

# SUMMER NEWSLETTER

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

May 2013  
The Health Centre  
Higher Lane  
Rainford

Tel: 01744 882855

## DRS WEBSTER, TWOMEY & LOWCOCK



### PRACTICE STAFF

As many of you know for the past couple of years Dr Webster had reduced his hours with us to two days per week. He has now decided that the time has come for him to retire completely and to that end will retire at the end of the year.

Dr O'Connor will also be leaving the Practice and will not return from her maternity leave. She has been offered a Partnership in Liverpool and we wish her good luck. We will be advertising for replacements over the next few months.

Our Healthcare Assistant, Lisa, has taken on some more hours and will now be able to offer a wider range of appointment times.

We are also pleased to inform you that Ashlee, our administrative apprentice, will be joining us on a permanent basis as from June 2013. We are looking forward to her becoming a permanent member of staff.

### 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.

Below is a small paragraph written by a member of our Patient Participation Group, who is also a member of the local Rainford Carers' Support Group.

"We are pleased to report that we have been running successfully for just over 12 years. Our Membership has increased over the years and we are always pleased to be helpful to new carer members.

Fortunately we are able to offer therapy, respite meetings with other Carers, trips and free buffets, thanks to generous donations to our funds. All Carers are most welcome, just ring 01744 882598 if you are interested in joining us – Sue Kimberley, Rainford Carers Support Group

### TELEPHONE SYSTEM

Our recent patient survey highlighted problems that patients' encounter with our telephone system. We have been working alongside our Patient Participation Group to discuss the options and we are pleased to announce that we will be installing a new telephone system very shortly. It will feature a number of automated options one of which will enable you to book, cancel and check your appointment **24 hours a day**. This will enhance our patient access options and will be available as well as the electronic options below, providing you with a choice of ways to access our services.

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 APRIL WE HAD 48 DNA's THIS EQUATES TO 8 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

## **UP-GRADE TO OUR COMPUTER SYSTEM**

Work is currently underway within the Practice to up-grade our computer system and we will be "going live" with this on 21<sup>st</sup> August 2013

Please be aware that it will take staff some time to get used to the new system so therefore we anticipate processes will initially take more time

The change over may affect patients booking appointments and requesting prescriptions on-line for a short time. If you do experience any problems around this date please contact the Practice by telephone or in person to book an appointment and bring prescription request to our Reception desk during this period. Please bear with us during this period, of course you may not notice any disruption to services during this time which would be our main aim.

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