

# Rainhill Village Surgery

529 Warrington Road Rainhill

Merseyside L35 4LP

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www.rainhillvillagesurgery.co.uk

Welcome to our Practice



## **The Doctors:**

Dr Chibuzo Orjiekwe, MRCOG MRCGP Dip Presc.Sci

Dr Palaniappan Subramanian, MS FRCS MRCGP

Dr. Kathryn Halsall, MBChB, MRCGP, DRCOG, DFSRH

Dr. Corina Somesan, MRCGP

## **The Rest of the Clinical Team:**

Andrea Lucas, Nurse Clinician.

Naomi Smith, Advanced Nurse Practitioner

Michelle Hannon, Practice Nurse

Nicola Beesley, Practice Nurse

John Wilkinson, HealthCare Assistant

Caroline Phillips, Midwife

Ann-Marie Spriggs, Community Matron

There is also a District Nursing team and Health Visitor attached to the Practice.

**Opening Hours:** The Practice does not close for lunch.

Monday	8.00am until 6.30pm
Tuesday	8.00am until 6.30pm
Wednesday	8.00am until 6.30pm
Thursday	8.00am until 6.30pm
Friday	8.00am until 6.30pm

### **Routine appointments with Doctors**

Monday, Tuesday, Wednesday & Friday 9.00am – 11.00am and 3.35pm – 5.35  
Thursday 9.00am - 10.50am

### **Routine appointments with Nurses**

Monday, Tuesday, Wednesday & Friday 9.00am - 11.45am and 2.00pm - 5.30pm  
Thursday 9.15 am - 12.00pm

### **Routine Appointments with the Health Care Assistant**

Thursday & Friday 8.45am – 11.45am

### **Emergency appointments**

The reception staff are trained to triage all phone calls from patients to the appropriate clinician/service. They can arrange for you to speak to a Doctor or nurse or to have an emergency appointment on the day. However emergency appointments may not be with the Doctor of your choice.

If you wish to see a particular doctor or nurse, please let us know and we will try to accommodate this wherever practicable.

### **Emergency Out Of Surgery Hours**

- For telephone advice call NHS 111.
- You can attend the Walk in Centre on Corporation Street, St Helens, Telephone number 01744627400 or attend The Health Care Resource Health Centre, Caldwell Road, Widnes, Telephone number 0151 495 5000 between the hours of 7.00 am –10 pm Monday – Saturday and Sunday 9.00am – 10pm.
- Your local A&E department is based at Whiston hospital.
- Alternatively If you need to see a Doctor out of normal practice opening hours please ring St. Helens ROTA on 01744 673 800.

### **Extended Hours**

We now offer 14 'Extended Hours' appointments each week for our patients.

These appointments are held between 6.30pm and 9.15pm on Monday, Thursday and Friday evenings and Sunday afternoons. This service is delivered by the out of hours Rota service on our behalf. Patients will be seen at Albion Street Clinic in St Helens by an Advanced Nurse Practitioner who can both diagnose and prescribe. If you are a worker or a **Carer** and unable to attend appointments during normal surgery hours, please ask the reception team and they will advise on the next available extended hours appointment

### **Clinics & Services Available via reception include:**

Child Health Surveillance every Tuesday 1.30- 3.00pm including immunisations and Child Development Checks.

INR and Warfarin Clinics every Tuesday and Friday 9am -10:30am

Cervical Smear Screening

Contraceptive Services (including IUS)

Maternity Services: the midwife attends every Friday 1:00-3:30pm

NHS Health Checks plus

Cardiovascular Disease prevention and Lifestyle Clinics

Chronic Disease management

Mental Health: advice, sign posting, counselling

Stop Smoking sign posting

Carers Annual Review

Learning Disabilities Review

Travel advice, please note we no longer offer travel vaccinations but can offer advice on where to go for them.

Immunisation clinics: Flu, pneumococcal, shingles, MMR catch up

Health promotion advice

Diabetic Clinic, first Monday of each month, patients to be referred into this clinic by a clinician

### **Training Practice**

We are a foundation Practice and have a qualified doctor in training from Whiston hospital working with us.

### **Disabled Access**

The Practice has disabled access via a ramp at the front entrance; a disabled parking bay and disabled toilet facilities on the ground floor.

### **Practice Area**

To check whether you are within the Practice area, please visit the 'Practice Area' section of our website and enter your postcode.

### **Registering as a Patient**

If you wish to register as a patient simply collect the registration forms from the reception desk or download the forms from our website at [www.rainhillvillagesurgery.co.uk](http://www.rainhillvillagesurgery.co.uk). If you do not hear from us within 1 week please contact us to check on the progress of your registration.

### **Named Accountable GP**

Each patient has a named accountable GP and this will be your usual GP whose name will appear on the back of your prescription on the top right hand side. New patients will be advised who this GP will be in their welcome letter.

