



# Civic Medical Centre

## Bebington

## Help Us Help You

This document has been written by Civic Medical Centre as a useful guide and to help answer some common questions we receive from patients.

### How can you help your general practice?

1. **Be prepared:** Before an appointment, think about writing down your symptoms, what you are worried about and what you want to talk about.
2. **Be on time:** Being late for an appointment or being unavailable for a timed call-back can affect other patients.
3. **Cancel if needed:** If you can't go to your appointment, tell the practice as soon as you can, so that we can offer it to someone else.
4. **Use the NHS App or website:** If you're confident using smart phones or computers, you can book or cancel appointments, order repeat prescriptions, and see your test results online.
5. **Turn on notifications:** If you use the NHS App, turn on notifications so we can contact you more easily. Please keep an eye out for messages.
6. **Order repeat medicines on time:** Make sure you ask for repeat prescriptions on time, so you don't run out, and only order what you need.
7. **Join the Patient Participation Group:** Our practice has group of patients who can offer feedback on the services it delivers. Please see later in this document for more information and how to join.

## **Registering at the surgery if you are not a patient with us**

### **Registering as a permanent patient**

Patients who want to register with the surgery can do so online via <https://gp-registration.nhs.uk/N85006/gpreistration/landing>.

If you need a paper copy of the registration form you can download and print a copy via the weblink above, or you can ask our reception team can provide you with a copy. Once you have completed the registration form you should hand it in at our reception desk.

When registering you do not need ID, an NHS number or proof of address. It can help the practice if you do, but it is not needed to register or see a GP. You can also register with a practice if you are homeless.

We always endeavour to register patients within two working days.

Please be aware that it normally takes a few working days for us receive a copy of patients previous GP surgery records electronically. Therefore it can help if you provide a medical summary from your previous GP surgery when registering – especially if you need an urgent prescription or were registered at surgery outside of England.

Please also be aware that patients can be refused if they live outside the surgery catchment area, has been removed from the surgery previously, or if the surgery stops taking on any new patients.

The Practice supports the governments “Zero Tolerance” policy for Health Care Staff. This states that GP’s and their staff have the right to care for others without fear of being attacked or abused. We therefore ask that you treat our staff with courtesy and respect. Aggressive behaviour, whether that be violent or abusive will not be tolerated and may result you being removed from the practice list, and in extreme cases the police will be contacted.

### **Registering as a temporary patient**

You can also register with our surgery as a temporary patient for up to 3 months. You'll need to fill out a temporary services form, which you can get from our reception desk.

After 3 months, you can re-apply as a temporary patient or apply to register as a permanent patient.

We don't receive a copy of temporary patients current GP surgery records, so we might need to ask you or your current GP surgery for a copy of your medical records before we can provide certain treatments.

## **Patient Feedback**

### **Complaints**

As a practice we are doing our very best to maintain a quality service, and we appreciate that at times the service we offer may not live up to patient expectations. Please rest assured that we are constantly reviewing the likes of appointment data and listening to patient feedback and where possible are making changes to try and meet the needs of our patients. More information about our complaints procedure can be found via our website: <https://civicmc.nhs.uk/contact-the-practice/>.

### **Compliments**

If you'd like to leave a google review of Civic Medical Centre then please use the following QR code:



It's also possible to complete a friends and family survey via our website:

<https://civicmc.nhs.uk/friends-and-family-test/>.

You can write to the surgery via [cmicb-wi.gatekeeper-n85006@nhs.net](mailto:cmicb-wi.gatekeeper-n85006@nhs.net) or sending a letter directly to the surgery.

### **Patient Participation Group**

The group act as the patients' voice to provide us with feedback to help us improve our services. It is also an opportunity for the practice to communicate important updates and changes to services.

The panel acts as a critical friend to the practice, we are a conduit for education and troubleshooting between patients and the practice. We also have a virtual panel of patients who cannot come to our monthly meetings due to work commitments etc. We listen and advocate for patients and help with signposting to appropriate services.

If you would be interested in joining our patient group then please fill out the form below and we will be in contact with you shortly. For more information please don't hesitate to ask our reception staff about our Patient Participant Group and hand your details into reception.

