

Disabled Access - There is disabled parking immediately outside the front entrance with a ramp leading into the building. All rooms including the toilets are accessible by wheelchair.

Car Parking - There is ample car parking in the main car park adjacent to the building. Please do not block the doctors spaces as they may need immediate access. Do not use the disabled spaces unless entitled to do so.

Patient Participation Group – We have an active group who meet approximately 4 times a year. Minutes are posted on our website.

Local Pharmacy - Your local Pharmacy can deal with minor ailments such as diarrhoea, runny nose, sore throat, painful cough, sticky eyes etc. Please make use of this valuable service

Do something amazing today – be a blood donor. Hospitals need the equivalent of 10,000 blood donations every day. Blood is used not just in accident and emergencies but in the treatment of cancer and burn, in childbirth, heart surgery and the transplantation of organs. The continued success of these and other treatment depends on regular blood donations from people like you. For more information call 0300 123 23 23 or visit the website www.blood.co.uk

Are you a Carer? If you are a carer, please notify us and we may be able to help. We have a Carers' Notice Board in the foyer – it provides up to date info from the Carers Centre.

A carer is anyone, irrespective of age, whose life is in some way restricted because of the need to take responsibility for the care of a person who has mental health problems, learning disabilities, is physically disabled or whose health is impaired by sickness or who is elderly and frail.

St Helens Carers Centre offers help and advice to people who are carers.

Visit their website at www.sthelencarers.org.uk/

Change of Address – It is important that you notify Reception if you change your address, personal details or phone numbers (both home or mobile).

Practice Area – The Practice covers patients who reside in the following areas: Rainford, Rainford Junction, Crank, Kings Moss, Crawford and Bickerstaffe. We accept patients from the Windle area of St Helens and from the western side of Billinge. If you move outside this practice area it is unlikely that we shall be able to continue caring for you. You can search for a new GP on www.nhs.uk

Complaints / Compliments / Suggestions

The surgery aims to always give the best possible service and welcomes comments and suggestions for change. If you do not wish to discuss these in person, please feel free to post a comment in the Suggestions Box in the waiting room. If you are unhappy with any aspect of our service or treatment, please tell us. If you still feel malcontent, formal complaints should be made in writing to the Practice Manager, Mrs Wendy Webster, who will take up the matter on your behalf and keep you fully informed in writing. However, should you remain dissatisfied with the findings of this investigation, then you may further complain in writing to the Parliamentary and Health Service Ombudsman (PHSO) at either:

Milbank Tower
Millbank
LONDON
SW1P 4QP

Citygate
Mosley Street
MANCHESTER
M2 3HQ

The PHSO may be contacted via telephone on 0345 015 4033. Further details on how to make a complaint to PHSO can be sought at www.ombudsman.org.uk.

Training Practice - We are a Post Graduate training practice and have GPs in training working at the practice. These are attached to the practice for between 6 and 12 months. These are doctors who are fully qualified with several years' experience already in hospital and clinic settings. They are completing their specialist training in general practice under the supervision of the doctors at the health Centre.

DRS VELTKAMP AND MORGAN

RAINFORD HEALTH CENTRE
HIGHER LANE
RAINFORD
MERSEYSIDE WA11 8AZ

TEL: 01744 882855 / 01744 457361

FAX: 01744 886559

WEBSITE:

RAINFORDHEALTHCENTRE.CO.UK

WELCOME TO OUR PRACTICE

OPENING HOURS
8.00 AM TO 6.30 PM
MONDAY TO FRIDAY

DR U VELTKAMP MB CH.B MRCCGP
DR C MORGAN MB CH.B MRCCGP

PLEASE READ THIS LEAFLET AND KEEP IT SAFE – IT WILL HELP YOU MAKE THE BEST USE OF OUR SERVICES

PLEASE NOTE ALL INCOMING & OUTGOING TELEPHONE CALLS ARE RECORDED FOR TRAINING & MONITORING PURPOSES.

Welcome to Rainford Health Centre

The practice aims to provide a high standard of care for our patients. We hope that with the aid of this leaflet we can explain how we organise our services and help you make the most efficient use of our services. If you are a new patient, you are invited to attend for a new patient health check. Please book an appointment with the HCA via reception. Bring all your medication along.

Our Practice Manager is Wendy Webster. She can help you with any administrative or non-medical aspect of your care. Wendy is also available, by appointment, to discuss any suggestions that you may have to improve our service to you.

Our receptionists are the vital link in our communications. All our staff try very hard to help you obtain the service you require and sometimes they may need to ask for additional details regarding your condition to help the Doctors prioritise. **Please do not shout at them.** The practice supports a NHS Zero Tolerance policy regarding aggressive/abusive behaviour (see the website).

Our Practice Nurses are Lindsay Johnson and Rebecca Sansbury they are supported by our HCAs. They offer a full range of treatment room services and dedicated clinics for the management of chronic health problems such as asthma, heart disease and diabetes. All consultations are by appointment only.

Flu vaccinations are given in October for people in at risk categories. Please see our website in September for the timing of the clinics and who is eligible.

Cervical smears – women under the age of 25 are not required to have a smear; women between the age of 25 and 49 years are recommended to have a smear every three years; women aged between the ages of 50 and 65 are recommended to have a smear every five years.

Childrens' immunisations and development checks by appointment

Travel Advice and Travel Vaccinations

It is important to check your immunisation and health requirements before travelling. Travel immunisations are arranged by appointment with the Practice Nurse. Please arrange in good time as some immunisations require a course of injections prior to travelling.

