

# Practice Leaflet and Supporting Guidance

## Islington House Medical Centre

Version	Edited by	Date issued	Next review date
1.0	01/07/2025	L. Rowlands/S. Jacob	

Position	Named individual
Practice Manager	L. Rowlands

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# 1 Introduction

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## 1.1 Guidance statement

It is a contractual requirement to ensure that an organisation's patient information leaflet meets the requirements of [Schedule 3 of the NHS England Standard General Medical Services Contract](#).

This leaflet can be in hard copy format or saved as a PDF and added to the organisation's website. The contents of the leaflet are necessarily brief as they are supplemented by more detailed information that is contained on the website.

## 1.2 Status

In accordance with the [Equality Act 2010](#), we have considered how provisions within this policy might impact on different groups and individuals. This document and any procedures contained within it are non-contractual, which means they may be modified or withdrawn at any time. They apply to all employees and contractors working for the organisation.

# 2 Leaflet content

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## 2.1 Mandatory information and supporting guidance

The leaflet must contain the specific information as detailed at Schedule 3 of the Standard GMS Contract and as detailed at [Annex A](#).

## 2.2 Patient information leaflet example

A practice leaflet detailing a templated example can be found at [Annex B](#).

## 2.3 Non-mandatory information

The organisation may consider the following supporting information or make reference to the below by highlighting where further information can be found, such as the organisation website. Information could include the following:

- Forms to ease telephone contacts such as
  - Medical certificates
  - Sick notes
  - Change of patient details
  - Carer information
  - Veteran information
- Patient Participation Group
- Non-contracted work and any associated costs

## **2.4 Leaflets that contain commercial information**

There are several commercial companies that produce patient information leaflets, some without charge to the organisation and cover any production costs by advertising local companies within a booklet.

Consideration must always be given to what information is provided and/or the companies that are being added to the booklet for advertising as this may be inappropriate, insensitive or cause offence.

## Annex A – Mandatory contents for the patient information leaflet

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The following information is the mandatory content and supporting notes for the patient information leaflet as detailed within [Schedule 3 of the NHS England Standard General Medical Services Contract](#).

1. The name of the contractor
2. The address of each of the contractor's practice premises
3. The contractor's telephone and fax numbers and the address of its website or the address at which its online profile is available
4. In the case of a contract with a partnership:
  - (a) Whether or not it is a limited partnership
  - (b) The names of all the partners and, in the case of a limited partnership, their status as a general or limited partner
5. In the case of a contract with a company:
  - (a) The names of the directors, the company secretary and the shareholders of that company
  - (b) The address of the company's registered office
6. The full name of each person performing services under the contract
7. The professional qualifications of each healthcare professional providing services under the contract
8. Whether the contractor undertakes the teaching or training of healthcare professionals or persons intending to become healthcare professionals
9. The contractor's practice area, including the area known as the outer boundary area, by reference to an image of the practice area, a written description of the practice area or a digital practice area map.

*Note: The contractor's practice area can be sought from [shapeatlas.net](http://shapeatlas.net).*
10. The access arrangements that the contractor's premises has for providing services to disabled patients and, if none, the alternative arrangements for providing services to such patients.
11. How to register as a patient

*Note: [Part B, Section 4 of the Primary Medical Care Policy and Guidance Manual](#)*
12. The right of patients to express a preference of practitioner in accordance with clause 13.8 and the means of expressing such a preference
13. Details of the services available under the contract

*Notes: Available services provided under the contract (as per Part 8 (Essential Services) and Part 9 (Additional Services)) of the organisation's contract.*

14. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours

*Notes: The core hours of opening coupled with those for improved access of the main and, where necessary, any branch surgery.*

*Patients are also to be advised how they can book appointments be this by telephone, in person, email or online either by direct booking or completing a form requesting an appointment if the organisation uses an online consultation system.*

15. The criteria for home visits and the method of obtaining such visits

*Notes: The leaflet must state that home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues.*

*The method of requesting a home visit must be stated.*

16. The consultations available to patients under clauses 7.8.1 and 7.8.2 and 7.9.1 and 7.9.2.

*Notes: Registered patients who are aged between their 16<sup>th</sup> and 75<sup>th</sup> birthdays who request an appointment but have not been seen for the previous three years.*

*During the consultation the contract states the clinician should make such inquiries and undertake such examinations of the patient that are considered appropriate commensurate with their circumstances.*

*For those who are aged 75 and over but have not participated in any consultation within a 12-month period, the clinician must also undertake such examinations at the consultation as considered appropriate in all the circumstances.*

*Registered patients over the age of 75 years will be assigned an accountable GP.*

17. The arrangements for services in the out of hours period and how the patient may contact such services

*Note: Organisations are to have arrangements for out of hours services. Information must be available in the leaflet as to what the patient should do if they need to make an out of hours clinical request. Information should be clear, and advice given for the different clinical routes depending on the severity or need.*

*The [www.nhs.uk](http://www.nhs.uk) website should also be detailed.*

18. If services during the out of hours period are not provided by the contractor, the fact that the Board is responsible for the commissioning of those services.

