

# THE NESTON SURGERY



Mellock Lane

Little Neston

NESTON

Cheshire

CH64 4BN

Tel: 0151 336 3951

Fax: 0151 353 0173

[www.nestonsurgery.co.uk](http://www.nestonsurgery.co.uk)

PRACTICE INFORMATION

# THE NESTON SURGERY

So far as we are aware, our practice is the oldest continuing general practice in England. It is thought to have originated towards the end of the 17th century, probably 1689 or 1690, the founder being Stephen Bond (1668-1713).

Until the mid-sixties when the Little Neston Cottage Hospital was still in existence, the doctors in this practice looked after their own patients in the hospital and most forms of major surgery were carried out. There was no such thing as a waiting list in those days! If an operation was needed, the senior partner who was a highly experienced surgeon did it with considerable skill. As with many things in life, changes come full circle as we do more surgical procedures in our treatment room.

In January 1992, we moved into our new surgery in Little Neston. This surgery was purpose-built to lend itself to modern general practice. There are seven consulting rooms all on the ground floor for ease of access. We have provided a large treatment room so that more services such as minor surgery and treatment of minor accidents, vaccinations for children and adults and the running of specialised clinics can take place in an efficient and caring environment.

We have tried to make the practice welcoming by providing a spacious and airy waiting area with patients' comfort in mind. We know that occasionally appointments may not run to time and have piped music so that your wait is a pleasant one.

Historically we have a great deal to live up to and it is our earnest desire to offer the best service we can now and in the future.

The Neston Surgery operates under a non limited partnership.

## THE DOCTORS

**Dr Mohammed Tahir Sultan Awan** - qualified Manchester 1985, MBChB MBChB DCH DRCOG FPCert, providing general medical services and, in addition, maternity services, contraceptive services, minor surgery and child health surveillance. Trainer and course organizer in general practice, involved in training doctors who intend to enter general practice. He is an honorary tutor, Liverpool University. Has an interest in IT.



**Dr Mark Ian Washington** - qualified Liverpool 1989, MBChB (Hons) DCH DRCOG, providing general medical services and, in addition, maternity services, contraceptive services, minor surgery and child health surveillance. Honorary university tutor involved in training 4th year medical students from Liverpool University. Member of Western Cheshire PCG Prescribing Group.



**Dr Jeremy Mark Michael Perkins** - qualified Liverpool 1994, MBChB DFFP DRCOG, providing general medical services and, in addition, maternity services, child health surveillance and contraceptive services. Involved in 4th year Liverpool medical student teaching.



**Dr Martin John Mizen** - qualified Liverpool 1996, MBChB MRCGP, providing general medical services, maternity services and contraceptive services.



**Dr Vikki Alexandra Arista** - qualified Manchester 1997, MBChB MRCGP DRCOG, providing general medical services, maternity services and contraceptive services. Additional role - Neston Surgery Nursing Home Doctor.



Trainer in general practice involved in training doctors who intend to enter General Practice.

**Dr Clare Merriman** - qualified Liverpool 2002, MBChB (Hons) MRCGP DRCOG DFFP LoC SDI LoC IUT, providing general medical services, maternity services and contraceptive services. Special interest in Women's Health, Family Planning, Sexual Health, Menopause. Additional role - Neston Surgery Nursing Home Doctor.



**Dr Janet Ruth Carter** - qualified Newcastle 1992 MBChB DRCOG MRCGP FP Cert, Diploma of Therapeutics, Diploma in Diabetes Care, Retainer doctor providing general medical services, maternity services and family planning.



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## Let the taxi take the strain!

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So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

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Patients have the right to express a preference of Practitioner. Patients are to inform reception or any doctor and their computer documents will be changed accordingly to a preferred doctor, unless the doctor requested is employed on a short term basis. The patient can nominate a doctor of choice when requesting an appointment if that doctor is available.

