

Health Checks

The Practice is offering **Health Check Screening** to any patient aged **40-74 years of age** and **without** a current diagnosis of **Heart Disease, Stroke or Diabetes** (patients with any of these conditions should already be receiving regular treatment). Early detection of these conditions could greatly improve quality of life in the future.

The practice would like to encourage you to book a test with the Practice's Health Care Assistant (Sheila Smith) via the reception. You will need to **complete a health questionnaire prior to the appointment and organise for your bloods to be taken**. The check will last approximately 45 minutes. Forms are available at the Reception desk (please ensure you are provided with one).

Contact Details

Please ensure that the practice has your most up to date contact details including address, home and mobile telephone numbers.

Registrars

The Practice currently has three GP Registrars, Dr John Bendelow, Dr Emma Funnell and Dr Guru Ganguly. All are in their final stages of GP training.

Sutton Surgery
333 Robins Lane
Sutton
St Helens
WA9 3PN

Telephone: 01744 811211
Fax: 01744 850025

Thatto Heath Surgery
99 Elephant Lane
Thatto Heath
St Helens
WA9 5QL

Telephone: 01744 811736
Fax: 01744 850985

Website address: www.rainbowmedicalcentres.co.uk
(which can be used to order prescriptions)



RAINBOW MEDICAL CENTRES NEWSLETTER

Practice Newsletter Winter 2011/2012

Half Day Closure

The practice will be closed for training the afternoon of Thursday 26 January 2012.

Smears

Cervical screening saves 4,500 lives each year, yet 830 eligible women registered with this Practice have not had their smear. The practice is aware that some women feel anxious or embarrassed about the test but both the practice nursing team and the female doctors are extremely professional, provide the test regularly for patients and are happy to discuss ANY issues you may have. The screening is confidential, free and offered to all women aged 25 to 64.

Book an appointment today.

Home Insulation

If you are elderly or satisfy the eligibility criteria, you may be entitled to free cavity all and/or loft insulation to help reduce those winter fuel bills and keep you warm over the winter period. Details are available on the following website:

<https://www.government-grants.co.uk/cavity-wall-insulation-grants.shtml>

Patient Group

The Patient Group would welcome new members. If you wish to join please provide your name and address to one of the Reception Team. The group is chaired by a patient and has representation from both surgery sites. No experience needed, just a willingness to get involved.

Comments Boxes

Are now available at both surgeries. Please use for any comments you may have on the services provided. All comments will be shared with the patient group. (Please note that this should not be confused with the complaints service.)

Prescriptions

*****Please only order the items you actually need.*****

In order to maintain a high level of service, to handle increasing workload and to minimise errors, we ask you to **PLEASE** ensure you order your prescriptions by any of the following methods and **allow 48 (working) hrs notice:**

- Use the internal/external posting boxes based in both surgeries
- Use the online facility at www.rainbowmedicalcentres.co.uk
- Fax to your normal surgery (see numbers below)
- Post to your normal surgery (see address below)

Please use the **repeat slip** provided wherever possible. (If your request has to be handwritten please use block capitals and ensure the request includes your full name, full address and date of birth.)

Upon collection please check that the prescription has all the items you requested and is correct. Please phone after 10am if you have any queries relating to a repeat prescription.

If you use the same medication regularly, you may be able to benefit from repeat dispensing, which means that you will not have to visit the surgery every time you need more medication. If you are suitable the doctor will issue prescriptions for a set number of months, which you can then take to a pharmacy of your choice and the pharmacist will issue your medication every month until the prescriptions have run out. Please ask the doctor during your next appointment if you are interested in this service.

General and Repeat Prescription Queries

If you are phoning for general advice and information or in relation to a prescription query **please phone after 10am**. The lines are incredibly busy in the early morning due to patients phoning to

book/cancel appointments, book home visits or requiring urgent advice and support.

Blood Pressure

If you are taking an Oral Contraception or HRT (Hormone Replacement Therapy); please ensure you book a BP check every 6 months. Thank you.

Appointments

- This surgery provides a combination of appointments that can be booked on the day as well as **appointments that can be booked in ADVANCE**. Please book in advance wherever possible.
- You can choose to see a particular doctor but you may have to wait longer for an appointment or be prepared to travel to the other surgery. If you are flexible as to the doctor you will see you will have a greater choice of appointments and are likely to be seen sooner.
- **Telephone consultations** can be booked during both morning and afternoon surgeries but **the timing of the calls will depend on the demands faced by the doctor and nurse** during that surgery.
- The Reception staff only ask questions to help you access the most suitable service/care.

The practice presently provides an extended hours (early evening) surgery at both sites once a week. The Sutton surgery opens on a Monday evening and the Thatto Heath surgery opens on a Thursday evening between the hours of 6.30pm and 8pm. These sessions are for **booked appointments only**. These appointments are aimed at patients who find it difficult to see a doctor during normal surgery hours. One of the nurses provides a session on a Monday evening at the Sutton surgery, again this session is for patients who find it difficult to attend during normal surgery hours.

CHOICE (of where you receive treatment)

If you need to go to hospital to see a specialist you have the right to choose which hospital you are referred to by your GP/doctor.