Alternatively you can email [wiccg.gatekeeper-n85006@nhs.net](mailto:wiccg.gatekeeper-n85006@nhs.net)

## **Contacting the Surgery**

### **How can I contact the surgery?**

The best method of contacting the surgery regarding a clinical problem or an administration request is to submit a PATCHS which can be done via our website (<https://civicmc.nhs.uk/>) or directly via PATCHS (<https://patchs.ai/practice/civicmedicalcentrewirral>). Your request will then be triaged appropriately by our clinical team.

If you need to call the surgery you can ring 0151 645 6936 during our opening hours. If you are unable to complete a PATCHS online you will be asked to complete a manual PATCHS via a member of staff and this will then be triaged like the other requests.

The surgery has an email address ([wiccq.gatekeeper-n85006@nhs.net](mailto:wiccq.gatekeeper-n85006@nhs.net)) which can be used to send information to (for example copies of clinical letters from hospitals or private clinics, or blood pressure readings). However this should not be used if you want to book an appointment or clinical enquiries – these should be sent via PATCHS or by calling the surgery as above.

### **Prescriptions**

The best and quickest method of ordering your repeat prescription is the NHS app. If you don't have the NHS app you can email [cmicb-wi.civic-prescriptions@nhs.net](mailto:cmicb-wi.civic-prescriptions@nhs.net) or write to the surgery.

Ordering your prescription electronically via the NHS App saves time for both patients and the practice, as prescriptions that are ordered in this way are automatically sent to a GP inbox for signing. This is a safer as this eliminates room for human error and will also help reduce the amount of time that our staff spend processing prescriptions.

We ask that you do not order your repeat prescription on the day that you run out of medication, as prescription requests can take up to 48hrs to process. Please place your order when you have 7 days' supply left.

We cannot accept prescription requests over the telephone, this is due to potential safety issues when transcribing the request.

### **NHS 111**

When the surgery is closed the GP out of hours service can be accessed online (<https://111.nhs.uk/>) or via phone (111).

## **Emergencies**

999 is for life-threatening emergencies like serious road traffic accidents, strokes and heart attacks.

GP surgeries are not permitted to request x-rays for injuries that are less than 2 weeks old. This is because x-rays are indicated if a fracture is suspected and if that is the case then the x-ray needs to be reviewed immediately so appropriate treatment can be provided.

It takes up to 10 days for us to receive an x-ray report whereas the images can be reviewed immediately in a Walk-in Centre or A&E. If you have an injury and are concerned you may have a fracture, please attend a Walk-in Centre or A&E where you can receive the assessment and treatment you need.

## **Pharmacies**

### **What can pharmacies help me with?**

Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, ear infections and aches and pains.

They can also give advice about medicines. This includes how to use your medicine, worries about side effects or any other questions you have.

If they cannot help you themselves, they can refer you to a GP or other health professional.

### **Treatment from a pharmacist**

Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.

Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self care treatment with over the counter medicines, but you may need to see a GP for treatment.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if needed. They will also update your GP health record, but your information will not be shared with anyone else.

Most pharmacies can provide prescription medicine for these conditions but contact them before visiting to check.

To find a pharmacy please visit: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/>

## **NHS App**

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

### **What you can do with the NHS App**

You need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number (find out what your NHS number is)
- use NHS 111 online to answer questions and get instant advice or medical help near you

Before proving who you are, you can use the NHS App to:

- search trusted NHS information and advice on hundreds of conditions and treatments
- find NHS services near you

### **Other services**

Depending on your GP surgery or hospital, you may be able to use the NHS App to:

- message your GP surgery or a health professional online
- contact your GP surgery using an online form and get a reply
- access health services on behalf of someone you care for
- view and manage your hospital and other healthcare appointments
- view useful links your doctor or health professional has shared with you
- view and manage care plans

## **Keeping your data secure**

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code.

## **Access to medical records via the NHS app**

Patients who have the NHS app or another online app will now automatically have access to all prospective medical information. This includes consultation information, clinical letters, and results. If you do not already have online access, we would recommend downloading the NHS app. The NHS app allows you to verify your identity without coming into the surgery with proof of ID.

## **Referrals**

When we refer a patient to hospital it is because we require the opinion of a specialist in how to manage your symptoms, or an investigation or treatment that we are unable to provide ourselves. If you have been referred for a hospital appointment, please wait for that appointment. We understand the wait for hospital appointments can be very long, unfortunately, this is a reflection on the pressure on the NHS as a whole and is the same for everyone.