## SERVICES AVAILABLE AT NESTON SURGERY

GP consultations  
Minor operations  
Vasectomy  
Cryotherapy  
Six week baby checks and postnatal checks  
Medicals  
Nursing home service  
Contraception, including IUD fitting and implants  
Antenatal and postnatal care  
The following are usually nurse-led:  
New patient checks  
Spirometry  
Asthma  
Diabetes  
Diabetic podiatry  
Weight management  
HRT  
Chlamydia screening  
Coronary heart disease  
Ear syringing and ear care  
Child vaccination clinic  
Travel advice and vaccinations  
Nurse advice  
ECG testing  
Blood pressure monitoring  
Cervical smears - nurse appointment, or if preferred you can request a doctor

## THE PRACTICE STAFF

### **Practice Manager**

The practice manager has the important task of managing the administration and day-to-day running of the surgery. He also has the overall responsibility for maintaining the building and co-ordinating the staff. The practice manager will also try to sort out any problems that you may have in using our services.

### **Business Manager**

The business manager deals with the financial side of the surgery. She is responsible for the income to the surgery enabling Neston Surgery to operate. She also co-ordinates data collection required by the health authority and is responsible for the patient recall system for vaccinations and smears. The business manager will also try to sort out any problems that you may have in using our services in the absence of the practice manager.

### **Practice Nurses and Health Care Assistant**

There is a team of practice nurses and a HCA at Neston Surgery. As well as looking after the day-to-day nursing tasks such as dressings and immunisations, they also offer specialised services such as cervical smears, contraception checks, HRT checks, travel vaccinations, ECG's, BP checks and no smoking intervention. They also take part in the shared care of patients with raised blood pressure, asthma and diabetes.



Phlebotomy (blood tests) - Tuesday to Friday mornings at Neston Clinic. Call for results between 12.30 and 2.30pm. If immediate action or follow-up action is required the surgery will contact you.

## TRAINING AT THE NESTON SURGERY

This is an approved practice for general practitioner training. This means we have other doctors with us, for either six months or a year. These doctors are fully qualified, have at least one year's hospital experience, and join us to gain extra experience in general practice.

We are also lucky to have two medical students from Liverpool University who join us at least once a week for most of the year. They are in the penultimate year of their training.

From time to time, the doctors or the students will need, as part of their training within general practice, to video their consultations with you, the patient. This forms an important part of medical training, but will not be carried out without your written consent. It will not affect your consultation or treatment in any way. No intimate examinations will be recorded and the camera can be switched off whenever you wish.

We hope that you will consent to this being carried out, as the tape will be kept as confidential as your medical records and will only be used for educational purposes and then erased. It is used to assess the doctor's skill in the consultation, to teach the doctor how to improve and for research - all of which helps you to get better care.

## NURSING HOME DOCTOR

Neston Surgery provides the services of two nursing home doctors for the Neston and Willaston area. These doctors have an additional role, providing continuity of care to the local nursing home.

### **Receptionists**

They are there to help you. They have a very busy and difficult job to do, dealing with telephone and over-the-desk enquiries, from booking appointments for doctors, nurses, midwife, phlebotomist, etc, dealing with the Choose and Book requests, collecting/delivering prescriptions, giving out test results, insurance reports, hospital letters, etc. The receptionists also deal with

repeat prescriptions, filing notes, results and hospital letters. So if there seems to be a delay, please be patient, we are doing our best.

When telephoning for an appointment, the receptionist may ask you for more details; it is part of their training to make enquiries so that we can help you in the most appropriate way.

### **Secretaries**

The secretaries deal with the doctors' letters and referrals to hospitals, the choose and book system and clerical tasks. The secretaries also record a great deal of information on the computer system. As you will see, a great deal of work goes on behind the scenes to give you, the patient, a pleasant friendly practice.

### **Attached Staff**

The practice is fortunate to be situated next to Neston Clinic, where our district nurses and health visitors are based. Many other health professionals work at nearby clinics or in the surgery - the phlebotomist, community midwives, community psychiatric nurses, counsellors, dietician and physiotherapist. They all form part of our extended "primary care team" and together we hope to give you a unified approach to health care.



