

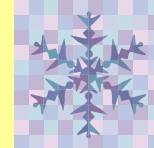
January 2017

www.rainfordhealthcentre.co.uk

Sept 2016
The Health Centre
Higher Lane
Rainford

Tel: 01744 882855 or
01744 457361

DRS LOWCOCK & VELTKAMP



TRAINING / PROTECTED TIME EVENTS - 2017

The following dates have been allocated to us for training / protected time events. This means that from **12.30 pm on these dates the Practice will be closed**. The Practice will open again as normal the following day. In the event of an emergency please ring our normal number and you will automatically be transferred to our “out of hours” service.

16th Feb / 26th April / 22nd June/ 27th Sept / 23rd Nov

RECEPTION

We have introduced a queuing system at Reception. Please wait by the sign to be called forward. There are several reasons for this:

- This helps to protect patient confidentiality
- Lessens pressure on the Receptionist if they are on the telephone
- We currently only have one Receptionist out at the front desk, this is because of the amount of administration required by Reception which cannot be carried out on the Reception desk

Please be patient as the Practice is extremely busy, due to the winter pressures period and the demands put upon us by the Government and our CCG

We have had several incidents of rudeness and aggression towards our Reception Staff, this WILL NOT be tolerated. We are under immense financial pressure and clinical pressure and we are trying, with the resources we have available to us, to help you. Incidents include patients demanding that the Receptionist should interrupt the Doctors for an answer to their query there and then. This cannot be done, your query will be passed to the Doctors for their consideration and you will be asked to call back later in the day for the answer. Please remember that Receptionist cannot answer queries of a clinical nature.

STAFF

Dr Piercy has returned to the Practice to complete her training. She will be moving on to a permanent position at the end of March.

Emma has returned from her maternity leave, and the Practice is noisy again, we are delighted to have her back.

Anna has completed her work with us covering for Emma’s maternity leave. We are delighted to say that she has secured a permanent position with another Practice.

Dr Babajews has left the Practice and currently there are no plans to replace him.

GLUTEN FREE PRODUCTS

In St Helens we have a big financial challenge to meet in the short term. The CCG has a savings plan of £20.5million to achieve in 2016/2017 and a further £18.1 million to be saved in 2017/18 in order to balance the budget. To address this we need to find ways of reducing costs in some areas in order to protect other essential services.

One of the areas that has been identified by the Clinical Commissioning Group is the prescribing of Gluten Free products which are provided to patients on prescription. These products – which include flour, bread, pasta, biscuits and pizza base mix – were added to the list of products available on prescription when they were not easily available to buy locally.

Today these products are more widely available from supermarkets and are sold to the public at prices that are **considerably lower than the NHS is charged** when bought for use on prescription. There are also many other alternative sources of carbohydrate that do not contain gluten, for example rice and potato.

Therefore from 1st February 2017 these items will **no longer be available on prescription.**

BLOOD TEST RESULTS AND PRESCRIPTIONS QUERIES

Reception Desk and telephones are extremely busy first thing in a morning. Therefore with immediate effect we are unable to take calls regarding blood test results or prescription queries until 11.30am and after. If you call before 11.30am you will be asked to call back later.

You may receive a text regarding your blood results, please do not be alarmed by this and if you need to call the Surgery please do so after 11.30 am

Please note that Rainford Health Centre does not provide the following:

- For safety reasons, we do not accept prescription requests over the telephone
- We cannot change dressings in Surgery. This service is provided by the Treatment Room Nurses. Please ring 0800 953 0960
- We do not have the facilities to syringe ears. This is also provided by the Treatment Room as above.
- We no longer arrange hospital transport for patients. Patients can arrange their own transport by telephoning 0800 032 3240 and choose option 4

NHS provided chiropody services are only available for patients who meet the following criteria:

Those under 18 or over 65
Pregnant women
Those with a chronic medical condition including diabetes, peripheral vascular disease
Those registered disabled

CONTACT DETAILS

We can now take email addresses and you can choose to use this as your preferred method of communication – please speak to a Receptionist for details.