As a practice we have no control over hospital waiting lists and therefore we cannot speed up your hospital appointment, and therefore booking an appointment to ask us to do so only adds to the pressure on our appointment availability.

The urgency with which someone is seen in hospital is defined by the clinical need and not the length of time that they are prepared to wait to be seen. When we refer, we do specify whether a patient's symptoms require an urgent appointment or not. If your symptoms deteriorate significantly while waiting for a hospital appointment, then please book an appointment with a doctor to reassess them. If your symptoms remain the same, then please wait for your hospital appointment.

If you have been seen by a specialist in the hospital and referred for investigations, please be aware that these results are not sent back to us. Your results will be returned to the hospital doctor who will arrange follow up as appropriate. It is difficult for the GP to comment on results requested by the hospital as they do not have the clinical information required to interpret these.

### **Self-Referral – Wirral Musculoskeletal (MSK) Service (Wirral University Teaching Hospital NHS Foundation Trust)**

If you have a Musculoskeletal condition involving the bones, muscles, nerves, or joints, that has been present for more than 6 weeks, you can now self refer to the MSK Service without seeing a GP.

Please complete the online referral form at <https://www.wuth.nhs.uk/our-departments/a-z-of-departments/musculoskeletal-service/self-referral-to-wirral-adult-musculoskeletal-service/>

### **Private Referrals**

If you've decided you'd like to see a private healthcare provider then the surgery can provide a private referral. The surgery will need to know which provider you have chosen (along with which department you are seeing) and what information they require.

We are unable to recommend private healthcare providers.

## Services

### **Access to Tirzepatide (Mounjaro) for Weight Loss**

The new weight management 'Tirzepatide' medication (brand name Mounjaro®) is shortly being made available to NHS patients to support weight loss.

Cheshire and Mersey ICB are currently in the process of establishing new community-based weight management services, which are set to launch summer (2025). They are working as quickly as possible to make these services available across Cheshire and Merseyside.

We'll update our website and share information with patients soon as the new service is active, so please check back at regular intervals. Please don't contact us before we confirm the new service is available, as we won't be able to refer you.

Availability of the drug is being made available on a phased basis, with the first group of people eligible under the national criteria being people who:

+ Have a Body Mass Index (BMI) of 40 kg/m<sup>2</sup> or more (or 37.5 kg/m<sup>2</sup> for people from minority ethnic family backgrounds).

### And

+ Have at least **four** of the following long-term conditions:

1. Non-diabetic hyperglycaemia or type 2 diabetes
2. Hypertension (high blood pressure)
3. Dyslipidaemia
4. Established cardiovascular disease
5. Obstructive sleep apnoea

This criteria will not be expanded until summer 2026.

### **Dental Services**

We know it is often hard to see a dentist, but we do not have the expertise to manage dental problems and we are advised that we should not prescribe antibiotics for dental problems. If you have dental problems, please see your dentist, or contact 111 for an emergency dental appointment.

If you need urgent or emergency dental care you'll need to get an emergency dental appointment, or contact NHS 111.

## Travel Vaccinations

The following travel vaccines are available free on the NHS from your GP surgery:

- polio (given as a combined diphtheria/tetanus/polio jab)
- typhoid
- hepatitis A
- cholera

Our Practice Nurses will give advice on the health aspects of travel, malaria prevention, and give, or advice on, any other vaccinations necessary which can be obtained privately. Please make an appointment with one of our practice nurses.

It is important to make this initial appointment as early as possible – at least 6 weeks before you travel – as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

You will be asked to complete a questionnaire to give the nurses as much information as possible ahead of your appointment.

Visit this weblink to be directed to the GOV.UK website for travel advice:  
<https://www.gov.uk/foreign-travel-advice>

## Joint injections

We receive many requests for joint injections. These are frequently not clinically appropriate, when compared to the NICE guidelines on managing Osteoarthritis and Chronic Pain.

Joint injections are not recommended for long term pain syndromes. They are only recommended for osteoarthritis when other standard pain relief has not provided benefit, and to support therapeutic exercise (physiotherapy). This means that joint injections should only be considered once someone has tried standard pain relief and physiotherapy, and not as an alternative to these.

While joint injections can be repeated up to twice a year in any joint, there is no recommendation that any patient needs, or should automatically have regular injections. When your pain returns following an injection, this needs to be reassessed clinically and all treatment options considered at a routine face to face appointment with any doctor or Advanced Nurse Practitioner, rather than automatically requesting further injections.