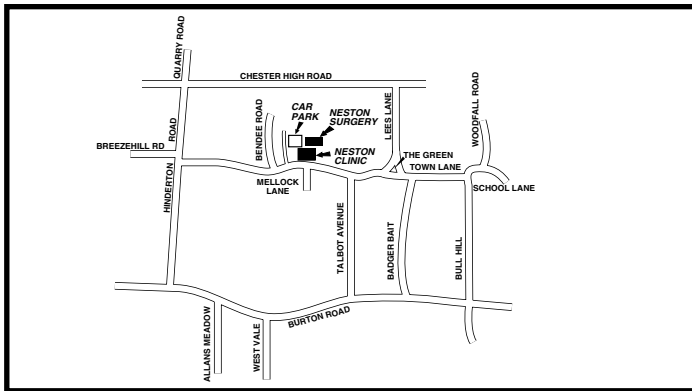
## NESTON SURGERY INFORMATION FOR PATIENTS

<b>Consultation By Appointment</b>	<b>Telephone Enquiries</b>
Weekdays 8.00am - 6.00pm	During working hours
	For Blood & X-ray results, please ring between 12.30 - 2.30pm weekdays only

To speak to a doctor please telephone the surgery between 2.00 and 2.30pm - if the doctor you wish to speak to is unavailable please leave a message and the doctor will call you back as soon as it is possible to do so.

You can obtain additional help from:-

Your Local Pharmacist	
NHS Direct	0845 4647
NHS Direct Online	www.nhsdirect.nhs.uk
The Wirral NHS Walk-in Centre at:	Arrowe Park Hospital



You may collect the prescription from the surgery or, if you wish, the prescription may be collected by a local chemist for issue.

Allow for 48 working hours before the request is ready for collection.

If you need your medication urgently please ask a receptionist for help, they will expedite your request as necessary.

### HOME VISITS

On average, seeing you at home takes three times as long as seeing you in surgery. Please try and help us by keeping home visits down to a minimum by coming to the surgery whenever possible. It is also possible to do many tests at the surgery that cannot easily be done at home. If a home visit is required please telephone before 10.00am, so that we can arrange to see you in good time. The receptionist will ask for a few details to enable the doctor to assess the urgency of your call.

### OUT-OF-HOURS CALLS

We provide out-of-hours cover for emergencies that happen when the surgery is closed. **IF YOU TELEPHONE THE SURGERY WHEN WE ARE CLOSED, THE SYSTEM WILL AUTOMATICALLY FORWARD THE CALL TO OUT OF HOURS SERVICE.** This cover is part of the "Wirral Doctors Out-Of-Hours Scheme" which is located at the out-of-hours centre at Wirral University Teaching Hospital. On contacting the centre you may be asked to either attend the centre or be put in touch with a doctor if advice is all that is needed. If it is medically needed a home visit will be arranged. The doctors working at the out-of-hours centre are mostly GPs from the Wirral (including some of the doctors from this surgery). Evening, weekend and bank holiday services are provided by Wirral Out-of-Hours Services commissioned by Western Cheshire Primary Care Trust.

## EMERGENCIES

If you call the surgery and you have an emergency that requires immediate attention - inform the receptionist straight away.

## APPOINTMENTS

The surgery operates a booking system for patients. A certain number of appointments are reserved each day - these appointments may be booked up to two weeks in advance. There are only a certain number of these appointments available.

If you require to see a doctor on the day, contact a receptionist to book an appointment.

If all the appointments for the day have been taken and you need to see a doctor, you will be asked for information to complete a triage form. The duty doctor will review the triage forms and you will be contacted during the day to be given either an appointment or advice. If you are ill and need to see a doctor you will be seen that day; however, it may be late, after normal surgery hours.

The nurses' appointment system is different as you may book up to one month in advance.

All patients between the age of sixteen and seventy five who have not attended the surgery within three years, are welcome to attend a general consultation and will be offered appropriate health checks. Patients aged seventy-five and over who have not attended within twelve months are welcome to attend for a general consultation and will be offered appropriate health checks. This general consultation may take place in the patient's home where, because of the patient's medical condition, it is deemed appropriate to do so.