### **Home Visits**

Home visits are available for patients who are clinically housebound. To request a home visit telephone the surgery before 11am on the day the visit is required, giving details of name, date of birth, address, (alternative address if not at home), contact number, and a brief outline of the problem. Home visits usually take place after morning surgery (between 12 and 3pm).

### **Non-NHS work:**

Insurance medical examinations  
HGV / PSV examinations / TAXI driver medicals /Pre employment medicals and Fitness to Travel medicals. A fee will be charged for non NHS Work. Ask at reception for details.

### **Flu Vaccinations:**

In accordance with the Department of Health Guidelines we recommend the Influenza vaccination for patients with chronic heart, lung, kidney disease, diabetics, pregnant women and residents of nursing and residential homes. The vaccinations are usually available from September.

### **Prescriptions:**

Repeat prescriptions can be ordered by post, fax, online, in person, via your nominated pharmacy or through the letterbox with the prescription printout. For more information on ordering prescriptions online please see our practice website [www.rainhillvillagesurgery.co.uk](http://www.rainhillvillagesurgery.co.uk)

Telephone ordering is only for the housebound/disabled by prior arrangement. If a prescription is required to be posted please enclose a self addressed envelope when ordering.

Please allow **two working days (48 hours)** for collecting prescriptions, weekends not included.

### **Test Results:**

Please contact the surgery **after 2.00pm** for all test results. It is your responsibility to contact the surgery for your test results. Please allow 7 working days before contacting the Practice, as this gives enough time for the result to be returned to the Surgery. You may receive text messages informing you of results if you have consented for this service.

### **The Patient - How you can help**

- Patients should extend the same courtesy and politeness to the practice team as they would expect to receive.
- Please remember appointments are for one person only. Where another family member needs an appointment please make a separate appointment.
- If you have several problems you would like to discuss please inform reception you will require a longer appointment.
- Whilst privacy will be respected by staff, patients should indicate whether they wish an appointment for routine information i.e. test results, health checks etc.
- Request repeat prescriptions in good time
- Please remember to let the Practice know if your contact details change (telephone number and address)
- Make every effort to attend for appointments on time and to notify the practice as soon as possible if you are unable to attend an appointment.
- Understand that it is not the receptionist's fault if the GP is delayed in calling you for your appointment
- We have disabled access for our disabled patients and a disabled parking slot.

### **Comments, Suggestions and Complaints:**

We aim to provide a high quality service for all our patients and are always interested in any areas where we can improve our services to patients. However if you are unhappy with any aspects of your care please put it in writing to our practice manager Ms Philippa Sephton. If after this you are still unhappy please contact Patient Advice and Liaison Services (PALS) on 0151 430 1376 or pals@sthk.nhs.uk.

### **Consent & Chaperone Policy:**

If you will require a chaperone please let the nurse/GP or receptionist know.

Consent is sought and recorded for all childhood/ travel immunisations and any minor surgery which involves cutting undertaken by our GPs.

### **Patient Medical Records:**

The practice team will keep your medical records **confidential**. If you wish to see your medical records you must consult the Practice Manager. You have a right to access to medical records made from November 1991 under the Access to Health records Act 1990.

If you wish to access all records before 1991 the manager will consult with your GP for consent to allow this. (See our practice booklet for further information)

We will return reports for Non medical bodies (solicitors etc) within three working weeks unless greater urgency is stressed. Our NHS work takes priority.

We will not without good reason give your medical records over the telephone unless we are certain of who we are talking to, nor will we give details about you to anyone else without your permission.

When you visit the practice you will be treated as an individual, with dignity, courtesy and respect at all times irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. A patient's need for privacy will be respected at all times.

### **Violent Or Abusive Behaviour**

We aim to treat our patients courteously at all times and expect patients to treat the staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is abusive, violent or threatening to our staff they will be warned to stop this behaviour. If this persists we may exercise our right to remove them immediately if necessary. We strongly support the NHS Policy of Zero tolerance. In extreme cases we may summon the police to remove offenders from practice premises.

### **SCR – Summary Care Records**

By joining the practice you are automatically opted in to have a Summary Care Record. This will contain important information about any medicines you are taking, allergies you suffer from and any bad reaction to medicines that you have had. Your Summary Care Record will also include your name, address, date of birth and your unique NHS Number to help identify you correctly. Only Healthcare staff that are directly involved in caring for you have access to your SCR, they will only have information they need to do their

job and their details will be recorded. Unless you are unconscious the healthcare staff will always request your permission before viewing your SCR. For more information about SCR and your choices:

- Phone the Summary Care Record Information Line – 0300 123 3020
- Contact your local Patient Advice and Liaison Services (PALS) [www.pals.nhs.uk](http://www.pals.nhs.uk)
- Visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)

### **CQC – The Care Quality Commission**

The Practice has been registered with the CQC since 1<sup>st</sup> April 2013. Our registered Manager is Dr Orjiekwe (Dr Chibby). More information about the CQC can be found at [www.cqc.org.uk/public/about-us](http://www.cqc.org.uk/public/about-us)