

**Updated Friday 1<sup>st</sup> July 2022**

**Roby Medical Centre - Patient Information Following Arson Attack on 24/02/22**

Following the fire at Roby Medical Centre the practice continues to deliver services from temporary premises. The practice is continuing to work with the landlord and insurance to support the rebuild and to enable Roby Medical Centre to return to the normal premises on Pilch Lane East.

At this stage the building and insurance work remains ongoing and the practice needs to consolidate the team and operate from one site only. Therefore, after discussion with the patients through the Patient Participation Group (PPG), Knowsley CCG and Healthwatch, the practice will operate from one location only until the rebuild has been completed. This will enable the practice to work as one team and to provide the most responsive and effective care to patients.

**Single Temporary Location**

**Nutgrove Villa**, Westmorland Road, Huyton, Liverpool, L36 6GA

*Access will be via the entrance at Poplar Bank (image below) which is used by PC24 for Out-of-Hours/Extended Access service.*



***Please note the practice will no longer be operating from the site on Dinas Lane***

**Services delivered from Nutgrove Villa**

Patients can attend Nutgrove Villa for the following services between 8:00am and 6:30pm

- Reception services and to speak to a member of the admin team
- Drop off samples or pick a sample pot
- Face to face appointments
- Practice Nurse appointments
- Chronic disease clinics



- Telephone/web-based clinics
- Appointments with the clinical team.
- Midwifery appointments

## **Frequently Asked Questions**

### **How do I book an appointment?**

#### ***By phone***

We request that in the first instance that you call the usual practice number **0151 449 1972** from 8:00am - 6:30pm Monday to Friday.

Appointments can be booked up to two weeks in advance by calling or visiting the practice. If you need an appointment with a clinician for an acute illness you will be able to call the practice from 8:00am to book a same day appointment. Please be aware that phone lines are very busy in the morning so your patience and understanding is appreciated.

Patients will be offered an appointment in one of the following ways:

- A face-to-face appointment (available on the day)
- A face-to-face appointment (which can be booked up to 14 days in advance)
- A home visit, face-to-face appointment which will be triaged by a clinician for an on the day assessment
- A telephone-based appointment (available on the day)
- A telephone-based appointment (which can be booked up to 14 days in advance)

#### ***Online***

To request an appointment, get help for your medical query, or request administrative help you can use eConsult which is the online triage system.

eConsult is open from 8:00am to 6:30pm Monday to Friday.

If you are requesting an extension to a fit note eConsult is the quickest and most convenient way to submit your request and your note will be posted to your home address.

Click here to access eConsult. <https://robymedicalcentre.webgp.com/>

### **I am a vulnerable patient, what should I do?**

Patients that are deemed vulnerable and require a reasonable adjustment can contact the practice on **0151 449 1972** and the request will be escalated to a manager for review and action. The practice recognises that the change of environment may be unsettling for patients and as a result some patients may need longer appointments or additional changes made to ensure that they are able to access the service. Please speak to a member of staff and we will do our best to support you.



### **I have an admin request, what should I do?**

Patients requiring support from a member of the administration Requests by patients for admin will be encouraged to be submitted via eConsult or by emailing us at the following email address: [roby.medicalcentre@nhs.net](mailto:roby.medicalcentre@nhs.net).

Patients can telephone the practice and administration requests will be handled over the phone.

### **I need to request a prescription, what is the process?**

Patients will be able to order a repeat prescription in the following ways:

- NHS App/Patient Access
- Telephoning 0151 449 1972
- In person at the temporary premises at **Nutgrove Villa**, Westmorland Road, Huyton, Liverpool, L36 6GA

### **When will Roby Medical Centre Pilch Lane East site be open again?**

The site is currently closed, and the practice is working with the insurance provider and the landlord to support the repairs. The timescales for doing this are not within the control of the practice and unfortunately the repairs and insurance work has taken much longer than anticipated.

### **I want to join the Patient Participation Group (PPG)**

Many patients have been outraged that this has happened to their GP practice, and this has been an opportunity for the practice to grow the PPG. Recently the practice has held two PPG meetings and they were well attended with 60 patients joining to support the practice and patient population and contribute the plans for the practice.

**If you wish to join the Patient Participation Group, please email us on the following address: [roby.medicalcentre@nhs.net](mailto:roby.medicalcentre@nhs.net)**

Thank you for your patience and understanding during what continues to be a challenging time for the staff and patients.

We have worked hard to significantly increase appointments since joining Roby Medical Centre. Our commitment to our goals of improving patient access and increasing appointments will continue, despite this setback. We ask for understanding and patience at this time and we continue to value your feedback on how we can best meet your needs.

Kind regards,

**Erika Howell and Dr Amir**