

March 2022

www.rainfordhealthcentre.co.uk

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The Health Centre
Higher Lane
Rainford

Tel: 01744 882855 or
01744 457361

Drs Lowcock & Veltkamp



We are still open and here for you. We are continuing to provide services as we have been doing throughout the COVID-19 pandemic. If you need medical advice or treatment, please visit our website for non-urgent advice, to use e-consult or to book an appointment (These are available to book online).

Appointments are being delivered face-to-face, by telephone, or using video calls – the practice team will assess what is most appropriate for you and if you have a preference, you can discuss this with them.

Our Appointment System allows patients to pre-book up to 4 weeks in advance

When booking an appointment to see a clinician it is the practice policy that receptionists ask a reason for the appointment. This has come directly from the GP's and there are several reasons why this is important.

- If receptionists have an idea of what you are coming to the Practice for, they can ensure that you are booked with the appropriate clinician.
- It can save the clinicians time during your consultation as they can have a clear idea before your appointment what you are attending for.
- Depending on the reason given you may need to see the GP sooner, this can be facilitated by giving the reception staff as much information as you can.
- Please do not attend the practice if you are concerned you may have covid-19 symptoms. This could put both our practice team and other vulnerable patients at greater risk

Training / Protected Time Events – 2022

The following dates have been allocated to us for training. This is called a protected time event. This means that from 12.30 pm on the following dates the Practice will be closed. The Practice will open again as normal the following day. In the event of an emergency during one of these afternoons, please ring our normal number 01744 882855 and you will automatically be transferred to our “out of hours” service.

27th April / 26th May / 22nd June / 21st July / 21st Sept / 20th Oct / 23rd Nov

Face Covering rules

The legal requirement to wear a face covering no longer applies. However,

Face coverings and face masks will continue to be required in health and care settings to comply with [infection prevention and control \(IPC\)](#) and [adult social care](#) guidance. This includes hospitals and primary or community care settings, such as GP surgeries. They must

also be worn by everyone accessing or visiting care homes. You are required to wear a face covering on entering these healthcare settings and must keep it on until you leave unless you are exempt or have a reasonable excuse for removing it.

Extract taken from www.gov.uk March 2022

Appointment System For All Blood Tests

Patients can book their blood test in advance online or by telephone: by phone 0808196 4500

www.sthk.nhs.uk (Book online 24 hours a day, 7 days a week)

- Whiston Hospital
- St Helens Hospital
- Newton Community Hospital
- Lowe House Medical Centre
- St Helens Urgent Treatment Centre (Millennium Centre)
- Rainford Health Centre
- Garswood Medical Centre
- Widnes Health Care and Resource Centre.

You can check the opening times of your nearest clinic here: <https://www.sthk.nhs.uk/our-services?service=75>

Please note: Currently the community phlebotomy service for our housebound patient's service is short staffed and therefore routine bloods that are being requested by GP's are approaching a wait time of up to 4 weeks. They will be prioritising urgent bloods, which they are still attempting to attend within 72 hours. We can only apologise for this inconvenience.

and finally!

Retirement News

Dr Lowcock, GP Partner and Helen Sansbury our Practice Manger will be retiring at the end of March 2022. Dr Lowcock started working at our practice in the year 2000 originally as a salaried GP and then became a GP Partner of the practice in 2011. Helen has been the Practice Manger at our practice since 1991. They have both been an integral part of our practice for many years and we will be very sorry to see them go. We wish them well in their retirement and whatever they plan to do with all the spare time they will have! We hope they will keep in touch and pop in to see us all when they can.

We are pleased to announce that Dr Morgan will be replacing Dr Lowcock as a GP partner at the practice. The practice is currently trying to recruit a salaried GP and will keep you up to date with our progress. We would also like to welcome our new Practice Manager to Rainford Health Centre her name is Wendy Webster although she is new to our practice, she has a lot of experience in the role.