

## Confidentiality

The practice keeps records about your health and any care or treatment you receive from the National Health Service (NHS). It is important that records are kept to ensure that you receive the best possible care.

Anyone recording information about patients in the NHS has a duty to keep **information about you confidential**. Records **must** be kept in a safe place in the surgery, either on the computer or paper files. Receptionists and secretaries should not read the details of your records unnecessarily, but they do keep them in order.

If you have any questions, comments or suggestions about the confidentiality of the information held in your medical records please speak to the Business Manager or your Doctor.

## You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment between 9am & 11 am
- Considering whether you need to see a doctor, a nurse or require a telephone consultation. If in doubt, please ask one of the receptionists.

## This practice does not tolerate aggression or violence

## Suggestions/Complaints

We welcome suggestions about ways of improving our services to patients. If you have any suggestions or comments to make, please ask for a form at receptions, leaving your name, address and telephone number if you would like a written reply.

This practice follows the NHS complains procedure. If you have a complaint or concern regarding the service you have received from the practice, please let us know by contacting the Business Manager or one of the Doctors in writing, or by making an appointment to see the Business Manager to discuss your complaint in person. We will ensure that your concerns are dealt with promptly.

Although the practice hopes all patients feel comfortable to raise any issues directly with the practice; NHS England also operates a Customer Services Centre which can be contacted on 0300 311 22 33.

You can also share you experience with the Care Quality Commission (CQC) by contacting them on 03000 61 61 61, [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or via their website [www.cqc.org.uk](http://www.cqc.org.uk)



## RAINBOW MEDICAL CENTRES

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

333 Robins Lane Sutton, St Helens WA9 3PN

Tel: (01744) 811211 Fax: (01744) 850025

&

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

Tel: (01744) 811736 Fax: (01744)850985

### Opening times **SUTTON**

MONDAY	8.00 AM – 6.30 PM
TUESDAY,	8.00 AM - 6.00PM
WEDNESDAY & FRIDAY	8.00 AM – 6.30 PM
THURSDAY	8.00 AM –1.00 PM

### Opening times **THATTO**

MONDAY,	8.00 AM - 6.00 PM
TUESDAY & FRIDAY	8.00 AM – 6.30 PM
WEDNESDAY	8.00 AM –1.00 PM
THURSDAY	8.00 AM –6.00 PM

**PHONE LINES OPEN FROM 8 AM TO 6.30 EVERY WEEK DAY FOR BOTH SITES**

### Partners:

Dr Michael Hanrahan	MBChB, FP Cert, GP Trainer
Dr Ferozuddin Sayed	MBChB
Dr Shanthi Koshy	MBBS,MRCGP,MRCP,DRCOG,DFFP,GP Trainer
Dr Rachael Whittle	MBChBcom, MRCGP GP Trainer
Dr Hayley Roberts	MBChB,MRCGP
Dr Gina Browne	MBChB,MRCGP
Dr Nicola Burrows	MBChB,MRCGP, Bsc(Hons)

### Salaried Doctors

Dr Susie McNulty	MBChB,MRCGP GP Trainer
Dr Lizzie Mooney	MBChB,MRCGP

### Practice Nurses

**Deborah Larty** RGN BSc ENB998, ENB928 (Diabetes & Teaching) FPCert  
**Michelle Mousdell** RGN, NNEB Diploma Module in Asthma Management, COPD, Spirometry, FPCert, Marie Curie Cervical Screening Course, Tissue Viability Diploma Module.  
**Claire Duddle** RGN BSc Module COPD Management, BSc Module Asthma Management, Diploma Leg Ulcer Management, Diploma Mentorship, Cervical Screening.  
**Suzanne Williams** RGN Specialist Practitioner A901 Diabetes, Teaching/Assessing, level 3 Dermatology, FPCert, Marie Curie Cervical Screening Course.  
Other trained nurses are occasionally attached to the practice to gain experience under supervision of these highly trained nurses.

### Hannah Plunkett

**Lauren Mines**

**Health Care Assistant (HCA)**

**Sheila Smith**

## PRACTICE AREA

The practice covers a wide area of St Helens including:- Blackbrook, Broad Oak, Clock Face, Dentons Green, Eccleston, Fingerpost, Haresfinch, Laffak, New Bold, Nutgrove, Parr, Prescot, Rainhill, Sutton, Thatto Heath, Toll Bar and Windlehurst.

**Please check before you try to register to ensure that your actual street is within our practice area/boundary.**

### To Register

To register with the practice you should bring your NHS Medical Card (if available) and a form of ID (which includes your home address) to the reception. The staff will provide you with the appropriate forms and further details/information.

**All patients are allocated a named & accountable doctor** and have the right to express a preference to who that doctor is. Patients also have the right to be treated by a particular doctor or nurse. This will be noted and accommodated, whenever possible.

### Appointments

Appointments to see a doctor/nurse may be made over the internet, by phone or in person at the reception. Telephone consultations with doctors and nurses are also available for advice, results or follow-up to some consultations. The reception staff are trained to direct you to the most appropriate service if you provide brief details of your requirements.

### Home visits

These are only necessary when a patient is too ill to leave home. They should be requested before 11 am and a doctor may phone for more details. It is not always possible for the doctor of your choice to visit.

### Repeat Prescriptions

**\*\*\*Please nominate a pharmacy and have your prescriptions sent direct to them – this will save you and the practice time\*\*\***

To order prescriptions 2 full working days' notice (48 hours working hours notice) is required.

Requests may be emailed via the internet via ([www.rainbowmedicalcentres.co.uk](http://www.rainbowmedicalcentres.co.uk)), handed into the practice or faxed. The practice takes no responsibility for prescriptions sent or returned by post.

**The practice does not take telephone requests.**

Repeat dispensing is also available – please ask for information.

**This practice provides a full range of services to its patients. These include:**

- Acute and chronic disease management
- Cervical screening
- Child Health Surveillance
- Childhood and other immunisations (including flu)
- Some minor surgery procedures
- Maternity care (excluding delivery)
- Family Planning (including coils and implants)
- Well Man/Woman, Over 75 and Healthcheck plus (for those aged 40-74 years)

### Out of hours emergencies

**In an emergency: please phone the surgery as normal. If you need to see a doctor you will be asked to attend an out of hours emergency centre.**

**Your call will be recorded.**

Both of the practice premises are accessible and have facilities for patients with disabilities. The patient group (the voice of the patients in the practice) welcomes new members. They meet at 5.45pm on the first Monday of the month at the Sutton site (except when there is a bank holiday) Please provide your name to reception for an invite.

### GP Registrars

This is a training practice helping to introduce hospital doctors to general practice. These fully qualified doctors work in the practice for 6 to 12 months doing the same job as the other doctors. This is compulsory experience before becoming a GP

### OTHER SOURCES OF HELP

NHS 111 – TELEPHONE '111' FOR ADVICE

NHS choices [WWW.NHS.UK](http://WWW.NHS.UK)

NHS Urgent Treatment Centre (Walk in Centre) Tel: 01744 627400

The Millennium Centre, Bickerstaffe Street, St Helens

Opening Hours 7 am – 10 pm Monday to Saturday

9 am - 10 pm Sunday