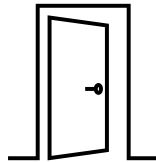


Dr Singh and Dr Bicha's Surgery  
Speke Neighbourhood Health Centre  
75 South Parade  
Speke  
Liverpool  
L24 2SF  
0151 295 8810  
Fax:0151 448 1297

**Web Address: <https://www.drsinghanddrbicha.nhs.uk/>**

**GP Partners Dr Singh and Dr Bicha  
Practice Manager Sandra Youds**

The practice website contains all the information in this leaflet plus latest news including any changes and opening hours.



**OPENING HOURS**

**Reception**

Our telephone lines are open Monday to Friday 8am to 6.30pm. This is for all general enquires or to make an appointment routine face-face or telephone consultation.

Appointments can also be booked online using the NHS App for GP's only.

The Health Centre is open from 8.30am until 6.30pm.

**APPOINTMENTS**

**Registration**

We welcome requests for registration from patients living or moving to the practice area. This is done via the website as now they are all done online.

**Booking an appointment**

The practice has appointments each day and are booked on first come first serve basis, these are 10-minute appointments if you require a longer appointment, please ask for a double appointment.

Mondays Dr Bicha am , Dr Singh PM, Jo ANP all Day, Clare PN 8.30 – 14.00, Chris MH Nurse

Tuesday Dr Bicha all day, Dr Gallard all day, Dr Lesley Hodgson all day, Clare PN all day

Wednesday Dr Singh all day, Dr Bicha all day, Jo ANP all day, Vinnette PN 9.30- 15.00, Diane Kennedy Social Prescriber 9am – 15.00

Thursday Dr Singh all day, Dr Tait all day, Clare PN all day, Andreea PCN Pharmacist 8am – 4pm

Friday Dr Singh am, Dr Bicha pm, Jo ANP all day, Ian FCP 9am – 15.00

### **Home Visits**

For patients who need a face-to-face consultation, the GP's will ring first and then book you in for a review if needed. Practice Nurse home visits will be booked by herself for housebound patients.

### **Out of Hours**

The out of hours service for urgent medical problems is provided outside our core surgery hours, calls to the surgery are re-directed to the NHS 111.

Alternatively, you can telephone NHS 111 directly. A nurse will advise you of further action. In a life-threatening emergency dial 999.

### **Teaching and Training**

Although not a training practice, students do attend from time to time. We hope that you will help the students to learn about general practice. However, we'll let you know in advance, and, if you do not want them to attend a consultation, your wishes will be respected. This will not affect your care in any way.

## **OTHER PRIMARY CARE SERVICES**

### **Eye Health**

If you have an eye or vision problem, then it is essential that you contact an optician directly. Opticians have specialist equipment to diagnose a range of vision problems quickly

### **Dentistry**

Dental problems should always be taken direct to your dentist.

### **Foot Care**

The Podiatry Service can help treat a range of foot related issues please ask the community desk for a form.

### **Pharmacy First**

This can be booked through your GP reception, this is for all minor ailments such as provision of over-the-counter medication for a wide range of minor ailments, for example - acne, UTI, constipation, diarrhoea, headache, sore throat, warts. You can register at a pharmacist of your choice. Treatment is free for children, over 60s and adults on certain benefits.

In addition, the Pharmacy First scheme allows all patients to access FREE advice and / or treatment

If your pharmacist feels it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP surgery.



## **PAPERWORK AND ADMIN**

### **Repeat Prescriptions**

Please complete the computer-generated prescription form and deposit in the box at the reception area, order via the NHS app, order via Patches. Please allow 48 hours to process these requests. All over 65's can order via telephone, patients who are on the vulnerable list can also order via telephone. Patients who are requesting medication that is not on a repeat list can do this via the telephone, at the reception desk or via Patches.

### **Sicknotes**

You only need a doctor's note if you are unable to work and are ill for longer than 7 days. Your employer should accept self-certification on form SC2 or similar for shorter periods of illness. All sicknote requests require a telephone consultation to speak to a GP

### **Updating your details**

If you change your name, address or telephone number, please let our reception team know by calling in or writing to us. If you have moved outside the practice area you should find a doctor in your new area. We would expect you to move GP within 28 days.

## **NON-NHS SERVICES**

We are sometimes asked by patients to provide non-NHS services. These include private sicknotes, private support letters, insurance forms, cancellation forms, medical reports, private medicals. Our fees for these services are in line with BMA approved national guidelines.

## **OUR TEAM**

Sandra Youds Practice Manager  
GPA

Dr Amita Singh (female) GP Partner

Dr Salim Bicha (male) GP Partner  
MBBS, MRCS(Glasg), MRCP  
Special Interest in General Surgery and Urology

Dr Stephanie Gallard (female) Locum GP

Dr Lesley Hodgson (female) Locum GP

Dr Hayley Tait (female) Locum GP

Mrs Claire Hickey Practice Nurse  
RGN  
Nurse prescriber, Long Term Conditions

Ms Vinette Campbell Practice Nurse  
RGN  
Long Term Conditions

Mrs Jo Robertson ANP  
Advanced Nurse Practitioner  
RGN, MSc  
Minor Illnesses and Minor Injuries for both Adults and Children



## **CLINICAL SERVICES**

### **Antenatal and Postnatal Care**

Antenatal care is shared between midwives and hospital consultants.

Postnatal 6–8-week check is provided at the surgery.

### **Child Health Surveillance**

Children under five years are seen regularly by the doctor and/or health visitor for routine development checks. Your health visitor will advise you when to attend or you will receive an appointment by post.

