

Complaints and Suggestions

All complaints and suggestions can be directed to the Practice Manager in writing, Mrs N Reid, by you or your representative, and we will be pleased to respond accordingly (Complaints policy is available on request)

You can also join our Surgery **Patient Participation Group**. Please email all suggestions titled **PPG** or write to Mrs N Reid.

Additional Help Services

Accidents and Emergencies

If the problem requires hospital treatment (e.g. a broken arm) ATTEND YOUR NEAREST A&E Department.

GP Out of Hours

For health information or advice during out of hours, call **111** or use **111.nhs.uk** or in the case of a life threatening emergency dial **999**.

Walk in Treatment

Our local walk in centre is: **Litherland Town Hall Health Centre**, Hatton Hill Road, Litherland, L21 9JN

Tel: 0151 -475-4667

Monday to Friday 8am – 8pm

Saturday and Sunday 9am – 6pm

Pharmacy

Pharmacists are experts in medicines who can help you with minor health concerns. Please contact your local Pharmacy.

Extended Services

To arrange an appointment outside of our practice hours, contact the surgery and we can book for you to be seen via 7 day access Healthcare Professionals. This is based at Litherland Town Hall

Respiratory Hub

There is a specialist respiratory hub service that we may book you in for regarding any new upper respiratory problems. These appointments are based at May Logan or Kingsway.



Bootle Village Surgery

204 Stanley Road

Bootle

L20 3EW

TELEPHONE NO: 0151 933 7447

Website: www.bootlevillagesurgery.nhs.uk

Email: bootle.villagesurgery@nhs.net

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Opening Times

Monday 8am – 6:30pm

Tuesday 8am – 6:30pm

Wednesday 8am – 6:30pm

Thursday 8am – 6:30pm

Friday 8am – 6:30pm

Saturday CLOSED

Sunday CLOSED

The Surgery closes one Wednesday afternoon per month for staff training. See website for dates.

Practice Staff

The Practice Doctors - Partners (PMS Contracted)

Dr C Aspden (MBBCHBAO, DFFP, MRCGP(2011), PGCert in Clinical Management, business and Education UCLAN 2019)

Dr R Maclean (MBCHB, MRCGP(2016), MRCP, DFSRH, DRCOG, DMTH)

Dr A Farid (MBBS, MRCGP, DGM, DFSRH, M.Sc. Ageing Health & Disease)

Dr S Jalan (MRCGP, MD, B.S Biology)

We also host GP trainees and hospital doctors as well as medical students.

Practice Nurse

Angela Sullivan

Advanced Nurse Practitioner

Lynn Hood

Practice Manager

Mrs N Reid

Business Manager

Ms A Henriksen

Contacting the Surgery

The surgery is staffed by trained receptionists from 8.00am – 6.30 pm (Monday- Friday)

Requests for appointments and visits should be made between 8.00am and 10.00 am.

Requests for non-urgent appointments, test results and prescription queries are best made between 2pm-4pm when staff have more time to attend to you.

Home Visits

The doctors are willing to visit patients who find it impossible to leave their home. Visits must be requested **before 10 am**.

All home visit requests are triaged by the duty doctor. If a visit is required, you may be visited by a clinician other than your GP who may be more appropriate for your concern. This may be a clinician from the ACUTE VISITING SCHEME, a COMMUNITY RESPIRATORY NURSE, DISTRICT NURSE or a NURSE/PHYSIO/OT from the urgent care ICRAS TEAM.

Patches

Not to be used for requesting appointments. Appointments will not be available through Patches as pre-booked appointments are not offered. Please ring the surgery for routine appointments.
To be used for paperwork requests and routine matters only.

Appointments

The appointments system works as follows:-

- Appointments with our GPs or ANP are on the day only and to be made via telephone.
- Nurse and Phlebotomy appointments are pre-bookable up to 1 month in advance.
- If you are unable to attend your appointment please try to let us know as soon as possible.

Online Access & Repeat Prescriptions

NHS App. Please speak to a receptionist if you require help. We are encouraging everyone to download the app. It can be used for prescriptions, blood results and for managing referrals.

The easiest and safest way for you to order your repeat medication is via your [NHS account](#).

From 1st October 2025, you will have to order your repeat prescriptions via the NHS app.

Services on Offer

Family Planning Advice

Given by all doctors during normal surgery hours.

Intrauterine Device and Contraceptive Implant fitting.

Clinics

Well Women, Well Man, Asthma, Diabetes, Dietician, Obesity, C.O.P.D., Rheumatoid monitoring, Hypertension, Joint injections, Minor surgery, Pessary fitting

Maternity Care

An Antenatal Clinic is held on Wednesday at 1pm – 3.30pm. An appointment is necessary.

Baby Clinic

A Baby Clinic is held on Thursday at 1pm – 4pm. An appointment is necessary.

Travel

The surgery can offer advice and immunisations.

There may be a fee for some courses of treatment.

Private Medicals

We offer HGV/Taxi and Fostering medicals. There may be a fee involved so please speak to the reception team regarding this.