

# Cumberland House Surgery



DR IAN M HUGHES

DR OLGA EYRE

DR CHRIS RANDALL

DR MARC ROSEBERRY

DR TIM IRVINE

“Cumberland House Surgery”

58 Scarisbrick New Road

Southport, Merseyside PR8 6PG

Telephone:

Southport (01704) 501500 (2 Lines)

Fax: (01704) 549382

Email: [sue.critchlow@gp-n84005.nhs.uk](mailto:sue.critchlow@gp-n84005.nhs.uk)

Website: [www.cumberlandhousesurgery.co.uk](http://www.cumberlandhousesurgery.co.uk)

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## THE DOCTORS

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**Dr Ian Hughes** trained at Liverpool becoming a doctor in 1981. He is a member of the Royal College of General Practitioners and holds the Diploma from the Royal College of Obstetricians and Gynaecologists, and a Diploma in Prescribing Science.

**Dr Olga Eyre** gained a distinction at Prague University in 1980. As well as holding the Diploma from the Royal College of Obstetricians and Gynaecologists, she is also a Member of the Royal College of General Practitioners, and holds a Diploma in Prescribing Science.

**Dr Chris Randall** qualified in Liverpool in 1985. She is a Member of the Royal College of Physicians. She also holds certificates in MRCGP and Dip Obs (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 2002 and is a Member of Royal College of General Practitioners. He also holds the Diploma of the Faculty of Family Planning.

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## SURGERY HOURS

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Monday - Friday: 8am - 6.30pm    Saturday: Closed

To accommodate our working patients who can't get time off work we are now open two or three evenings each week from 6.30pm - 8pm.  
See Notice Boards for details.

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## HOW TO SEE THE DOCTOR

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Consultations are by appointment which can be made in person or by telephoning during surgery hours. You may consult any of the doctors but it's probably beneficial to keep to one who knows you best. The receptionist will offer you the next available appointment but please let her know if you feel the problem is urgent, and we will do our best to see you at short notice. You are able to book appointments up to 4 weeks ahead.

If you can't keep an appointment, please let us know so that we can offer it to someone else.

If you would like to speak to the doctor by telephone, please ask the receptionist and the doctor will be able to return your call. Please make sure you leave your contact telephone number.

## WHAT TO DO WHEN THE SURGERY IS CLOSED

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For urgent medical problems, please telephone: SOUTHPORT 501500 and a recorded message will tell you the phone number of the doctor on call. The practice uses Integrated Care Sefton. They are available weekdays from 6.30 pm - 8am and on Saturdays from 8am until 8am Monday morning.

In an EMERGENCY an ambulance can be summoned. Telephone 999 in real emergencies only.

## HOME VISITS

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Home visits are reserved for patients who are housebound or so incapacitated that they cannot be brought to the surgery. **In almost all cases children can be brought to the surgery where we have the best conditions for examination.** This is safer for your child as urgent problems can be referred to the hospital quickly. Unfortunately the cost of travel cannot be a consideration in requests for house calls. Please ensure you have a system so that you can access transport by family, friends or taxi in an emergency.

If you can't come to the surgery, please try and request your home visit before 10.30am so we can plan our day.

In some circumstances a GP may ring you back to ascertain if a visit is necessary as your request may be dealt with in a different way.

## HOW TO REGISTER

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All patients are registered with the practice. However, in the event that the doctor of choice is unavailable, we will offer you an appointment with another GP. If a patient insists upon waiting to see a specific doctor then this may result in waiting for more than 24 hours.

All persons making a request to join our practice list must do so by requesting an application form from our Reception staff.

Please check with the reception staff to ensure that you live within our practice boundary. Upon completion of your application form you may be required to have a New Patient Health Check with our Nurse. It is important that you keep this appointment as information can be exchanged between patient and clinical staff who can ensure that our most appropriate services can be offered to our patients.

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### REPEAT PRESCRIPTIONS

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If you are on regular medication this can be requested in person at the surgery or by post, if you enclose a SAE. It will normally take us 48 hours to process your request. We regret that we cannot accept telephone requests for repeat prescriptions as this can lead to errors and may block the telephone for other patients. You can also order these from our Web Site - [www.cumberlandhousesurgery.co.uk](http://www.cumberlandhousesurgery.co.uk)

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### BLOOD, URINE AND OTHER TESTS

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Samples can be left at the surgery each weekday in the mornings. Ask the receptionist for a suitable container. We receive the results of blood tests, x rays and correspondence from the hospital at lunchtime so the best time to phone for the result is mid-afternoon and, provided the doctor has agreed, the receptionist will give you the result or refer you back to the doctor personally.