## REPEAT PRESCRIPTIONS

All requests are to be in writing; we cannot accept verbal requests. To obtain a repeat prescription please send your written request by post or fax or deliver by hand to the collection box in the surgery.

## NEWLY REGISTERED PATIENTS

All newly registered patients will be asked to complete a questionnaire and to have a check-up with the nursing staff within one month of registering with us. This helps to give us some background information about you that will help us in looking after you. You are able to attend the doctor as soon as you have registered.

## PATIENTS AGED 75 AND OVER

If you are 75 and over, you should be seen by a member of the practice team for an annual check-up. This can be done with the nurse, health visitor or doctor. If you are able to attend the surgery, then please make an appointment to see the nurse or doctor. If you cannot come to the surgery, then a home visit can be arranged.

## DISABLED ACCESS

All our consulting rooms and treatment facilities are at ground level. There is ample car parking for disabled drivers and entrance ramps to the building to make access easier.



## CONSTRUCTIVE ADVICE

The surgery welcomes constructive advice that will help us to improve the service that we offer our patients. Please write to our practice manager.

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To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

### PRESCRIPTION COLLECTION SERVICE FOR JAMES CUBBIN & SONS

If you take medication on repeat prescriptions you may wish to take advantage of a free service offered by James Cubbin & Sons Pharmacies. We will collect your prescription from the surgery and deliver to your door, free of charge.

If you wish to take advantage of this service, simply complete the attached form and pass it to your local James Cubbin & Sons pharmacist, or ask at the surgery reception and we will do the rest.

We also offer a weekly blister pack which can help avoid confusion when taking your medication. This system is available free of charge. Please contact your local James Cubbin & Sons branch for more details.



### FREE PRESCRIPTION COLLECTION SERVICE

Dear Doctor,

I am authorising James Cubbin & Sons to pick up my repeat prescription from the surgery and have them ready for me to collect.

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Address .....

.....

.....

Telephone no.....

Signature .....

Doctor's Name.....

Address .....

.....

.....

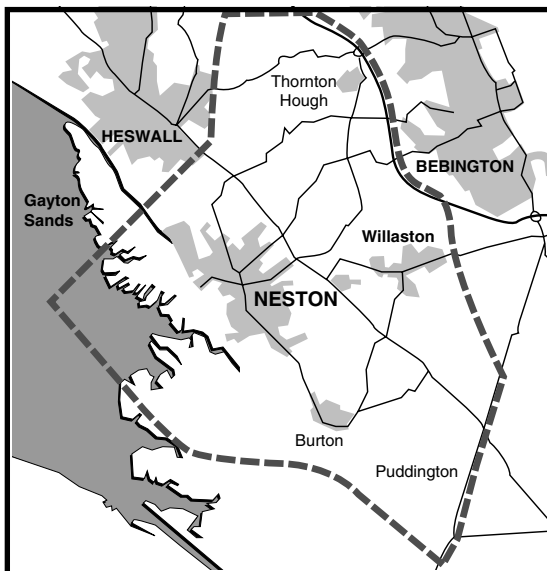
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If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



## OUR PRACTICE AREA



## NON-DISCRIMINATION STATEMENT.

Neston Surgery is constitutionally committed to ensuring and safeguarding the right to equality before the law and to freedom from discrimination on such grounds as disability, political or other opinion, race, religion, sex or sexual orientation and marital status. Neston Surgery supports the Race Relations Act 1976 and the Sex Discrimination Acts 1975 and 1986 and the Disability Discrimination Act 1995.

## COMPLAINTS

We always try to give you the best service possible, but there may be times you feel that this has not happened. This section explains what to do if you have a complaint about the services we provide you. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

If you use this procedure, it will not affect your right to complain to the Health Trust. The appropriate address for the Trust is:

Cheshire West Primary Care Trust  
1829 Building, Countess of Chester Health Park  
Liverpool Road, Chester CH2 1UL

Please note that we have to respect our duty of confidentiality to patients and the patient's consent will be necessary if a complaint is not made by that patient in person.