19. The method by which patients may obtain repeat prescriptions

20. Should the contractor offer repeatable prescribing services, the arrangements for providing such services

*Note: It is also advisable to state the time it takes the organisation to process repeat prescriptions.*

21. If the contractor is a dispensing contractor, the arrangements for dispensing prescriptions
22. How patients may make a complaint or comment on the provision of services. Refer to the Complaints Procedure
23. The rights and responsibilities of the patient, including keeping appointments

*Note: Patients' rights and responsibilities are enshrined in the [NHS Constitution](#). This includes the request to keep their appointment or cancel within a reasonable time.*

24. The action that may be taken when a patient is violent or abusive to the contractor, the contractor's staff, persons present on the organisation premises or in the place where treatment is provided under the contract
25. Details of who has access to patient information (including information from which the identity of the individual can be ascertained) and the patient's rights in relation to the disclosure of such information

*Notes: Healthcare professionals are under both an ethical as well as a legal duty to protect the improper disclosure of patient information and this is enshrined within the Data Protection Act 2018 and NHS Constitution.*

*The patient information leaflet should include a statement that all clinical and administrative staff have an ethical as well as a legal duty to protect patient data and information from unauthorised disclosure. Patient data will only be accessed by them when it is necessary for the care of the individual patient and shared in accordance with the [Data Protection Act 2018](#).*

*Reference should be made to accessing the full Practice Privacy Notice via the organisation website.*

26. The full name, postal and electronic email address and telephone number of the Commissioner.

*The following clause is to be provided: "We provide the NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT Telephone: 0300 311 2233 and Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)"*

27. Information about the assignment by the contractor to its new and existing patients of an accountable GP in accordance with clause 7.7B

*Note: All new and existing patients will be assigned an accountable GP. Should the accountable GP change, the patient will be advised by the practice.*

28. Information about the assignment by the contractor to its patients aged 75 and over of an accountable GP under clause 7.9

*Note: Refer to Point 16.*

## Annex B – Practice Leaflet template

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See below example practice leaflet that supports the mandatory requirements as listed within [Schedule 3 of the NHS England Standard General Medical Services Contract](#).

# Practice Information Leaflet

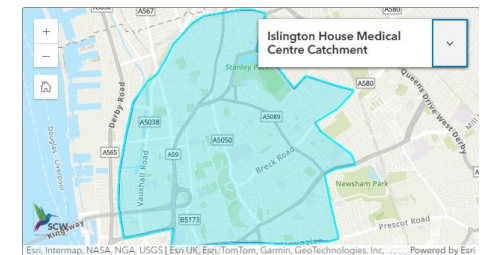
Islington House Medical Centre

**Islington House Medical Centre** is a partnership providing NHS Services under an **NHS England General Medical Services Contract**.

45 Everton Road  
Liverpool, Merseyside  
L6 2EH

Telephone No. 0151 317 8600  
Email address: [gp.N82081@nhs.net](mailto:gp.N82081@nhs.net)  
Website: [Islington House Medical Centre](http://IslingtonHouseMedicalCentre)

**GP services are provided to the following areas:**



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

## Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

## How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

## Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

## Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](http://www.nhs.uk).

## Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40<sup>th</sup> birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

## Opening hours

Mon–Friday	8:00 am	6:30 pm
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## Branch surgery

Mon–Friday	8:00 am	6:30 pm
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## Improved access/Extended hours

Mon-Friday 6:30pm – 7:30pm

## Are you using the right service?

<p><b>SELF-CARE</b></p> <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p> <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p> <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
<p><b>GP ADVICE</b></p> <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p> <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p> <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>

### The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

### Partners

#### Clinical Team:

#### GP (Principal Partners):

Dr Elkin | Dr Dayaram

GP (Partners): Dr Joye's | Dr. O'Connor | Dr Cuthbert

GP (Salaried): Dr Davies | Dr Braniff

Advanced Nurse Practitioner: Jane

Nursing Team: Fiona | Dilia

Nurse Associate: Rebecca

Practice Manager: Lynne Rowlands

IT Facilitator: Mrs. Margaret | Sheena Jacob

Secretarial/Admin Team: Jennifer

Admin Team: Joanne | Ciara | Melissa | Matthew

PCN Pharmacist associated to the practice: Rachel Shawcross

The practice also has a variety of PCN extended services such as: Paramedics, Care Co-ordinators, Occupation Therapists, First Contact Physiotherapists and Social Prescribers

### Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. Should you be unable to access the website, contact the practice and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at [islingtonhousemc-liverpool.nhs.uk/news/practice-news/patient-participation-group/](https://islingtonhousemc-liverpool.nhs.uk/news/practice-news/patient-participation-group/) or contact our team who is the point of contact for all PPG matters.

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

### NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.  
Telephone: 0300 311 2233  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in reception.
- By telephone – Please call the practice on 0151 317 8600 between 08:00-18:30.
- Online – Please log in and order via our website [Islington House Medical Centre](#)

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

### Dispensing practice

The practice is a dispensing practice and can issue prescriptions as outlined above if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

### Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

### Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually conducted between 12:30 pm and 1:30 pm, Monday to Friday.

### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via [www.nhs.uk](http://www.nhs.uk)