

# Moreton Medical Centre



## Welcome to Moreton Medical Centre

We are committed to providing high-quality, patient-centred healthcare for our local community. This leaflet explains how our practice works and how you can access our services.

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## Practice Details

**Practice Name:** Moreton Medical Centre

**Address:** 27 Upton Road, Moreton, Wirral. CH46 0PE

**Telephone:** 0151 677 2327

**Website:** [www.moretonmcwirral.nhs.uk](http://www.moretonmcwirral.nhs.uk)

**Email:** [cmicb-wi.moretonmc@nhs.net](mailto:cmicb-wi.moretonmc@nhs.net)

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## Opening Hours

**Monday, Wednesday, Thursday Friday:** 8:00am – 6:30pm

**Tuesday:** 8:00am – 8:00pm

**Weekends & Bank Holidays:** Closed.

For help and assistance when the surgery is closed use NHS 111 Online.

Extended hours appointments are available evenings and weekends. Please contact reception for details.

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## The Practice Team

### Doctors (GPs):

- Dr B Randev (f)
- Dr D Atherton (f)
- Dr D Leyland (m)
- Dr S Murphy (f)
- Dr J Owen (f)
- D Y Qasim (m)

### Nursing Team:

- Advanced Clinical Practitioner
- Practice Nurses

### Other Staff:

- Practice Manager
  - Reception and Administration Team
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## Making an Appointment

Routine appointments can be made:

- By phone
- Online via our website using PACO
- NHS App for screening tests and vaccinations
- In person at reception

Please arrive on time. If you cannot attend, let us know as soon as possible so the appointment can be offered to another patient.

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## Urgent and Same-Day Appointments

If you need urgent medical advice, please contact the practice as early as possible. Our clinical team will assess your request and arrange appropriate care.

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## Out of Hours Care

When the practice is closed:

- Call **NHS 111** for medical advice
- In an emergency, call **999**

## Home Visits

Home visits are for patients who are housebound or too unwell to attend the surgery. Requests should be made before 10am. Please provide as much information as possible to our reception team, this information helps the doctor to prioritise visits appropriately.

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## Prescriptions

Repeat prescriptions can be requested:

- Online via the NHS App or practice website
- By dropping your repeat slip into the surgery

Please allow at least **2 working days** for processing.



## Test Results

Please allow sufficient time before contacting the practice for test results. Results may be available on the NHS app. Reception staff are not clinically trained but can pass messages to clinicians when appropriate.

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## Clinics and Services

We offer a range of services including:

- Long-term condition reviews (e.g. asthma, diabetes)
  - Immunisations and vaccinations
  - Cervical screening
  - Family planning advice
  - NHS health checks
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## Confidentiality

We take patient confidentiality seriously. All patient information is handled in line with data protection regulations.

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## Patient Rights and Responsibilities

You have the right to:

- Be treated with dignity and respect
- Be involved in decisions about your care

We ask patients to:

- Treat staff and other patients with respect
  - Attend or cancel appointments appropriately
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## Feedback, Complaints and Suggestions

We welcome your feedback. If you have a complaint, please contact the Practice Manager. We will aim to respond promptly and fairly.

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## Zero Tolerance Policy

The practice operates a zero tolerance policy towards abusive or aggressive behaviour. Such behaviour may result in removal from the practice list.

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## How to Register

To register with the practice you can:

- Register online using the NHS app
  - Register using the practice website – [www.moretonmcwirral.nhs.uk](http://www.moretonmcwirral.nhs.uk)
  - Register by completing a paper form available at the surgery
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## Named GP

All patients have a **named, accountable GP** who takes overall responsibility for coordinating their care. You may request details of your named GP at reception.

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## Access and Equality

We aim to provide equal access to services for all patients. We can offer:

- Accessible consultation rooms
- Support for patients with disabilities
- Interpretation and translation services

Please inform reception of any additional needs so we can support you appropriately.

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## Chaperones

You are entitled to have a **chaperone** present during any consultation or examination. Please ask a member of staff if you would like a chaperone.

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## Safeguarding

The practice is committed to safeguarding children and vulnerable adults. If you have concerns about abuse or neglect, please speak to a member of the practice team.

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## Data Protection & GDPR

We comply with the UK General Data Protection Regulation (GDPR). Your medical records are kept securely and shared only when legally required or with your consent. Our full privacy notice is available on our website or from reception.

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## Use of Online Services

Patients can:

- Book and cancel appointments online
- Order repeat prescriptions
- View parts of their medical record

Access is available via the **NHS App** or our website.

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## Training Practice

We support the training of Foundation doctors and GP registrars. You will always be informed and may decline involvement at any time.

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## **Patient Participation Group (PPG)**

We have a **Patient Participation Group (PPG)** which works with the practice and the PCN to improve services. New members are welcome. Please contact reception or visit our website for details.

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## **How We Use Your Feedback**

Patient feedback helps us improve our services. We review comments, surveys, and complaints as part of our ongoing quality improvement and CQC compliance.

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## **Violence & Aggression Policy**

We follow NHS guidance on unacceptable behaviour. Any threatening, abusive, or violent behaviour will not be tolerated and may result in removal from the practice list.

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\*(This leaflet is available in alternative formats on request and online via our website.)