

Medical Services are provided by:

Dr Penny Allen, MB ChB, DRCOG, DCH Liverpool 1992 (partner)

Dr Naomi Rankin MB ChB, MRCGP Leeds 2008 (partner)

Dr Kar Mun Chan MB ChB Liverpool 2008

Dr Hannah Daniel MB ChB Manchester 2009

Dr Helen Lang MB ChB Liverpool 2011

Dr Ian Pulford MB ChB, MRCGP Leeds 2006

Admin team

Manager Dave Davenport

Patient Care Coordinator Claire Brown

Senior Medical Secretary Lisa Baker



Find us

Opposite Belle Vale Shopping Centre. We cover postcode areas L16, L25, L27 and parts of L18. We are fully accessible, on the ground floor.
Limited free parking - please allow plenty of time. To register ask at reception.

When we are closed, services are provided by Liverpool CCG:
The Department Lewis's Building Renshaw Street Liverpool L1 2SA
Tel: 0151 296 7000 enquiries@liverpoolccg.nhs.uk

Smithdown Children's Walk-in Centre (0-15 years only) L15 2LF 0151 285 4820
Old Swan NHS Walk-in Centre Crystal Close St Oswald St L13 2GA 0151 247 6700
Liverpool City NHS Walk-in Centre 6 David Lewis St, L1 4AP 0151 247 6500
South Liverpool NHS Walk-in Centre Garston L19 2LW 0151 295 9010
Or call the out of hours service 111 or in emergency 999



Welcome to Belle Vale Medical Practice — a family friendly GP doctor and nurse service for people living in Belle Vale, Gateacre, Childwall, Woolton and Netherley.



Monday to Friday 8.00 am to 6.30 pm.
Hedgefield Road
Liverpool, L25 2XE
Tel 0151 317 8599
Fax 0151 234 1102
www.bellevalehealthcentre.nhs.uk



To register ask at reception

You can book appointments and order repeat prescriptions on a smartphone app — ask at reception

Appointments

Please book in advance, online or from 08.00 on the day. Our reception team will ask you the nature of your problem so that you see the right doctor or nurse. All information is confidential.

If you prefer to see a particular doctor, please tell us.

When you arrive please use the self check-in. It will tell you where to wait.

If you are unable to attend or you will be late, please cancel. Another patient can use your appointment.

We offer telephone advice where the doctor will help you by phone.

If you need advice the same day, you may be “triaged” by the on call doctor

Home visits

We only make visits for housebound or terminally ill patients.

Teaching

We are a training practice. Trainees are fully qualified and under the supervision of a doctor.

Named GP

Patients registered after April 2015 have Dr Rankin as their accountable GP

Prescriptions

We normally send prescriptions electronically to your pharmacy—please tell us which chemist you would like to use. Please request repeat prescriptions 2 working days ahead. Order online or drop your tick list into the surgery.

Tests

Depending on the test, we normally get results 1 to 10 days later. We will contact you if you need to take any action

Referrals

If we refer you to hospital, they will write to us—you do not need to give us their letter.

A & E and OOH

If you attend Accident and Emergency or use Out of Hours Services they will tell us.

Your responsibilities

You must attend your appointments and tell us if you change your address, phone number or email. If you move outside the area you will have to register with a new surgery.

Patient Participation Group

Our Patient Group meets every 3 months to help the practice improve. If you would like to join please contact us.

Our Services

General management of medical conditions
Health promotion advice
Emergency care
Referral for other services
Care for temporary residents

Management of chronic diseases

such as Diabetes, Asthma, COPD, Heart Disease reviews.

New Patient Health Checks
Learning Disability reviews
Dementia reviews
B12, pneumonia and flu vaccinations

Additional and Enhanced Services

Cervical screening
Contraception
Vaccinations and immunisations
Child health surveillance
Maternity services
Minor surgery
Joint injections
Insulin starts
Alcohol and drug abuse
Health trainer
Rheumatoid drug monitoring
Childhood Immunisations

Insurance and medical forms (fee payable) Please allow 28 days for processing of forms.

Other services offered in Belle Vale Medical Centre include:

Merseycare 0151 234 1100

- Phlebotomy (blood taking)
- Help to stop smoking
- Podiatry
- Treatment room
- Continence
- Dietician
- Talk Liverpool
- Warfarin clinic
- Physiotherapy
- Carers and advice and coffee

Kays Pharmacy 0151 487 9887

Belle Vale Dental 0151 487 9955

Zero Tolerance

If you behave in an abusive or violent way towards staff or other patients we may remove you from our list.

How we use your information

We take the security of your medical records very seriously. Our Privacy Notice is available on the web site.

Complaints

Please tell us if there is a problem and we will try to resolve it straight away. We welcome comments via our website, or ask for a form at reception