The District Nurses deliver a high standard of nursing care to patients in their own home. They offer specialist nursing care for patients following discharge from hospital, acutely ill and terminally ill people. The District Nursing Teams are based at Garswood. Please note a GP or hospital referral is required to utilise their services.

The Community Midwife holds a weekly antenatal clinic by appointment. The role of the Midwife is to help expectant mothers to prepare for labour and early parenthood; they aim to give help, advice, and support throughout the pregnancy and for the first four weeks after the baby's birth.

Appointments

The Practice offers a range of appointment times from 8am in the morning to 6pm in the evening. Appointments times are allocated on average every 15 minutes and we do our best to run to time although, sometimes, late running is beyond our control. Requests for appointments can be made by phone, in person or on the internet. (see our website). **Please inform Reception if you are unable to attend.**

Patients with problems that cannot wait until the next routine appointment can complete patches e-consultation on our website, you will be asked a series of questions to gather as much information as possible. Our on-call GP will triage the request and decide the best course of action. Please note any patches complete after 11am will be triage the following day unless the request is deemed as urgent.

Home Visits are only for patients too ill to be brought to the surgery. Please make requests by 10.30 am. Please give the receptionist as much detail as possible as this helps the Doctor to plan the visits so that the most urgent calls are made first. Please remember to give the patient's name and date of birth and the address where they are staying.

Family Planning advice is available from all the doctors in normal surgery hours.

Phlebotomy Service (blood taking)

All Phlebotomy Clinics are by appointment only. Please book on-line 24 hours a day at www.sthk.nhs.uk or call 0808 196 4500 between 12pm and 3pm Monday to Friday to book your appointment.

Specimens and Test Results

- all specimens should be clearly labelled and delivered to Reception before 11am
- – blood tests, urine test etc are carried out for the benefit of your health. **PLEASE ENSURE YOU CONTACT THE SURGERY FOR YOUR RESULTS.** If telephoning or calling in please do so between 2 and 5pm. Blood tests are usually back within 3 days. Results will only be given to the patient and not to relatives for reasons of confidentiality. The reception staff will only state that the test is either normal or that you will have to see a doctor or nurse. Please do not expect the Receptionist to have any other information regarding the test or result.

Repeat Prescriptions Please request in one of the following ways:

- Placing your completed computer slip in the post box in reception.
- By post, please include a SAE if you wish it to be returned.
- By registering with the local Pharmacy for their delivery service
- By ordering on-line at our website www.rainfordhealthcentre.co.uk

Only medicines on your Repeat Register will be issued. We do not issue prescriptions for antibiotics without seeing a doctor. **Remember to order your medication when you have 10 days of medicine left. This gives us time to authorize the prescription and allows the Pharmacy time to “bag up” your medicines ready for collection.**

Out of Hours – the opening times of the surgery are given on the front cover of this leaflet. If an urgent medical problem arises outside of these hours either,

- In serious emergencies dial 999 for an ambulance
- Advice can be obtained by ringing NHS111 dial 111 (freephone number)
- If you wish to see a Doctor just ring the usual surgery number 01744 882855 and you will automatically be put through to Rota the local deputizing service. Patients fit to travel will be required to attend an out of hours centre.

Access to Health Records

The Data Protection Act 2018 gives you the right to see or have a copy of your health records. You do not need to give a reason. If you want access to your health records you can register for on line services. The practice website gives full instructions on how to do this.

The Data Protection Act 2018 is the UKs implementation of the General Data Protection Regulations (GDPR) which protects the confidentiality of any written or computerised information of a personal nature. Everybody working in the National Health Service has a legal duty to make sure that they adhere to the Act.

Please view the practice Privacy Notices on the website.

As well as adhering to the Data Protection Act the NHS has developed a set of principles to ensure that person identifiable information is restricted to those staff who have a justifiable need to know, to effectively carry out their jobs. These six principles are known as the Caldicott Principles and are as follow:

1. To justify the purpose(s) for using confidential information
2. Do not use patient identifiable information unless it is necessary.
3. Use the minimum necessary patient identifiable information.
4. Access to patient identifiable information should be on a strict need-to-know basis.
5. Everyone with access to patient identifiable information should be aware of their responsibilities.
6. Understand and comply with the law.

We need to collect and save patient information for the following reasons:

- Patients can receive quality care and treatment can be evaluated.
- The health of the public can be looked after.
- We can improve management and planning.
- Staff can review the care they provide and can be trained and developed.
- We can fulfil aspects of the law.

Information may be shared with others involved in your care, such as hospital consultants or social workers or other carer/care establishments. This depends on the nature of your care. There are other circumstances whereby medical information may be disclosed eg. requests from Solicitors, Insurance Companies etc. For this to occur you will have been notified in advance by the organisation concerned and asked to give authorisation for this information to be released.

Patients' Charter and Patients' Responsibilities

We believe that successful medical care involves a partnership between patient and doctor. As GPs we aim to provide up to date medical care, honest and realistic advice, and a friendly and efficient service. As patients, we hope you will use our service thoughtfully, respect our staff and premises and take overall responsibility for you own health and that of your children.

Your rights

- Confidentiality and courtesy from all the staff
- Access to your medical records
- Telephone calls answered promptly by a receptionist.
- An appointment the same day if you are **acutely** ill.
- An explanation if you must wait over 30 minutes.
- Repeat prescriptions available in 48 hours.
- A detailed leaflet detailing our services.
- Prompt investigation of any complaint

Your responsibilities

- To always treat our staff with courtesy
- To be considerate to other patients in the building
- To respect our home visiting and out of hours services
- To cancel appointments in good time if you cannot attend.
- To respect our premises by not smoking
- To learn how to treat your own minor illness and to keep some basic household medicines in a safe place.
- To be patient when appointments are running late.