



NHS
Providing NHS services

Smithdown Road, Liverpool, L15 2LQ

www.seftonparkmedicalcentre.nhs.uk

Telephone: 0151 295 8700

Opening Hours
Monday to Friday
8.00am to 6.30pm

All calls are recorded for quality and training purposes
Clinicians may use AI note-taking during consultations

We provide NHS primary care services for the local community and are committed to high-quality, accessible care. Our practice area covers L8, L15, L17, L18, and parts of L1, L7, L13, L16, L19 and L25.

As part of the **Picton Primary Care Network**, which includes Dunstan Village, Earle Road, Edge Hill, Green Lane and Picton Green Practices, we share some staff and resources to offer a wider range of services.

Our Services

Essential NHS Services

- General medical care for patients who are ill or worried about their health
- Diagnosis and treatment of common illnesses and long-term conditions
- Health advice and prevention
- Management of chronic diseases

- Vaccinations and immunisations
- Referrals to hospitals and specialist services when needed
- Urgent care during practice opening hours
- Support for people with complex or multiple health needs

Additional Services

We also offer a range of additional NHS services, including:

- Joint injections
- Cervical screening (smear tests)
- Contraception services
- NHS travel vaccinations
- Seasonal flu and COVID vaccinations
- NHS Health Checks

Building Access

- Step-free entrance
- Wheelchair-accessible reception and consultation rooms

Communication Support

- Hearing loop available at reception

Information in Alternative Formats

We can provide:

- Large print
- Braille
- Easy Read documents
- BSL interpreting for appointments

Our Team

Dr Michael O'Brien (Male) (GP Partner)
MBChB, Registered Manchester 1998,
Joined 2001

Dr Paul Lipton (Male) (GP Partner)
MBChB, DFFP, Registered Liverpool
2002, Joined 2007

Dr Kathryn Smith (Female) (Salaried GP)
MBChB (Hons), MRCGP, DRCOG, DCH,
DFFP, PGCert, Registered Liverpool
2001, Joined 2014

Dr Shamim Rose (Female) (Salaried GP)
MBChB, DFFP, DCH, Registered
Liverpool 1990, Joined 2017

Dr Nadia Oozeer (Female) (Salaried GP)
MBChB, MRCGP, Registered Liverpool
2018, Joined 2020

Dr Kat Beswick (Female) (Salaried GP)
MBChB, MRCGP, Registered Birmingham
2007, Joined 2021

Dr Laura O'Connell (Female) (Salaried GP)
MBBCh, BAO, MRCGP, Registered
Galway 2018, Joined 2023.

Jane Shillito (Female) (Advanced Nurse Practitioner)
BSc. (Hons) Nursing 2000, Joined 2017,
Prescribing Nurse, MSc. Advanced
Healthcare Practice (Clinical) 2012

Philip Elliott (Male) (Clinical Pharmacist)
MPharm, Clinical Diploma, Independent
Prescriber, Qualified 2002, Joined 2020

Pat Foster (Female) (Associate Practitioner)
Associate Practitioner, Qualified 2009

Simon Turton (Managing Partner)

Admin Team: Ceri | Angie | Gwen |
Anthony | Andreas | Ashleigh | Liz | Jeni |
Michelle | Jodie | Natalie | Claire

Teaching/ Training

As a training practice, we regularly support a range of learners who are developing their skills. This includes, but is not limited to, medical students, trainee pharmacists and GP Registrars. All learners are supervised by our clinical team, and their involvement helps shape the next generation of healthcare professionals. We are guided by the principles of the Safe Learning Environment Charter, which ensures that learning within the practice is respectful, safe and centred around high-quality patient care. All learners are governed by the same confidentiality agreement as the rest of the team, dictating the strict conditions under which your privileged data can be processed.

Confidentiality and Your Information

Your medical records are confidential. Only staff involved in your care or the running of the practice can access them. We only share information with other NHS or care services when needed for your treatment or when required by law. You have the right to see your records, request corrections, and object to certain types of information sharing. For full details, please see our Privacy Notice on our website.

How We Use Your Information

We sometimes share information with NHS organisations for planning and research purposes. You can choose to opt out of this at any time.

For more information, visit www.nhs.uk/your-nhs-data-matters.

