery opening hours.

If you think that your problem may take extra time please ask the receptionist for a longer appointment, as this helps reduce waiting times for other patients. Urgent cases will be seen on the same day but not always with the doctor of your choice.

Please remember to advise the surgery if you are unable to keep your appointment as we can allocate to another patient.

## **Telephone Advice**

The doctor/nurses are happy to give telephone advice where appropriate. Please ensure you give your correct details and contact telephone number to the receptionist and the doctor/nurse will contact you.

## **Doctors Appointments**

Monday	9.00 - 11.30	3.00 – 5.30
Tuesday	9.00 - 11.30	3.00 – 5.30
Wednesday	9.00 - 11.30	4.00 – 7.00
Thursday	8.30 - 11.30	3.00 – 5.30
Friday	8.30 - 11.30	3.00 – 5.30

## **Nurses Appointments**

Monday	8.30 - 12.30	1.30 – 6.00
Tuesday	8.30 - 12.30	1.30 – 6.00
Thursday		1.30 – 6.00

These surgeries are subject to periodic change

### **When the Surgery is Closed**

A doctor is always on call. If you need a doctor for medical advice, when the surgery is closed, please telephone 111. Calls to NHS 111 are free from landlines and mobile phones.

In an emergency dial 999 for an ambulance.

### **Walk in Centres**

Litherland Walk-In-Centre 0151 475 4667

### **Home visits**

Home visits are reserved for patients who are truly housebound or so incapacitated they cannot attend the surgery and are based on medical need. Please telephone the surgery before 10.00am, where possible. The receptionist will ask for information in order for the doctor to prioritise the visit, as some visits may not be made until the afternoon. Patients will only be visited at their registered address or at an address within our boundaries.

In almost all cases children should be brought to the surgery where we have the best conditions for examination. This is safer for the child as urgent problems can be attended to quickly and any referrals to the hospital made.

### **Repeat Prescriptions**

If you are on regular medication and the doctor does not need to see you, you can order your prescription on-line (register at reception for on-line access), by calling into reception and completing a request form, by using your computerised tear-off prescription slip or by fax. Please allow at least **48 hours** for processing of your prescription.

### **Samples**

If you are asked to produce a sample, please return it to the surgery before 11.30 am, in the container given to you. Containers must be clearly labelled with your name, date of birth and date and time of the sample.

### **Test Results**

To obtain blood test or sample results, please telephone after 2pm the following day. Some test results may not be reported in this time, but you will be advised by the Receptionist.

### **Services**

We are constantly seeking to improve the range of services to our patients and offer chronic disease management for all long term conditions as follows:

- Asthma Management and Spirometry
- Well Person Checks
- NHS Health Checks
- Hypertension Reviews
- Cytology
- Contraceptive Advice
- Maternity Care
- Rheumatology Reviews
- Travel Vaccinations and Advice
- Children's Immunisations and Development Checks
- Adult Immunisations
- Dietary Advice
- Weight Management
- In-House Pharmacist Advice
- Medical Examinations not covered by the NHS
- Smoking Cessation

### **Patient Comments**

Suggestions for improvements and compliments are always welcomed.

We hope you never have cause to complain either with regard to your medical treatment or any other reason. However, if such an occasion arises we would hope that an informal discussion with the Practice Manager would enable any situation to be resolved. We have an in-house complaints procedure in line with NHS guidelines. An explanatory leaflet is available on request.

### **Chaperones**

Patients are welcome to be accompanied at their consultations by a friend or relative. We can also arrange for a chaperone to be present during your consultation, as required or requested by the clinician and/or patient.

### **Carers**

Please advise the Receptionist if you are a carer for someone or if you have a carer. We have a variety of support leaflets available and all carers are eligible to receive a free flu vaccine each year.

### **Change of Address or Telephone Number**

Please advise the Receptionist of any change to your contact details, in case we need to contact you. We will ensure your records are updated.

### **New Patients**

Any persons making an application to join our practice must complete an application form, available from reception staff. One form is required for each family member.

All new patients must make an appointment with our Practice Nurse for a new patient check. This is an opportunity for information to be exchanged whilst waiting for medical information from your previous GP. Patients can be seen by a doctor prior to a new patient appointment with the nurse.

### **Disabled Patients**

Our surgery is a single storey building and has disabled facilities. We have a ramp for easy access to the surgery and designated disabled car parking spaces.

Assistance guide/hearing dogs, accompanying patients, are permitted on the premises. No other animals are permitted on the premises.

### **Interpreter Service**

There is an audio loop available for our deaf patients and we have access to Interpreters. We can also arrange Interpreters for any patients whose first language is not English.

### **Privacy**

Our reception area is open but if you wish to speak to a member of our team in private, please advise the Receptionist.

A room is available for Mothers who wish to breastfeed in private.

### **Car Parking**

We have a car park at the side of the building for patient's use while attending the surgery, although parking space is limited.