Joint injections are not part of our core contract. They are an additional service that we try to provide for the benefit of our patients. This means that at times of high demand on the service we are unable to prioritise them above other appointments that we are contractually obliged to provide. There are always other ways of managing joint pain, via analgesia and/or referral to the Musculoskeletal Clinic for patients who are struggling with pain while waiting for a joint injection.

## **Private Work**

### **Civic Medical Centre Non-NHS Fee Charges**

Not all services provided at the practice are provided to patients by the NHS. The following are referred to as 'non-NHS' services and incur a private fee payable to the practice. Non-NHS services not on this list remain liable to a private fee – available on request.

#### **Certificates and forms**

To whom it may concern letter – £30

Firearms certificate – £40

Health questionnaires for private gyms and clubs – £30

Private sick note – £30

Private prescription – £20

#### **Medical examination and reports**

All medical examinations (HGV/LGV/Taxi) – £130

Holiday cancellation report – £35

Power of Attorney / capacity assessment with report – £150

Fitness to travel / exercise / sport / school / university – £30

#### **Insurance / Solicitors**

GP report no examination – £110

GP report with examination – £130

Letter providing further clarification to original report – £20

#### **Medical Records**

Request for copy of medical records – no charge

**Private (non-NHS) work may take up to 28 days to be completed. The practice reserves the right to refuse private work and to alter the price depending on the work required. Please email our admin team with any queries [cmicb-wi.gatekeeper-n85006@nhs.net](mailto:cmicb-wi.gatekeeper-n85006@nhs.net).**

## **Passports**

Please be aware that our GP's cannot countersign passport applications. This is due to the government guidelines stating your countersignatory cannot be a doctor, unless they state they know you well (for example they're a good friend) and that they recognise you easily from your photo. For more information please visit <https://www.gov.uk/countersigning-passport-applications>

## **British Medical Association: Explaining Private Work**

### **Why do GP Surgeries charge for certain services?**

When your doctor is asked to give medical information about you in the form of a report, letter or certificate, the request kick starts a series of processes.

This takes time and is not always straightforward or simple to complete. Some of the information is not available easily and will mean the doctor has to sort and select the right information for the request.

The doctor also must establish who is funding this work and if it is not part of their NHS work, agree a fee for this.

### **Surely the work is paid for by the NHS?**

Many patients see their doctor as the embodiment of the NHS and all that it provides – free care at the point of delivery. However not all work doctors are asked to do is paid for by the NHS.

This means they must cover their time and costs - staff, buildings, heating, lighting, etc - in the same way as any small business. The NHS only pays for NHS work, any work outside of the NHS must be funded by other means and this is why fees are charged.

### **Why does it take so long?**

Your doctor receives large amounts of requests and which is often to do with whether your general health allows you to do something e.g. to work, receive benefits, drive, play sport, attend school, own a house, a firearm or it is for insurance, court or other medico-legal reasons.

All requests will vary in complexity, volume and consistency ranging from signing a certificate which can take minutes, to an in-depth report with an examination that can take hours.

## **What your doctor is signing**

When your doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true.

In order to complete even the simplest of forms, they may have to check your entire medical record (some of which may not be accessible on a computer or on site).

Carelessness or an inaccurate report can have serious consequences for the doctor with the General Medical Council (the doctors' regulatory body) or even the Police.

## **What can I do to help?**

- Not all documents need a signature by a doctor and can be done by other professionals. Please check the form and accompanying guidance as you may get a quicker response that way.
- If you have several forms requiring completion, present them all at once and ask your doctor if he or she is prepared to complete them at the same time to speed up the process.
- Do not expect your GP to process forms overnight. Urgent requests may mean that a doctor has to make special arrangements to process the form quickly, and this will cost more.
- Don't book an appointment with your doctor to complete forms without checking with your doctor's administrative staff as to whether you need to or not.

## Advice

### Children – When you should worry

Having an ill child can be a very scary experience for parents. However, if you understand more about the illness, it can help you to feel more in control.

- 1) **Fever** - Fever is a normal response that may even help fight infections. To lower their temperature, you may want to try giving them paracetamol and/or ibuprofen as well as removing all outer clothing. Don't wrap your child up if they have a fever. Sponging your child with water can make matters worse as they can begin to shiver raising temperature more, however if sponging with lukewarm water doesn't upset your child, it may help a little.
  
