

## DRS LOWCOCK AND VELTKAMP



### PRACTICE STAFF

Many of you know our Receptionist Emma. We are delighted to report that Emma had a baby boy in April, weighing in at just under 10 pounds WOW. The baby is called Gerard and is absolutely gorgeous. Well done Emma. Dr Piercy has also had a baby girl so we have one of each.

Dr Jill Carson will be joining us from July and will have appointments available on a Tuesday, Thursday and Friday.

Dr Babajews and Dr Birks will both be moving on and leaving us at the beginning of August. We wish them both well.



### CARERS

If you are a carer, there are a range of services available to you. If you are not already registered with the St. Helens Carers centre, and would like some support please ask at Reception and we can arrange this for you. Visit <http://www.sthelenscarers.org.uk/> for more information.

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

PLEASE ASK AT RECEPTION FOR A REGISTRATION LETTER

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

IN JUNE WE HAD **64 DNA's** THIS EQUATES TO **over 14 HOURS** OF GP/NURSE TIME

**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

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.

Summer for many people heralds the start of several months of misery. More than 2 million people in the UK suffer a variety of symptoms commonly known as Hayfever. Hayfever (seasonal allergic rhinitis) is a reaction to pollen usually from trees and grasses.

Treatment options should be tailored to the individual to ensure they are suitable for the patient and that they do not interact with any medication. The following are the most usual medications and CAN BE PURCHASED FROM YOUR LOCAL CHEMIST WHERE THE PHARMACIST WILL HELP YOU DECIDE THE BEST OPTIONS FOR YOU.

Anti-histamine tablet/liquid - Steroid nasal sprays - Anti-histamine/anti-inflammatory eye drops

If you have difficulty controlling your symptoms please contact the Surgery

Visit our website for more useful information and links to health advice.

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

To help us to help you please remember the following when ordering your repeat prescription:

- Order before you are due to or run out
- Do not order too early – if you do need to order early please tell us why
- Only order what you need
- Remember we do not take telephone requests

This will help eliminate the need for Reception to ask the Doctor for Urgent prescriptions to be sent and hopefully alleviate pressure for yourselves and us.