

**\*\*\*Internet\*\*\***

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

*(which can be used to book appointments & order prescriptions)*

The website holds a wealth of information.

A lot of patients use the internet to order prescriptions, book appointments and view their medical records.

Please ask a receptionist about the process to register for on line access.

Appointments can be booked on line from 7am.

**\*\*\*Named & Accountable GP/Doctor\*\*\***

Every patient has been allocated a named and accountable GP. If you usually see another doctor at the practice, this does not need to change. Please continue to book appointments with your GP of choice or which are convenient or available.

Your named GP is responsible for:-

- for ensuring all appropriate services required under contract are delivered
- if needed, ensuring a multidisciplinary care package is delivered
- ensuring physical and psychological needs are recognised and responded to

Their role is largely one of oversight.

*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](http://www.rainbowmedicalcentres.co.uk) *(which can be used to book appointments, order prescriptions and view your medical records on line)*



**RAINBOW MEDICAL CENTRES NEWSLETTER**

*CQC Rated 'Good' in all areas*

**Practice Newsletter Spring 17v3**

**\*\*\*Practice Closures\*\*\***

Please note that the practice will be closed as follows in **2017**:  
For Training in the afternoons of: Wed 24 May & Thurs 22 June  
All day on Mon 29 May & Mon 28 August

**\*\*\*New Doctors\*\*\***

Dr Yawar Hameed joined the practice in February this year. Dr Hameed is a new permanent doctor and we hope you will make you will make him welcome.

Dr Andrea Smith has joined us as a locum. She will be working with the practice until Aug/Sept 17

**\*\*\*Urine Samples for Suspected Urine Infections\*\*\***

The practice has decided **we will no longer accept urine samples unless they have been requested by a Doctor or a Nurse.**

**If you think you have a urine infection you need to be assessed by a Doctor:-**

- This may initially be by telephone. If the doctor thinks a sample is necessary they will ask you to bring one to surgery.
- In the case of a suspected urine infection in a child please advise reception and the practice policy regarding children will be followed.
- You will need to discuss your appointment needs with reception as you would for any other appointment. If it is not possible to

direct you to the walk in centre.

**Reception has been directed to refuse any samples which have not been requested. This is to ensure that patients are properly assessed and appropriately treated.**

**\*\*\*Travel Health and Vaccinations Information sheet\*\*\***

If you require any vaccinations relating to foreign travel you need to **have a telephone appointment with the practice nurse** to discuss your travel requirements. The discussion will cover:

- a. Countries being visited & areas within those countries
- b. the order in which you are visiting the countries

This will determine what vaccinations are needed (if any) and the advice to be given.

It is important to make this initial telephone appointment as early as possible - **at least 8 weeks before you travel** (longer if possible). **A second face to face appointment** will be required with the practice nurse to actually receive the vaccinations. This second appointment needs to be at least 2 weeks before you travel to allow the vaccinations to work.

**We may be unable to offer a face to face appointment without the initial telephone assessment.**

**PLEASE NOTE:**

We will direct you to appropriate private travel health clinics for assessments and vaccinations (for which they will charge) in any of the following circumstances:-

- We provide **basic travel health advice/vaccinations only** and your needs are more complex.
- If you are travelling at short notice and we are unable to accommodate you in time.

offer you an appointment within your timeframe reception will

- On rare occasions when no appointments are available.

**It is important to stress that not all travel vaccinations are included in the services provided by the NHS.**

**If you wish you can obtain some information on the website below.**

<http://www.fitfortravel.nhs.uk> (website only)

We have also provided links to local private Travel Health Clinics and Travel advice websites (other clinics are also available)

[www.welltravelledclinics.co.uk](http://www.welltravelledclinics.co.uk) (clinic - part of School of Tropical Medicine in Liverpool)

[www.pallmallmedical.co.uk](http://www.pallmallmedical.co.uk) (Clinic - based in Newton Le willows)

[www.ormskirktravelclinic.com](http://www.ormskirktravelclinic.com) (Clinic - based in Ormskirk)

These clinics can also offer occupational health vaccinations. Occupational health vaccinations are not available on the NHS.

**\*\*\*Prescriptions Direct to Your Pharmacy\*\*\***

The practice uses a system called the **Electronic Prescription Service**. This system allows prescriptions to be sent electronically from the practice to a nominate pharmacy. **The practice would strongly encourage you to use this service.** Please ask at Reception today.

**\*\*\*Citizens Advice Bureau (CAB)\*\*\***

The CAB offer appointments to Rainbow Medical Centre patients to provide debt and benefits advice. The service is free, staffed by experienced/fully trained CAB people and patients who have attended have found the service helpful and beneficial. Why not book your appointment today?