- 2) **Chesty coughs/colds** – Coughs and colds are frequent occurrences in children, most colds and coughs don't last long. 50% of children with a cough or cold will have recovered within 10 days and 90% recover within 15-25 days. One third of children who see a GP will still be coughing 2 weeks later, this doesn't mean they need further treatment. Antibiotics do not help with common infections such as coughs/colds.
  
- 3) **Sore throat** – A sore throat doesn't need treatment to go away, it will heal by itself. 60% of children who see a GP with a sore throat will recover within 3 days. Large tonsils alone aren't something to be concerned about. If your child seems very unwell or has a sore throat and temperature, but no cough for more than 3 days, he or she should see a doctor or nurse. Furthermore, if your child is having difficulty breathing or seems very unwell, you should see a doctor urgently. 13 out of 14 children who take antibiotics for a sore throat will get better just as quickly as if they had not taken them.
  
- 4) **Earache** – You should only contact the surgery about earache if your child is having hearing problems or the ear is draining. Most ear infections in children resolve themselves within a week. Antibiotics generally don't help symptoms, they only help in children under 2 with earache in both ears, and those with an ear infection that is draining.
  
- 5) **Not Eating/Drinking** – Children often eat and drink less when they are unwell. Encourage them to drink plenty of water (not sugary drinks). Most will start to drink before dehydration. However, you should watch for signs of dehydration such as drowsiness, dry eyes/mouth and decreased urination. This is especially important in children under 1 and those who are vomiting.

A child's immune system is very powerful and will clear up most common infections by itself. You can help them by making sure they drink plenty of water, get lots of rest and offering them healthy foods like fruit. For most common illnesses, paracetamol and/or ibuprofen can be sure but be sure not to give them more than the maximum recommended dose of either.

If you are concerned about your child's mental health, concentration, or behaviours, then please discuss these concerns with the school as they can provide counselling and assessments for Autistic Spectrum Disorders and ADHD. Where we are asked to refer children with these conditions, we do so through the School Nursing Team in the same way that the school does.

The links below provide some very useful information that will help parents manage their children's health.

[http://www.whenshouldiworry.com/resources/When%20should%20I%20worry-Booklet England-with%2011%20service 2016.pdf](http://www.whenshouldiworry.com/resources/When%20should%20I%20worry-Booklet%20England-with%2011%20service%202016.pdf)

[Healthier Together \(what0-18.nhs.uk\)](http://what0-18.nhs.uk)

## **Descriptions of Clinical Roles in a GP Surgery**

### **GP**

A GP is a highly skilled doctor who supports patients throughout their lives.

They assess, diagnose and treat all common medical conditions. A GP can help you to manage your health and prevent illness. This includes child health, mental health, adult medicine, the diagnosis and management of acute medical and surgical problems and the management of long term health conditions such as diabetes and asthma, ophthalmology (eyes), ENT (ear, nose and throat) and dermatology (skin).

Many GPs develop 'special' interests in specific disease areas. Some also carry out practical procedures such as minor surgery. They carry out screening for some cancers and promote general health and wellbeing. GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care. They refer patients to hospitals and other medical services for urgent and specialist treatment. GPs also provide the link to further health services and work closely with other healthcare colleagues

### **Registrar**

A GP Registrar or GP trainee is a qualified doctor who is training to become a GP through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior GP or trainer

### **Nurse Clinician / Nurse Practitioner**

They are experienced nurses who have undergone additional training to acquire a master's degree and elevate their professional practice to an advanced level. They are able to prescribe medication if appropriate (for example antibiotics for lower urinary tract infections)

### **Nurse**

Practice nurses play a key role in GP practices, planning and providing care, treatment, and health education for patients of all ages.

### **Healthcare Assistant**

In the surgery, they are important patient-facing roles that have both clinical and administrative responsibilities. They may collect vital signs such as pulse, temperature, blood pressure and blood glucose levels.

### **Pharmacist**

Clinical pharmacists are increasingly working as part of general practice teams. They are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.

### **Other roles**

You might also encounter other clinical staff at the surgery. These could be Physician Associates, Paramedics, or Wellbeing Associates. The surgery is also a training practice and trains medical students.