Your Rights and Responsibilities

You have the right to safe, respectful and high-quality care, and to be involved in decisions about your treatment.

We ask that you treat our staff with courtesy and inform us if your contact details or circumstances change.

You may request a chaperone for any consultation or examination.

Zero Tolerance Policy

We have a zero-tolerance policy towards abusive, aggressive or violent behaviour. Anyone behaving in this way may be removed from the practice list and/or reported to the police.

Complaints and Feedback

We aim to provide the best care and welcome your feedback. All complaints are taken seriously and handled in line with NHS guidelines. You can send both complaints and feedback to **complaints.seftonpark@nhs.net**.

Positive feedback is appreciated, especially through Google Reviews.

How to make a complaint:

- Email **complaints.seftonpark@nhs.net**
- Request a call back from the Complaints Manager by calling us on 0151 295 8700
- Write to the Complaints Manager at: Complaints Manager, Sefton Park Medical Centre, Smithdown Road, Liverpool, L15 2LQ
- If you prefer, complain directly to NHS Cheshire and Merseyside: **enquiries@cheshireandmerseyside.nhs.uk**

Patient Participation Group (PPG)

Our Patient Participation Group gives patients a simple way to help shape our

services. Join our secure WhatsApp channel to share feedback via questionnaires, suggest topics, and stay updated. There are no meetings — take part whenever it suits you.

Find us: Scan the QR code.

Follow us: Tap Follow and the bell icon for updates.



Online Services and Repeat Prescriptions

Use the NHS App or online services to order repeat prescriptions and view parts of your medical record. If you need help, our reception team can assist you.

Repeat prescriptions can be requested via:

- the NHS App
- **prescriptions.seftonpark@nhs.net**
- a written request handed in at reception

We are not a dispensing practice, so medication must be collected from a pharmacy. Please allow 48 hours for processing.

New patients on regular medication will need a GP appointment for their first prescription. This can be a telephone appointment.

Tell Us Anything We Should Know:

If your address, phone number, email address or other personal details change, or if there is any additional information that would help us provide the best care (such as reasonable adjustments or carer status), please let us know by emailing **changemydetails.seftonpark@nhs.net** or by speaking to reception.

Appointments

Sefton Park Medical Centre is open Monday to Friday, 8:00am to 6:30pm. We offer face-to-face and telephone appointments. You can request an appointment the following ways:

- **Online:** Submit non-urgent requests Monday to Friday, from 8:00am to 6:30pm.
- **Phone:** Call us on 0151 295 8700 Monday to Friday, from 8:00am to 6:30pm (urgent and non-urgent)
- **Walk-In:** Speak to our reception team Monday to Friday, from 8:00am to 6:30pm (urgent and non-urgent).

If you cannot attend, please cancel your appointment so it can be offered to another patient.

You may ask to see a particular clinician, and we will do our best to accommodate your request.

Home Visits

Home Visits are for patients who are housebound or too unwell to come to the surgery. To request a visit, call us Monday to Friday from 8am to 6.30pm. If symptoms worsen while you are waiting, call us again or call 999 in an emergency.

Out of Hours

When the practice is closed (6:30pm to 8:00am weekdays and all day at weekends/bank holidays), urgent care is provided by NHS 111. These services are commissioned by Liverpool Place. Call 111 for help, or 999 in an emergency.

Accessible Information

If you have any specific communication or accessibility needs (for example, large print, BSL interpreter, or information in

another format), please tell us. We will record your needs and make sure they are met.

How to Register

The postcodes L8, L15, L17 and L18 are within our practice area. We also cover parts of L1, L7, L13, L16, L19 and L25. To register complete the form by visiting:



www.seftonparkmedicalcentre.nhs.uk/patient-information/register-with-this-practice

The Registering Doctor: Each GP surgery must allocate all patients a Named Accountable GP. This is also known as your Registered GP. All patients will be registered with one of the Practice Partners, dependent on the month of the year that you register.

Dr Michael O'Brien: January, March, May, July, September, November.

Dr Paul Lipton: February, April, June, August, October, December.

Additional Information: If we need more details, we'll contact you using the information you provided. Your registration will not be finalised until we receive these details.

Complete Your Registration: When your registration is processed, you'll receive a text message with a link to **book your new patient appointment** online. Alternatively, you can call us on 0151 295 8700.



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