

# MAY 2018

[www.rainfordhealthcentre.co.uk](http://www.rainfordhealthcentre.co.uk)

December 2017  
The Health Centre  
Higher Lane  
Rainford

Tel: 01744 882855 or  
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## DRS LOWCOCK & VELTKAMP



### **Blood Test Results**

Please do not be alarmed if you receive a text or e-mail regarding your blood tests, sooner than you are expecting. These sometimes do come back sooner than expected which is due to the efficiency of the laboratory.

### **Staff**

Alison Marrs has joined the Practice as a medical receptionist. **BIG** congratulations to Lindsay our Practice Nurse who has won the Practice Nurse of the Year award for St. Helens CCG. She was nominated by colleagues for all her hard work and dedication within Primary Care and the care she provides to our patients, which hasn't gone un-noticed.

### **Travel Vaccinations**

There have been some shortages of certain travel vaccinations. Please give us plenty of warning if you are planning to travel to somewhere where you will require vaccinations so that we can advise accordingly.

### **Texts and E-mails**

You will also now receive an email and/or text reminding you of your appointment and blood results.

### **Social Media**

Visit our website at [www.rainfordhealthcentre.co.uk](http://www.rainfordhealthcentre.co.uk) for lots of information and guidance about the Practice and the services offered. We also have a Facebook page where we try and share useful information. We have recently seen comments made on social media regarding a member of our staff. We find this kind of comment personal and absolutely inappropriate. We would never put personal comments about anyone on social media and feel strongly that this respect should be reciprocated. Our Staff work very hard indeed to provide our patients with a very good service. We have a complaints procedure to deal with any issues and the Practice Manager and Team are always available to help.

### **On-line Services**

We offer a variety of on-line services. If you have not already registered you can create an account (there is no need to come to the Practice to do this). You will be able to book appointments and order repeat medication. You will be required to produce ID to the Practice for your account to be fully verified. Visit <https://support.patient-access.co.uk/registration/how-do-i-register> for information on how to register. PLEASE NOTE YOU DO NOT NEED A REGISTRATION LETTER TO SET UP AN ACCOUNT AT OUR PRACTICE

## **Extended Access Service**

If you call the Surgery and we have no daytime appointments left, you may be offered an appointment at the Extended Access Service. This is a great service provided by our Out of Hours provider at Albion Street, which is very accessible for patients from Rainford. And car parking is available. This Service has been provided to aid Practices with the unprecedented demand for appointments. Please inform us if you cannot attend one of these appointments as the appointment can then be made available for someone else who needs it.

### ***Sun safety tips***

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Make sure you:

- spend time in the shade between 11am and 3pm
- make sure you never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 15 sunscreen

### ***What factor sunscreen (SPF) should I use?***

Don't rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun's at its hottest.

When buying sunscreen, the label should have:

- a sun protection factor (SPF) of at least 15 to protect against UVB
- at least four-star UVA protection

UVA protection can also be indicated by the letters "UVA" in a circle, which indicates that it meets the EU standard.

Make sure the [sunscreen is not past its expiry date](#). Most sunscreens have a shelf life of two to three years.

Don't spend any longer in the sun than you would without sunscreen