### **Smoking Cessation**

This can be dealt with in the practice at the time of your appointment, local pharmacy or Smokefree Liverpool which can be found online.

### **Diabetes Clinics, Hypertension (Blood Pressure)**

You should have your BP checked every year, especially if you are over 40. Please arrange an appointment with the practice nurse for a BP check and health/lifestyle advice.

### **Asthma and COPD**

This clinic is run by our practice nurses and provides regular checks on lung function, inhaler technique and medication.

### **CHD, CVD and all other long-term conditions**

Please ring and ask for an appointment with the practice nurse

### **Cervical Cytology and Well Woman**

Every woman between the age of 25 and 64 should have a cervical smear every five years as of new guideline from July 2025. The smear tests pick up minor abnormalities which can be easily treated and so help reduce the risk of cancer developing. An appointment can be arranged at reception.

### **Well Man**

There is no specific clinic but if you have concerns about your health, please make an appointment for your GP, practice nurse

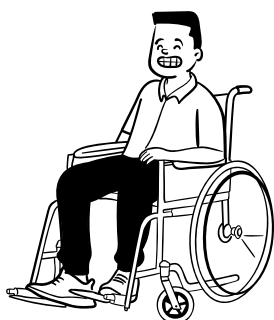
### **Minor Surgery**

We perform joint and soft tissue injections by appointment. Please ask at Reception

### **Family Planning**

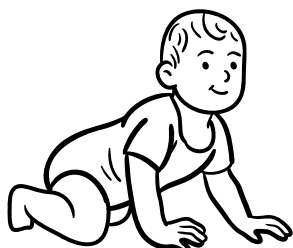
Please ask at reception for an appointment if you need insertion of IUCD (coil) and contraceptive implants/injections. Oral contraception and Depo-Provera can be obtained at a routine appointment with a nurse or GP.

## **SITE FACILITIES**



### **Disabled Access**

There are ramps at the front of the building, wide access doors, disabled toilet facilities and a lift to the 2nd floor. A wheelchair is also available. If you require any other assistance e.g. with visual and hearing difficulties, please ask at reception.



### **For Babies**

Baby changing is available on the lower ground floor. A breast-feeding room can be available for mums to feed their babies while waiting for a GP or nurse appointment, please ask at reception.



### **Parking**

Speke Neighbourhood Health Centre has ample car parking spaces including disabled spaces, a bike rack and pram parking inside the building on the lower and upper floors.

### **Security**

The building is covered by 24-hour CCTV. No drugs are stored on site.

### **Emergency Care Summary**

The Emergency Care Summary (ECS) is a summary of basic information about you and your health, which might be important if you need urgent medical care. When the surgery is closed, or when you go to an accident and emergency department, it means that all NHS staff looking after you can get important information about your health, even if they cannot contact your surgery. This summary contains your personal details, information about any medicines prescribed at your surgery and any bad reactions you have had to any medicines that is recorded on our system

For more information about the Emergency Care Summary or electronic health records, phone the NHS Inform helpline on 0800 22 44 88.

You have a right to prevent any information about you from leaving our surgery. Please discuss this with your GP first before taking any action

### **Confidentiality**

You can be sure that anything you discuss with any member of the practice team - doctor, nurse, reception staff and counsellor - will stay confidential. Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors without your permission.

This means that you can tell others about the visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from very serious harm and/or if the Law requires us to do so. We would always try to discuss this with you first. We do not share your information for non-medical purposes that could identify you. All NHS staff have a legal duty to keep information about you confidential, and they follow a staff code of practice on protecting patient confidentiality. We only release test results to the patient, unless alternative arrangements have been agreed in writing.

We follow the guidelines set out and agreed between the British Medical Association, Royal College of General Practitioners and the Department of Health on Records and Confidentiality. You will be able to find further details on [www.rcgp.org.uk](http://www.rcgp.org.uk) and [www.bma.org.uk](http://www.bma.org.uk). If you have any concerns about confidentiality, please feel free

to ask a member of staff.

### **Access to Medical Records**

The practice is registered and complies with the Data Protection Act 1998 and other relevant legislation governing access to medical records. Any request for access to notes by a patient, patient's representative or outside body with informed and written consent will be dealt with in accordance with the Act and normal levels of patient confidentiality. Please contact the reception for further information and forms.

### **Veterans**

The practice is a certified Veteran Friendly Practice

### **FEEDBACK**

Feedback on our services is always welcome. You may have already experienced a Friends and Family feedback generated from your GP, Nurse or hospital appointment.

We hope complaints will not be necessary but if you feel strongly about any issues, please discuss them with the doctor, nurse, Reception or the Practice Manager in the first instance. It is always better to explore any issues promptly while the circumstances are fresh in everyone's minds.

We hope that any problems can be sorted out easily and quickly at the time they arise and with the person concerned. If you feel that your problem has not been adequately resolved by an informal discussion, you can put your thoughts in writing to our Practice Manager. You will receive a written reply. A copy of our full complaint's procedure may be obtained from our Practice Manager or from Reception

### **PRACTICE**

You will be treated as a partner in the care you receive. Suitably qualified people will give you the most appropriate care for you. No care or treatment will be given without your informed consent. In return you are asked to take responsibility for your own health, in partnership with your doctor or nurse, by accepting offers of screening and health promotion activities and by following a healthy lifestyle.

You are asked to treat all members of our practice team with courtesy. Any act of violence; verbal or physical abuse or acts of vandalism will not be tolerated (this includes on-line abuse e.g. on social media sites).

Members of our team will be helpful and polite. All members will also attend regular training and educational events to keep up to date with advances in medical and professional care.

You will be able to make an appointment with the doctor or nurse of your choice