

Practice Staff

Doctors:

Dr Karl Consiglio (GP Partner):

L.R.C.P. M.R.C.S. - London 1985

Dr Jean Sutton (GP Partner):

M.B Ch.B - Liverpool 1989

Practice Nurse:

Vanessa Consiglio

Practice Manager:

Philip Matthews

Receptionists:

Janet Cook, Angela Beech, Anita Pearson,

Gaynor Travis-Towers, Susan Cassidy &

Susan Burrows

Summarising & Scanning Clerk:

Denise Neal

Associated Staff:

There is a team of other Healthcare professionals, employed by St. Helens Clinical Commissioning Group (CCG) or other NHS organisations, who are associated with the practice. These include Health Visitors, Midwives, District Nurses and Pharmacists who carry out a variety of duties within the community.

Facilities

The surgery has disabled facilities, including a disabled toilet and a low level desk.

Practice Area

Please refer to map of the Practice boundaries in reception or on the website

Useful Contacts

NHS 111

Call 111 when it's less urgent than 999

Walk-In Centre

01744 627400

Bickerstaffe St., St. Helens

Mon- Sat 7.00 a.m. - 10.00 p.m.

Sun 9.00 a.m. - 10.00 p.m.

St. Helens & Knowsley Hospital Trust

0151 426 1600

www.sthk.nhs.uk

St. Helens Clinical Commissioning Group

01744 627596

St Helens Chamber of Commerce

Salisbury Street, Off Chalon Way, St Helens, WA10 1YF

Email: communications.ccg@sthelensccg.nhs.uk

www.sthelensccg.nhs.uk

Healthwatch St. Helens

0300 111 0007

www.healthwatchsthelens.co.uk

NHS Merseyside Area Team

0113 825 2914

www.england.nhs.uk/north/mers-at/

Care Quality Commission (CQC)

0300 061 6161

Citygate, Gallowgate, Newcastle-Upon-Tyne, NE1 4PA

www.cqc.org.uk

NHS England Customer Contact Centre

0300 311 22 33

(Monday to Friday, 8am-6pm, except Bank Holidays)

NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net

www.england.nhs.uk

Cornerstone Surgery

Drs Consiglio & Sutton



Fingerpost Park Health Centre

Atlas Street

St Helens

Merseyside

WA9 1LN

Phone: (01744) 738835 / (01744) 647040

Fax: (01744) 454624

Email: cornerstone.surgery@sthelensccg.nhs.uk

www.cornerstonesurgery.co.uk

Follow us on Twitter @CornerstoneSTH

Opening Hours:

Monday - Friday 8.00am - 6.30pm

Out of Hours:

On phoning the surgery you will be diverted to St. Helens Rota

Appointments

Patients are seen by appointment only. If you cannot keep an appointment please notify the surgery **as soon as possible**.

Cornerstone Surgery operates a triage system for appointments with a GP, which means that the GP books their own appointments after speaking to the patient. Appointments for the Practice Nurses or other clinicians are booked by the Receptionists

On requesting an appointment to see a GP, the Receptionists will gather some basic information:

- telephone number(s)
- any requirements regarding days / times for call back
- where the patient agrees, the Receptionist may also record brief details of reason for call - this may help the GPs to prioritise calls

A GP will then phone the patient on the agreed day, and where possible, at a time convenient for the patient

The majority of telephone triage requests are normally dealt with on the same day, however this is dependent on demand, and there may be occasions where a telephone triage call must be arranged for another day. The Practice does have a policy where patients aged 10 and under, or 75 and over will have telephone triage calls on the same day as they are requested

The GP may be able to deal with the issue over phone and arrange prescriptions or tests as required. Alternatively, the GP will arrange an appointment or a home visit.

Extended Hours

Monday & Friday evenings 6.30pm—7.10pm
GP sessions only. Please note that we do not have Receptionists on duty during Extended Hours

Repeat Prescriptions

Please do not ask for a repeat prescription while you wait or during a consultation. Prescription requests will not be taken over the telephone except where permission has been given by the Practice.

To order a prescription:

- Via 'Online Patient Services' (See the section on the Practice website)
- Use the tear off slip attached to your prescription or write your request down
This can be put in the 'Prescriptions Box' in the surgery or posted directly to the surgery

The Practice does **not** accept prescription requests from pharmacies or dispensing companies, except where this has been agreed by the Practice

Please allow 2 working days (from receipt of the prescription) for a prescription to be processed

Please take postal time into consideration if you choose to post the request.

Please be aware that the Doctors use the provision of prescriptions to pass on information to you about your treatment. Please ensure that if you are unable to pick up the prescription yourself you are happy for any message to be given to the person you have requested to pick up the prescription.

Registering as a Patient

If you wish to register with this practice, please ask the receptionist for advice. Please refer to the map of the Practice boundaries in reception.

Named GP

All registered patients have been allocated a named, accountable GP. You can contact the Surgery should you wish to know who your named GP is.

As a patient you have the right to express preference as to whom you wish to see. When a GP contacts you for the initial triage call, you can request an appointment, with the GP of your choice.

Change of Personal Details

If you change your name or any contact details please let us know as soon as possible. It is very important that we have correct information and are able to contact you should we need to do so.

If your telephone number is Ex-Directory please be assured that it will remain confidential.

Your Health Records

Practice staff and others who are caring for you, keep records about your health and any care or treatment you receive from the NHS.

Your records are confidential and the information in them will not be passed on to other agencies without your permission, except if they are actively involved in your care, and require specific information.

For more details regarding the information we keep, who has access to information, and your rights regarding the information we keep, please read the 'Your Health Records' leaflet which is available from reception or the website.

If you have any questions about confidentiality please speak to the Practice Manager.

Complaints Procedure

The Practice operates an internal Complaints Procedure. If you need to speak about any aspect of the service provided, please either write to or make an appointment with the Practice Manager.

Violent or Abusive Patients

This practice operates a zero tolerance policy.

Any form of abuse towards members of staff will not be tolerated. All such acts will be reported to the police and the patient may be removed from the Practice's list.