If you are asked to have a blood test you can telephone one of the Treatment Centres. The telephone numbers are:

Ainsdale Centre for Health and Well Being, 164 Sandbrook Road, Ainsdale  
01704 387137

Southport Centre for Health and Well Being, 44 Hoghton Street, Southport  
01704 385101

Churchtown Community Clinic, 137 Cambridge Road, Southport  
01704 212823

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### DISABLED PATIENTS

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Disabled patients are welcome as we have a ramp and a special toilet on the ground floor.

If you have difficulty climbing the stairs please inform the receptionist who will arrange for a doctor to see you in a consulting room downstairs.

We have a hearing loop for the benefit of our hard of hearing patients.

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CLINICS

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**WELL BABY CLINIC** - Thursday 9am - 11am. The clinic is run by the Health Visitors.

**MIDWIVES CLINICS** - every Wednesday 1pm - 3.30pm. The Midwives who are based at Ormskirk District General Hospital visit the surgery once a week to provide ante-natal care and advice in conjunction with the GPs. They are usually the midwives who will visit you at home after you have had your baby. All doctors see Expectant Mothers in normal surgeries.

**DIABETIC CLINIC** - Tuesday 1pm - 3.30pm by appointment. The clinic is run by Practice Nurses Tina Grant and Ann Day.

**COUNSELLING SESSION** - Wednesday 1pm - 4pm. Patients can be seen in the surgery or at the Hesketh Centre by appointment. Our Counsellor is available to give help to patients with a variety of problems including those related to stress, bereavement and relationship difficulties.

**CORONARY HEART DISEASE CLINICS** are run twice a week by Practice Nurses Tina Grant and Ann Day.

**TRAVEL VACCINATION CLINICS** are run by our Practice Nurses on Tuesday and Thursday afternoons. You will need to complete a Travel Questionnaire prior to booking an appointment. Ask at reception.

**CONTRACEPTIVE ADVICE** is available from each doctor whilst Dr Eyre can advise on coil fittings and coil removals. Dr Irvine does contraceptive implants and removals.

If you require Minor Surgery or cryotherapy treatments you can book an appointment with one of the partners.

If you have a chronic medical condition like Asthma or COPD or you are hypertensive you may be sent an appointment to see one of our practice nurses who will monitor your medical condition.

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YOUR HEALTH TEAM

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**Our Business Manager** is Mrs Sue Critchlow. She attained a Diploma in Management Studies in 2002 and Masters in Business Administration in 2003 at University of Central Lancashire.

She will be pleased to help you with enquiries about administrative or non-medical aspects of your health care.

**The Secretaries** as well as typing letters will deal with patient's telephone enquiries.

**The Receptionists** are a team of fully trained personnel who are available to arrange appointments, deal with your enquiries and support your doctor. Any information you give them will be treated in absolute confidence and will help us deal with your problem more quickly.

**The Practice Nurses** are registered general nurses and specialist practitioners in general practice nursing. They can offer dietary and lifestyle advice and help patients to stop smoking. They also do well person and blood pressure checks and carry out cervical smears. They also undertake vaccinations for home and abroad. Our nurses help look after patients with diabetes, heart disease, asthma and menopause problems and hypertension. They can also offer contraceptive depo injections.

**Health Visitors** are registered general nurses who have also done a special health visiting course. They are concerned with maintaining health and preventing physical or mental illness. They are employed by Sefton Primary Care Trust and can be contacted at Linaker Street Childrens Centre. Tel: 532343

**District Nurses** are registered general nurses with specialist training in community nursing to enable them to give expert care at home, in clinics or in the surgery. Your team of district nurses are available on request from surgery to assess your nursing needs. They can be contacted at 5 Curzon Road, Southport. Tel: 387085

Suggestions for improvements and compliments are always welcomed and there is a suggestion box in the Waiting Room. 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 Business Manager Sue Critchlow. Our complaints procedure operates in accordance with NHS guidelines and a leaflet explaining this procedure is available from Reception.

The Partnership reserves the right to remove abusive and violent patients from its list and will do so in writing and in line with Health Authority Policy.

We observe a no-smoking policy within the premises. The surgery complies with both the Freedom of Information Act and the Data Protection Act. Full details can be requested in writing to the Business Manager Sue Critchlow.

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### CASUALTIES

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Adult accidents and emergencies are seen at Southport A & E Casualty department which is located at Southport & Formby District General Hospital, Town Lane, Kew, Southport. Children who require emergency hospital treatment should be taken to Ormskirk and District General Hospital, Wigan Road, Ormskirk. Telephone numbers for both these departments are: 01704 547471

The website for Southport and Formby Primary Care Trust is:  
[www.southportandformbypct.nhs.uk](http://www.southportandformbypct.nhs.uk)

The website for NHS Direct is: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

