

SPRING NEWSLETTER

www.rainfordhealthcentre.co.uk

May 2014
The Health Centre
Higher Lane
Rainford

Tel: 01744 882855 or
01744 457361

DRS TWOMEY & LOWCOCK



OPENING TIMES

Our opening hours have changed and therefore we will be able to offer early appointments on a Thursday and Friday:

| | |
|---------------------|---------------|
| Monday to Wednesday | 08.30 – 18.30 |
| Thursday and Friday | 08.00 – 18.30 |
| Saturday and Sunday | CLOSED |

TELEPHONE SYSTEM

Our new telephone system has now been installed. At the moment we have no automated messages installed, however you can still contact us on 01744 882855 and also 01744 457361.

USE THE INTERNET TO BOOK YOUR NEXT APPOINTMENT

WE CONTINUE TO ACCEPT APPOINTMENTS BOOKED ON-LINE THROUGH EMISaccess. THIS SERVICE WILL ALLOW YOU TO VIEW, BOOK AND CANCEL YOUR APPOINTMENT VIA THE INTERNET 24 HOURS A DAY
TO REGISTER VISIT WWW.RAINFORDHEALTHCENTRE.CO.UK

YOU CAN ALSO ORDER YOUR **REPEAT** MEDICATION AND INFORM US IF YOU HAVE CHANGED YOUR CONTACT DETAILS

PRACTICE STAFF

We would like to welcome our new F2 Doctor. Dr Marcus Moore will be here until August.

Some of you may also remember Dr Helen Piercy and Dr Craig Morgan. We will be welcoming them both back to our Practice in August, for the following 12 months.

We also have a new Medical Receptionist whom we are sure most of you have already met. Welcome to Rainford Health Centre Miss Kim Manchester.

HOME VISITS

Please note that if you are feeling unwell you will always be seen quicker if you can get down to the Surgery. However if you do require a home visit please **ring before 11am**. Doctors are allocated between 12 and 2pm for home visits. We understand that emergency situations arise outside of these times and sometimes you cannot always call early, but as a general rule requests should be made in the morning.

TRAINING / PROTECTED TIME EVENTS - 2014

The following dates have been allocated to us for training / protected time events. This means that from **12pm on these dates the Practice will be closed** and there will be no Doctors available. The Practice will open again as normal the following day. In the event of an emergency during one of these protected time sessions please ring our normal number and you will automatically be transferred to our “out of hours” service.

26th June / 17th July / 25th September / 22nd October / 26th November

We are still losing far too many appointments because patients do not attend. **Please let us know if you cannot attend for your appointment so that we can offer it to someone else.** To try and alleviate this problem we have introduced a text messaging service:

We can send you a text to remind you of your appointment.

All you need to do is inform Reception of your current mobile number.

NON NHS / PRIVATE WORK

We are receiving an increasing number of requests for letters and reports that are classed as **non NHS or Private work**. These include requests for “fitness to join a gym” report, letters to clarify addresses for submission to the DWP, letters for students during exam time. If you request a report/letter of this nature please be aware that there will be a charge for this to be paid in cash and that you should submit your request early to avoid disappointment. **The Doctor will require at least 10 days following your request to complete any report or produce a letter.**

If you are travelling abroad and need advice about vaccinations, and health information whilst you are on holiday, please contact the Surgery and our Practice Nurse will be able to help. PLEASE REMEMBER that, if you need vaccinations, allow at least 3 months before you travel otherwise you will not be fully protected.

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 800 953 0960
- We do not have the facilities to syringe ears. This is also provided by the Treatment Room Nurses but a doctor needs to make the referral.
- 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
Those registered disabled

COMING SOON:

Electronic Transfer of Prescription Service (EPS). GP's will be able to send your prescription electronically to a pharmacy of your choice. This will be more efficient and be more convenient for patients.