If you wish to make a complaint, please phone or write to our practice manager. He will take full details of your complaint and decide how best to undertake the investigation.

We think it is important to deal with complaints swiftly so you will normally be offered an appointment for a meeting to discuss matters within seven days. Occasionally, if we have to make a lot of enquiries, it might take a little longer, but we will keep you informed. You may bring a friend or relative with you to any meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of any meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you continue with your complaint, we will direct you to the appropriate authorities that will be able to help you.

## CONFIDENTIALITY

All doctors and staff at the surgery are bound by strict rules of confidentiality. Your medical records on paper and computer are accessed by surgery personnel to record treatments, record and give out results of tests, prepare prescriptions, make appointments and send out recalls.

### **Data Protection Act 1998**

You have the right to view your records and if you wish to do so please make an appointment with the practice manager. If you wish to have a copy of any letters that will be sent to clinicians on your behalf, please ask the doctor.

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## PATIENTS CHARTER

This charter sets out the standards you should expect from us and also the consideration and respect required from the patient.

- We aim to care for every person with consideration and respect of their personal needs.
- Please give the doctors and staff the same consideration.
- We try to keep to appointment times but when a patient requires more time we will endeavour to inform waiting patients of any delay as soon as possible.
- Please keep any appointment time and notify the reception if you need to cancel your appointment.
- We will explain any planned care and treatment including any risks and their consequences.

## YOUR DATA AND THE NHS

### **Why We Ask For Personal Information**

In order to provide you with the best possible healthcare, we need to maintain proper records of your health, and make sure that this is available to your medical team, wherever and whenever possible. Doctors need to make notes about any diagnosis, test results, treatments including drug prescriptions, and other information. Nurses and other health professionals also need access to these records, and will add their own notes, as part of the overall healthcare provision.

Secretaries, receptionists and other clerical staff need access to some of your records in order to complete administrative tasks such as booking appointments, and for communicating with you, other parts of the NHS and care providers.

### **The NHS Is Dedicated To Protecting Your Information**

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people.

Information is recorded, either on paper or in computer files. However, it is all treated with the same strictly controlled confidential care.

We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data, to check that it has been transferred correctly. This is done under secure, carefully controlled conditions.

The law strictly controls the sharing of some types of very sensitive personal information.

We are continually reviewing ways in which confidentiality improvements can be made, and it is important for us to know and understand the views of patients and users of the service, including carers.

- Please keep the surgery informed of any treatments from other agencies.
- We will give honest and straightforward answers about your illness, treatment or care.
- We expect the patient to be honest and straightforward with the medical staff.
- We will not pass any information about you to any person or agency without your permission, except to other staff directly involved in your treatment or care.
- Please respect the confidentiality of other patients.
- We are a teaching surgery and we have students attached to us and you may be asked to be involved with their training. If you do not want any involvement with students during your treatment you have every right to say no
- The training of medical staff is very important to the future of Primary Care. Please help by getting involved with the training if possible.
- We will deal promptly and sensitively with any complaints and we will apologize where appropriate.
- Please follow the correct complaints procedure or discuss any problem with the practice manager or if necessary a doctor.
- Patients may request copies of letters from the surgery. Requests are to be made in writing to the practice manager or verbally to the doctor during consultations.

### **We May Also Use Some Of The Information For Other Reasons**

Anyone who receives information from us is also under a legal duty to keep it confidential.

You may also be receiving care from other organisations as well as the NHS. To enable us to work together for your benefit, we may share some information about you.

We may use some information for other reasons, such as to help us protect the health of the public generally and to see that the NHS runs efficiently. Also, so that the NHS can make plans for the future, train its staff and to help staff review the care they provide to you is of the highest standard.

Information may also be needed to carry out medical and other health research for the benefit of everyone. Research projects are always approved by local research ethics committees. If anything to do with research would involve you personally, you will be contacted to see if you would be willing to take part.

Improvements and advances in medical care and treatment can only occur by monitoring current practices. Sometimes managers and planners as well as researchers may need to examine records to assist in the monitoring process. All data that could identify you personally is removed.

