

## **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](http://www.cumberlandhousesurgery.co.uk)

**Dr Marc Roseberry**  
**Dr Tim Irvine**  
**Dr Kim Speed**  
**Dr Keith Selvarajah**  
**Dr Katy O'Hara**

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## The Doctors

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 Katy O'Hara qualified from Leicester in 2009. Dr O'Hara was a trainee at our practice for three years prior to completion of MRCP in 2017

Dr Nick McGough qualified from Liverpool in 2013. Dr McGough completed his medical training at Cumberland House Surgery after other local placements

### Surgery Hours

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

For those who find it hard to attend clinics during normal opening hours you can book into 7 Day Service at The Family Surgery, Liverpool Road ;

### 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 our website 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 consultation, or face to face appointment with the GP/Nurse Practitioner on duty.

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.

Consultations can be either face to face or by telephone.

Visit <https://www.nhs.uk/> to find out how you can book online appointments, order your prescription and view your health record.

We also offer e-Consultations, visit our website to be sign-posted to this [www.cumberlandhousesurgery.co.uk](http://www.cumberlandhousesurgery.co.uk)

Please let us know if you have certain communication needs

### What to do when the surgery is closed

For urgent medical problems that cannot wait until the surgery reopens, please telephone 111 or visit 111.nhs.uk 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.

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 offered 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](http://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 available every day with our Practice Nurse. We can accommodate patients outside of these designated hours as required.

Midwives clinics are run on Thursday morning, 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 Nurse Practitioners or Practice Nurses. You can also book in the 7 Day Service for consultation then they will request the prescription agreed from the practice.

Every week the Social Prescribers make use of a clinical room to offer patients signposting advice, see their website for more info <https://www.brighterliving.org.uk/portfolio/socialprescribing/>

## 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.

Our practice nurse in surgery offer chronic disease monitoring, cervical smears, vaccinations and contraceptive advice.

Our Health Care Assistants are in house phlebotomists who also carry out blood pressure checks, new patient health care checks, ECG's, well person checks, flu and pneumococcal vaccines

Our Clinical Pharmacists, Mark and Vicki issue prescriptions and look at safety of prescribing within the practice. They also carry out medicines reviews with patients virtually or face to face

Our Nurse Practitioners are Nicky Cropper & Elaine Paisley, who, as well as carrying out general practice nursing duties can also prescribe medications and treat minor ailments on patients aged six months and above.

Amy Meredith our practice nurse is able to take care of all chronic diseases. Amy 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 the local Authority and are based at Hampton Road. All patients aged 5 years and under will have

contact with the Health Visitors throughout their pre-school years.

District Nurses are registered general nurses with spe-

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 Vicki Brown 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.