

Our Mission

“Cumberland House Surgery strives to improve and maintain the health of our patients within our well trained and highly motivated team. We observe strict codes of confidentiality at all times and treat all patients with dignity and respect”

Cumberland House

58 Scarisbrick New Road, Southport PR8 6PG
Tel: 01704 501500

www.cumberlandhousesurgery.co.uk

Dr Chris Randall
Dr Marc Roseberry
Dr Tim Irvine
Dr Kim Speed
Dr Keith Selvarajah

▶ Cumberland House Surgery

58 Scarisbrick New Road
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The Doctors

Dr Chris Randall qualified in Liverpool in 1985. She is a member of the Royal College of Physicians. She also holds certificates in MRCP and DipObs (Otago)

Dr Marc Roseberry qualified from Edinburgh University in 2001 and is a member of the Royal College of General Practitioners.

Dr Tim Irvine qualified from Sheffield University in 2002 and is a member of the Royal College of General Practitioners. He is able to perform joint injections.

Dr Kim Speed attended the Royal Free Medical School London and qualified in 2000. MRCP & DFFP 2004. Dr Speed has a special interest in Women's health and can fit coils and implants.

Dr Keith Selvarajah qualified from Edinburgh Medical School in 2002. He has a wealth of knowledge with varied medical experience. MRCP 2006 MRCP 2008

Dr Priya Bhatnagar qualified from Manchester University in 2008. MRCP attained in 2016

Dr Katy O'Hara qualified from Liverpool in 2017. Dr O'Hara was a trainee at our practice for three years prior to completion of MRCP

Surgery Hours

Monday , 8.00am-8.00pm-Tues-Friday 8.00am to 6.30pm.
Saturday and Sunday CLOSED

For those who find it hard to attend clinics during normal opening hours. we are open three late nights per week until 8.00pm;

How to see one of the Health Care Professionals

Consultations with our GP's and Nurses are by appointment only. You can make appointments by telephoning the practice, calling into reception in person, or you can use on-line access (see reception to sign up for this). The receptionist will let you know when the next pre-bookable appointment is, but please let reception know if your problem is urgent, and we will do our best to fit you in for a telephone triage appointment, or face to face appointment with the GP/Nurse Practitioner on duty.

All appointments are pre-bookable 4 weeks in advance.

If you cannot keep an appointment please let the practice know at least 24 hours in advance so that an appointment can be offered to someone else.

If you would like a telephone consultation with a GP please speak to our receptionist . We will need some information about the call from you, and the GP will endeavor to return

your call as soon as reasonably practicable.

You can sign up to on line booking of appointments, just pop into reception for more information.

What to do when the surgery is closed

For urgent medical problems that cannot wait until the surgery reopens, please telephone 111. This is a NHS triage service who will take some information from you and get a health care professional to call you back, or they will give you an appointment at the local out of hours service.

If you have a life threatening emergency telephone 999

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Home visits

Home visits are reserved for patients who are completely housebound. In almost all cases children can be brought to the surgery, where we have full access to your medical records and the best environment to examine you in. Unfortunately, the cost of travelling to the practice cannot be a consideration in a request for house calls.

If you cannot attend the practice please phone before 10.30am on the day you require a visit.

In some circumstances a GP may ring you back to see if a home visit is the best way to help you as some problems can be dealt with over the telephone.

How to register

All patients are registered with the practice and you can see all of the GP's regardless of who your named GP is. If a patient wishes to see a specific GP every time they attend the practice they may have a longer wait for routine appointments.

All patients making a request to join our practice list must do so by requesting an application form from our reception staff or downloading one from our website. You then must then bring proof of address and ID into the practice for the form to be verified and signed off by a member of staff.

Please check with reception staff or on our website, to ensure you live within our practice boundary. On completion of your application you will be required to have a New Patient Health Check with one of our nursing team.