In addition, the NHS maintains a number of registries for diseases such as cancer, to allow the NHS to plan the services it provides. These registries are used to monitor the effectiveness of treatments, and therefore over time improve the outcome for specific conditions.

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

### Chest Pain

If you have central chest pains for more than 15 minutes, this may represent the symptoms of a "heart attack". The other symptoms can include nausea, vomiting, sweating and pain may spread into the jaw, neck, arms, through to the back or upper abdomen. Under these circumstances: call "999" for an emergency ambulance to take you to hospital immediately, take one normal dose aspirin tablet (unless you are allergic to aspirin) and call your GP.

### Meningitis

This is fairly uncommon. It comes in a variety of forms. Viral meningitis is usually mild and less serious; it may go undiagnosed. Bacterial meningitis is very much more serious. It can be caused by a number of different bacteria. It can occur at all ages, though certain forms are more common in childhood and young adults. The classical symptoms are of headache, pain from bright lights (photophobia), neck stiffness and fever. This can be mimicked by less serious illnesses. The other (especially the earliest) symptoms and those in infants can be less clear-cut such as flu-like symptoms, fever, vomiting, going off feeds, high pitched cry, drowsiness and rashes. It is an occasional cause of febrile convulsions (fits due to high temperatures in childhood). The rash of meningococcal meningitis typically does not blanch. This can be demonstrated with the "glass test" - a glass tumbler pressed onto the spots of the rash will not make it disappear or fade, but *will* do for most of the other common causes of rashes. Early diagnosis is important as an early injection of antibiotic may help to save life.

*Immunisation is now available in childhood for Hib and Meningococcal C forms of bacterial meningitis.*

or yellow sputum; there is shortness of breath; there are pains in the chest on breathing; or you are coughing up blood.

Sore throats are very common. They are usually caused by viral infections. Other symptoms can include hoarseness, mild cough, fever, headache and lethargy. The glands in the neck may swell. In tonsillitis pus can often be seen on the enlarged, inflamed tonsils. Most sore throats will settle within one week of onset, whatever treatments are used. Glandular fever may be the cause in severe or prolonged cases. Drink plenty of fluids to prevent dehydration. Gargling soluble aspirin three to four times a day for three to four minutes, and then swallowing, can help discomfort in the throat, fever, headache and other aches and pains. Aspirin must not be given to children under 16 years of age. Paracetamol is an alternative for children under 16 years of age or those patients who are unable to tolerate aspirin (in some it causes indigestion). Antibiotics are usually not required unless the infection is unusually severe. Some patients who have immunity problems because of chemotherapy or absence of their spleen may need antibiotic treatment. Patients on certain medicines (eg *Carbimazole*) are advised by their doctor to be seen if they develop a sore throat - this can be a sign of an immunity problem and they require a blood test.

### Tummy Upsets

Diarrhoea in adults is rarely serious, but it can be unpleasant and incapacitating. It may be accompanied with colicky, cramp-like abdominal pains. It may be preceded by vomiting. It usually begins to settle after 24-48 hours. Drink plenty of clear fluids to avoid dehydration. Rehydration salts can be purchased from a pharmacy; they are especially useful for children. Paracetamol may help stomach cramps. Anti-diarrhoeal tablets are not usually recommended, except perhaps when travelling or very profuse. Consult your doctor if diarrhoea or stomach cramps are not beginning to settle within 24 hours; if there is continuous rather than intermittent abdominal pains; in a child under one year old; repeated episodes; if there is blood in the faeces; or following

### Back Pain

Back pain causes 13 million working days to be lost each year in Britain. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. Resting on a firm surface is no longer recommended, at least not as sole treatment for more than one or two days. Gentle exercises that mobilize the spine may strengthen the back and are thought to be useful. Warmth from a hot-water bottle (not too hot!) may help. Simple painkillers such as paracetamol can be taken, alternatively an anti-inflammatory such as ibuprofen (not if you have a history of stomach or duodenal ulcers, or asthma; and stop if you develop indigestion). Some people find some relief from using proprietary "rubs", although there is little evidence for their efficacy. A support in the small of the back can be used when sitting.

