

## **Patient's Rights and Responsibilities**

All our patients are entitled to be offered a health check, receive emergency care at any time, receive appropriate drugs and medicines, be referred to a specialist if appropriate, and to be able to choose whether or not they take part in medical research and student training.

## **Complaints**

If you have any complaints, comments, or concerns to make about any aspect of the services we provide, please speak to reception who may be able to assist you or to the Practice Manager.

## **Protecting Privacy**

The health information you share with us is kept in your medical record. Sometimes we have to share this information with others. If you require more information regarding privacy, please ask for a 'Protecting Privacy Booklet' at the reception desk.

## **Useful Telephone Nos.**

|               |               |
|---------------|---------------|
| NHS Direct    | 084504647     |
| One Stop Shop | 0151 233 3000 |

### **Hospitals**

|                          |               |
|--------------------------|---------------|
| Royal Liverpool Hospital | 0151 706 2000 |
|--------------------------|---------------|

|                            |               |
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| Liverpool Women's Hospital | 0151 708 9988 |
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|                 |               |
|-----------------|---------------|
| Walton Hospital | 0151 525 3611 |
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|                               |               |
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| Alder Hey Children's Hospital | 0151 228 4311 |
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### **Local Clinics and Walk in Centres**

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| Old Swan Walk in Centre | 0151 280 3324 |
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|                               |               |
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| Liverpool City Walk in Centre | 0151 247 6500 |
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|                  |               |
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| Sir Alfred Jones | 0151 330 3300 |
|------------------|---------------|

|                                     |               |
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| Smithdown Children's Minor Injuries | 0151 733 4644 |
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## **Earle Road Medical Centre**

**Dr R S Noorpuri**  
**MBBS, MRCS, DROCG**

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**131 Earle Road**  
**Liverpool**  
**L7 6HD**

**Tel: 0151 733 7173**  
**Fax: 0151 733 2763**

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

## **Opening Times:**

Mon, Tues, Thurs, Fri: 8am-6:30pm

Wed: 8am-8pm

This practice operates an advanced booking system. This means we offer:

- ✓ Pre-bookable appointments- up to two weeks in advance
- ✓ Daily telephone consultations with a GP
- To make an appointment please telephone 0151 733 7172 or call in to reception
- Appointments can be pre-booked by calling reception
- We offer morning and afternoon appointments 5 days a week

Urgent cases will be seen on the same day but not always by your preferred doctor.

## **Practice Staff**

Practice Manager: Brenda Nasr

Practice Nurse: Lorraine Coogan

Health Care Assistant: Jenny Barwise

Senior Receptionist: Sandy Collings

Susan Cheng/Jenny Barwise

Secretary: Carol Mcloughlin

IT & Admin: Raghavendra M.N

Midwife

Health Trainer

## **Repeat Prescription**

Repeat prescription request slips can be left in the black box in the reception area. Prescriptions will be ready 48 hours from request (excluding weekends and bank holidays). If you are unable to get to the surgery, repeat prescription requests can be posted to us enclosing a S.A.E for their returns or faxed to us on fax number 0151 733 7172

To avoid the possibility of dangerous errors, we regret we are unable to accept requests by telephone or email.

## **Home Visits**

We ask that home visits are requested before 10am. They are only for patients who are housebound or too ill to attend surgery.

## **Phone Consults**

Please leave a message with reception with your contact details and somebody will call you back.

## **Test Results**

If we have sent for further tests and you would like the results, please contact reception, and the staff may be able to give them to you over the phone if they are available.

## **New Patients**

When you register with the practice you have to attend for a routine health check. The appointment will be given to you when you give your registration form to the practice. Please bring any medication you are currently prescribed to this appointment.

Please visit our website for further information.