Repeat prescriptions

If you are on regular medication this can be requested in person at the surgery, by post, or electronically via our website or Patient Access. We regret that we cannot accept telephone requests for any medications. You can find our website at :

www.cumberlandhousesurgery.co.uk

Blood, urine and other tests

Samples that our health care professionals request from you, can be left at the surgery any weekday before 1.30pm. We receive x-ray reports, hospital correspondence and blood results each day after 2.00pm. If you are calling for results please do so after 2.00pm.

Disabled Access

We have wheelchair access throughout our building and have a lift for our disabled patients. We also have automated front door entry.

CLINICS

Baby clinic is run every Monday morning from 8.30am with our Practice Nurse. We can accommodate patients outside of these designated hours as required.

Midwives clinics are run on Thursday afternoons, when the Community Midwife team attend our practice.

Diabetic, coronary heart disease, stroke, asthma, COPD clinics are by appointment only and you will be invited annually/six monthly for these.

Travel vaccination clinics are carried out with our Practice Nurses every weekday, these are appointed.

Coil insertions and removal are carried out, by appointment with Dr Speed

Depo injections can be administered by our Practice Nurses.

Contraceptive advice is available from all GP's and once you are established on an oral contraceptive our Nurse Practitioner, Sister Cropper, can continue this monitoring and issuing of prescriptions.

Every week Living Well make use of a clinical room to offer patients signposting advice, see their website for more info <http://www.livingwellsefton.org.uk/>

We also have Alzheimers UK each month, who see our patients and their carers' for advice and help

Your health Team

Our Practice Manager, Mrs Cummings will be happy to help with non medical aspects of your care.

The secretarial team deal with all of our correspondence and patient telephone queries regarding e-Referrals and hospital appointments.

The receptionists are a team of trained personnel who are available to arrange your appointments, issue repeat prescriptions, deal with any enquiries and support your GP. Any information you give them will be treated with confidence.

The practice nurses are Practitioners in General Practice Nursing. They offer chronic disease monitoring, cervical smears, vaccinations and contraceptive advice.

Our Health Care Assistant is our in house phlebotomist, who also carries out blood pressure checks, new patient health care checks, ECG's, well person checks, flu and pneumococcal vaccines

Our Nurse Practitioner is Sister Cropper, who, as well as carrying out general practice nursing duties can also prescribe medications and treat minor ailments on patients aged two years and above.

Emily Cropper practice nurse is able to take care of all chronic diseases. Emily also runs the baby immunisation clinic.

Health Visitors are registered general nurses who have also done a course in health visiting can be contacted on 01704 532343. They are employed by Sefton CCG and are based at Southport Centre for Health &

Wellbeing. All patients aged 5 years and under will have contact with the Health Visitors throughout their pre-school years.

Suggestions for improvements or compliments are always welcome at our practice. There is a suggestion box in the downstairs reception area. We endeavour to maintain a high standard of service at all times but if you should be unhappy with any aspect of our care please contact our Practice Manager, Mrs Cummings. Our complaints procedure operates in accordance with NHS guidelines.

The Partnership adheres to the NHS's ZERO TOLERANCE POLICY and reserves the right to remove any abusive or violent patient from its list and will do so in line with the local CCG policy.

We observe a no smoking policy within the premises and surrounding car park.

The surgery complies with The Freedom of Information Act and the Data Protection Act. Full details can be found on our website.

Patient Participation group

The practice operates a PPG which meets annually to discuss changes within Primary Care and provide feedback to the practice. If you would be interested in joining our PPG please contact Mrs Cummings on 01704 501500/email gp.n84005@nhs.net

Training Practice

Cumberland House Surgery pride ourselves on being a Training Practice. Dr Roseberry and Dr Irvine mentor and train GP Registrars in line with recommendations by the Mersey Deanery and the RCGP (Royal College of General Practitioners). The GP Trainees are fully qualified GP's.

Protected learning time

One Wednesday a month the practice closes from 12midday for training. A list of dates for the year are available in our reception area and on our website.

The rights and responsibilities of being a patient

Once you register with our practice we would request that you treat staff as you would expect to be treated yourself. We would also request that you keep any appointments that you make at the practice, and if you are not able to do so we would request that they are cancelled with at least 24 hours notice.