### Colds, Coughs And Sore Throats


Even in this day and age, there is no magic cure for the common cold. There is usually a sore throat and discomfort at the back of the nose. There may be a slight fever (37.5-38.5 degrees C/99-100 degrees F). A runny nose occurs, which may become a yellow or green discharge after a few days. The patient feels achy and "out of sorts". Full recovery follows after a course of 7 to 10 days. Plenty of drinks are required. Steam with added menthol crystals or vapour rub can be carefully inhaled to unblock the nose. Paracetamol or aspirin helps reduce any fever and reduces discomfort. (Aspirin should NOT be given to children under 16.) Antibiotics are of no benefit to the common cold.

Coughs are also treated with steam inhalations. Cough mixtures are at best soothing. Sometimes suppressing the cough reflex may do more harm than good. Your pharmacist will be able to advise you. You need to see the doctor if your cough continues one to two weeks after a cold; you are producing significant amounts of green

recent travel abroad.

Vomiting may have a number of causes and may be followed by a diarrhoeal illness. Children may vomit with ear or throat infections. More serious illness can present with vomiting. As with diarrhoea, it is important to drink plenty of fluids. It is probably best to take your fluids as frequent but small sips. When restarting solids, start with a light diet such as dry toast, biscuits or clear soups before introducing more normal food. Consult with your doctor if you are very concerned; there is severe or continuous abdominal pain; vomiting for more than 24 hours; or a vomiting child has a fever of more than 38 degrees C/100 degrees F.

## NOTES



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## USEFUL TELEPHONE NUMBERS

We have collated some useful telephone numbers, including a number of helplines and charitable organisations. We cannot necessarily endorse these, and there may be other groups and numbers which could equally be included. Although this list cannot be exhaustive we would be grateful for any suggestions. Of course, telephone numbers and web addresses may change - apologies for any such errors.

### *Important And Useful Telephone Numbers*

#### **Hospitals**

Alder Hey.....	228 4811
Arrowe Park/ Clatterbridge.....	678 5111/ 334 4000
Broadgreen.....	282 6000
Countess of Chester.....	01244 365000
Spire Murrayfield.....	648 7000
St Catherine's Hospitals.....	678 5111
Victoria Central.....	678 5111
St John's Hospice.....	334 2778
University Hospital Aintree.....	525 5980
Royal Liverpool University Hospital.....	706 2000
Whiston.....	426 1600

#### **Chemists**

Deeside Pharmacy.....	336 1837
Galen Pharmacy - J Cubbin and Sons.....	336 2350
Boots Chemists.....	336 5551
ABC Chemists (late night chemists).....	647 6858

#### **Community Services**

Western Cheshire Primary Care Trust ..... 01244 650300

#### **Social Services**

Ellesmere Port (including Environmental Health)..... 357 4500

Bebington..... 643 9000

#### **Welfare Advice**

Welfare Benefit Service (Ellesmere Port) ..... 356 4113

Welfare Rights Advice Centre (Birkenhead) ..... 653 7385

#### **Citizens Advice Bureau**

Neston ..... 336 5848

#### **Neston Clinic**

District nurses, health visitor ..... 336 2189

#### **Helplines And Organisations**

Alcoholics Anonymous..... 01244 659759/**709 2900**

Merseyside Drugs Council..... 708 6626

ChildLine ..... 0800 1111

Cot Death Helpline ..... 020 7235 1721

Miscarriage Association..... 01924 200799

SANDS ..... 020 7436 5881

CancerBACUP..... 0808 800 1234

CRUSE - Bereavement care..... 020 8332 7227

MND Association..... 0845 762 6262

Multiple Sclerosis Society of Great Britain

and Northern Ireland ..... 0808 800 8000

Parkinson's Disease Society ..... 0808 800 0303

The National Meningitis Trust..... 0845 600 0800

RELATE..... 01244 342747/**709 2058**

The Samaritans..... 0845 790 9090/**01244 377999/708 8888**

Wirral Rape Counselling Service..... 666 1392

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