

Concept House Surgery and Sefton Road Surgery - Catchment Area:



Concept House Surgery

17 Merton Road, Bootle
Liverpool L20 3BG



Sefton Road Surgery

129 Sefton Road, Litherland
Liverpool L21 9HG

PRACTICE LEAFLET



0151 476 7962

Dr Hannah Brooks and Dr Massimo Gozzelino

www.concepthousesurgery.nhs.uk

Concept House Surgery is situated in Bootle, and our branch surgery, Sefton Road Surgery, in Litherland. As a patient of this practice, you are able to use both surgeries. We provide a full range of GP services including health checks, contraception, antenatal care, baby clinic, flu jabs, smoking cessation advice, chronic disease management for diabetes and asthma, minor surgery and more.

Surgery opening times:

All phone lines are open from 8.00 am till 6.30 pm, Monday to Friday.

Concept House Surgery:

Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm



Sefton Road Surgery:

Monday	8.30 am – 1.00 pm	2.00 pm - 6.00 pm
Tuesday	8.30 am – 1.00 pm	2.00 pm - 6.00 pm
Wednesday	8.30 am – 1.00 pm	CLOSED
Thursday	8.30 am – 1.00 pm	2.00 pm – 6.00 pm
Friday	8.30 am – 1.00 pm	2.00 pm - 6.00 pm

The two surgeries are merged, this means that, as a patient, you are able to use either surgery. The doctors, clinical and admin staff share their time across the two practices, giving patients more choice and flexibility.

Practice Staff

The Partners:

Dr Hannah Brooks and Dr Massimo Gozzelino

Clinicians:

Dr Debbie Harvey – Works Monday AM
Dr Ade Taiwo – works Wed all day and Fri AM
Dr Ruvi Wijenayake – Works Tue, Wed, Thus, Frid
Dr Kee Wong – Works Monday, Tues, Wed and Thurs and Fri
Dr John Wray – Works Tuesday AM
Mark Kelly – Pharmacist – works patient facing Wed PM and Thurs AM
Julie Hart, Advanced Nurse Practitioner

Nursing Team:

Jodie Donnelly, Practice Nurse
Lara Beeley, Practice Nurse
Jayne Barron, Healthcare Assistant
Megan Robinson, Healthcare Assistant

Management Team:

Jenny Young, Practice Manager
Louise Johnson, Deputy Practice Manager
Diane Welsh, Office Manager

Admin Team:

Gill, Linda, Lorna and Megan

Reception Team:

Senior Receptionist – Julie Cramsie
Medical Receptionist – Claire, Keri, Lorraine, Rachel, Sue P & Sue K

Teaching and training:

We are proud to be a teaching practice. Training the next generation of doctors and nurses helps the wider NHS and keeps our team’s knowledge up to date.

You may be seen by a **junior doctor or medical student**, all under GP supervision. If you prefer a private consultation, please let us know. Occasionally, we also support the training of other healthcare professionals, and you will always be informed in advance.

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**Please Respect Our Team – We Are Here to Help You**

We are committed to a safe and supportive environment for patients and staff. In line with the NHS Zero Tolerance Policy, abuse, aggression, threats, or harassment will not be tolerated.

Patients behaving in this way may be removed from the practice list, and serious incidents may be reported to the police.

Please treat our team with the same courtesy and respect you would expect in return.

Registering with the Practice:

If you live within our catchment area and would like to register with us, you can either complete a registration form online or visit the practice to collect one in person.

You’ll need to provide identification as part of the process if you are applying in person. For full details on what to bring or how to register online, please visit our website or call the practice or speak to a member of our reception team.

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Making an Appointment:

You can book an appointment by **phone, in person, or online**.

- **Same-day appointments** are released from **8:00am** each day.
- A limited number of **advance appointments** are also available online.
- **Urgent same-day appointments** are limited and offered **first-come, first-served**—call at 8:00am.
- Telephone consultations are **not routine**, but may be offered if no face-to-face slots are available. If needed, a follow-up face-to-face appointment will be arranged.

Missed Appointments:

To help us provide care for all our patients, if you **fail to attend 3 appointments (DNAs) within a 12-month period**, you may be **removed from our patient list**.

Please let us know at least an hour in advance if you cannot attend so we can offer your appointment to someone else.

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Online appointment booking:

Patients can book same-day appointments from 8:00am or schedule appointments in advance using our online services.

We recommend using the **NHS App**, which is easy to use and offers a range of features. Alternatively, we can set you up with **Patient Access**. This requires a setting to be enabled in your medical record, and we’ll need to provide you with a linkage key.

If you're interested in using Patient Access, please speak to a member of our reception team who will be happy to help.

Urgent Medical Advice:

If you need urgent advice, please **call the surgery on the usual number**. Reception will take your details and direct you appropriately.

- When the surgery is closed, please contact **NHS 111** for urgent medical problems.
- You may receive advice by phone, be asked to attend an emergency clinic, or be offered a home visit.

**Please do not contact NHS 111 for non-urgent matters** that can wait until the surgery reopens.

**In a real emergency, call 999**, for example: severe chest pain, sudden disabling breathlessness, collapse, or serious injury.

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Home Visits:

Home visits are available for patients who are too unwell to attend the surgery. If you need a home visit, please **call between 8:30am and 10:00am**. Our doctors will assess your request and determine whether a visit is necessary. Where appropriate, you may be seen by the **Acute Visiting Team**, who provide urgent care in the community.

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Repeat Prescriptions:

Patients on long-term treatment can request repeat prescriptions without seeing the doctor each time.

You can order your prescription:

- At reception using the tear-off slip from your last prescription.
- Online – ask reception for login details.
- By post – leave a stamped, addressed envelope at reception.

Please allow 72 hours for processing. We cannot accept requests by phone.

Housebound patients can contact their pharmacy about collection or delivery services.

We also offer Electronic Prescription Service (EPS) to send prescriptions directly to your chosen pharmacy.

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Disabled Access and Facilities:

- A small car park is available at both surgeries. Ramps and ground-floor treatment rooms provide **wheelchair access**, and **disabled toilets** are available at each site. An **induction loop** is installed at the reception counters for patients with hearing aids.
- If you need assistance, please ask at reception.
- Please arrange **interpreters in advance** if required. Patients may be accompanied by a friend or relative, and a **chaperone** can be provided during consultations if needed.
- **Assistance dogs** are welcome; other animals are not permitted on the premises.

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Your Medical Records:

We need to hold personal information about our patients on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your records up to date by informing us of any changes in your circumstances. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss. Please ask for a copy of our leaflet ‘Access to Medical Records and Data Protection’ for information regarding the security of your data and your right to see your medical records.