

USEFUL TELEPHONE NUMBERS

NHS Direct: 08450 4647

One-Stop Shop: 0151 233 3000

Royal Liverpool Hospital: 0151 706 2000

Liverpool Women's Hospital: 0151 708 9988

Walton Hospital: 0151 525 3611

Alder Hey Children's Hospital: 0151 228 4311

If you are unable to receive an appointment and you wish to be seen you can visit a Walk-In Centre or Local Clinic.

Old Swan Walk-in: 0151 280 3324

Liverpool City Walk-in: 0151 247 6500

Smithdown Children's Walk-in: 0151 733 4644

Sir Alfred Jones: 0151 330 3300

For Medical advice you can also call 111



**when it's less
urgent than 999**

Earle Road Medical Centre
131 Earle Road
Liverpool
L7 6HD

Phone: 0151 733 7172
Website:
www.earleroadmedicalcentre.nhs.uk

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

Earle Road
Medical Centre

Practice Information Leaflet

Doctors:

Dr. J. Burki (Male)

Dr. S. Jaunbocus (Female)

Practice Nurse:

Natalie Antwis

Asma Asan

Sandra Webster

Practice Manager:

Brenda Nasr



Opening Times:

- Monday:** 8:00 am—6:30 pm
Tuesday: 8:00 am—8:30 pm
Wednesday: 8:00 am—6:30 pm
Thursday: 8:00 am—6:30 pm
Friday: 8:00 am—6:30 pm

In order to Book appointments you can ring the surgery on 0151 733 7172, register to book Online or visit the reception.

We offer Book-On-Day appointments Monday-Friday these can be booked by coming into the surgery or ringing at 8:00am. These appointments are First-Come-First-Serve.

You are **NOT** guaranteed an appointment by ringing in the morning and you are also **NOT** guaranteed to see the Doctor of your choosing.

Practice Staff

Midwife: Anne Hirrell

Health Care Assistant (HCA): Jonathan Donohue

Practice Manager: Brenda Nasr

Head Receptionist: Susan Cheng

Reception Team: Lauren Mcloughlin, Jessica Hughes, Safah Asam, Lisa Dagleish, Suchita Singh

Admin/IT : Raghavendra Mysorenanjunda

Secretary: Carol McLoughlin

New Patient

When you Register with the Practice you have to attend for a Routine Health Check this will be with a Practice Nurse or HCA. The appointment will be given to you when you complete a Registration form, please bring any medication you're currently prescribed to this appointment.

Patient's Rights and Responsibilities

All our Patients are entitled to be offered a Health Check, Receive Emergency care, receive appropriate Drugs and Medicines, be referred to a Specialist if/ when appropriate, and to be able to choose whether or not they take part in Medical Research and Student Training.

Complaints, Comments or Concerns

If you have any of the above 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 personal medical records. Sometimes we have a duty to share this information with others if deemed necessary primarily in regards to your Safety or someone else's. If you require more information regarding Privacy, please ask the Practice Manager.

REPEAT PRESCRIPTION

Requests can be made in person, via Fax, in writing or via Online services (Requires photo ID). Prescriptions will be ready 48 hours after request (Excluding Weekends and Bank Holidays) . If you are unable to get to the Practice to order medication it is advisable you register for Online Prescription Service or Fax a request on 0151 733 2763.

*To avoid the possibility of dangerous errors, we are **unable** to accept requests by **Telephone**.*

HOME VISITS

We ask that Home Visits are requested before 10:00am. They are primarily offered for Patients who are Housebound or too ill to attend clinic.

PHONE CONSULTATIONS

Please leave brief descriptive message with Reception with your correct contact details and a Doctor/Nurse will contact you after Clinic. It is **NOT** guaranteed to be the Doctor/Nurse of your choosing.

TEST RESULTS

If you have been sent for further tests, please allow one week after the day of having test completed before contacting the Practice for results. Only Clinicians can interpret results and **if Abnormal** you will be asked to book an appointment or repeat a test.

