

## The Doctors

The GP partnership consists of the following doctors:

**Dr. Jacqueline Houghton** MBChB Sheffield 1986  
MRCGP DRCOG FP Cert.

**Dr. Simon Hargreaves** BSc MBChB Manchester 1989  
MRCGP DCH DPD DFFP

**Dr. Hilary Flett** MBChB Liverpool 1988 MRCGP DFFP

**Dr. Vanessa Woodcock** MBChB Liverpool 1997  
MRCGP DRCOG DFFP

**Dr Zoe Skelland** BMedSci BM BS Nottingham 1999

**Dr Nat Wright** MBChB Manchester 1995  
MRCGP JCPTGP

## Practice Manager

**Sue Carey** is responsible for the smooth running and organisation of the Practice. She will be happy to hear your comments – both good and bad.

## Nurses

**Rita Kerr**

**Linda Smith** SRN SCM NDN FP.Cert.

**Wendy Nash** Health Care Assistant

The nurses run mixed clinics for ear syringing, cervical smears, adult vaccination, blood pressure checks, injections and dressings. They also offer advice on travel immunisations, diet, smoking, alcohol, asthma, diabetes, family planning and heart disease prevention.

## Practice Staff

**Philippa Sephton** our Senior Receptionist leads a team of seven Receptionists.

**Michelle Foster** the Practice Secretary deals with hospital appointments, correspondence and booking ambulances. There are also four Administrative Assistants.

## Attached Staff

### Community Midwives

The midwives cover all aspects of maternity care, including antenatal clinics, parent craft and postnatal visits.

### District Nurses 01744 611501

**Sister Lorraine Downey** and her team provide treatment, care and advice for the housebound patients and their families, as well as those recently discharged from hospital.

### Health Visitor 01744 750401

The health Visitor visits people of all ages especially 0-5 year olds, parents, older people and those caring for sick relatives or friends. She also holds well baby clinics.

## Other Health Care Professionals Available

By referral, we can make arrangements for you to be seen and assessed by the physiotherapist, dietician, chiroprapist and the community mental health team, including counsellors.

## Contacting the surgery

Please try to call the surgery **after 10.00am** for routine appointments, results and prescription queries. This allows staff to deal with emergency appointments as a priority.

## Appointments

Appointments can be made by telephone (01744 624 810), via internet booking from our website or in person during surgery reception hours. Please ring at 8.00 for emergency appointments and after 10.00am for routine appointments.

If you need an urgent appointment you will be seen the same day but we cannot guarantee that you will see the doctor of your choice.

***Please notify the surgery if you cannot keep an appointment. You can cancel an appointment by sending a text message to 07907 445 097***

## Home Visits

Your doctor will, of course, visit you at home when necessary. Requests should be made by contacting the surgery (01744 624 810) **between 08.30 am and 10.00 am**. Calls after 10.00 am make it difficult to plan visits and it may not be your normal doctor.

## Telephone Consultations and Advice

Telephone consultations are available with the doctors and nurses. The Receptionists will give you details and also help with a request for telephone advice.

## Out of Hours Emergencies

If you need to contact a doctor urgently out of normal Practice hours, please ring **01744 624 810**. An answer phone will give you a contact number so have a pen and paper ready before your ring. You may be asked to attend the local out of hours surgery if a home visit is not considered appropriate. Please consider the urgency of your call before making it. For telephone advice you may also call NHS Direct on 0845 46 47 www.nhsdirect.nhs.uk.

## Repeat Prescriptions

All repeat prescriptions are computerised and you will be given a request slip listing medications you can order without seeing a doctor.

Requests can be made by ticking the items you require and handing the slip into the Reception Desk, sending it in by post with a stamped addressed envelope or by fax (01744 283 98). We do **not** take telephone requests for repeat prescriptions.

Repeat prescriptions can also be ordered from our website.

***Please allow 48 hours notice for all repeat prescriptions.*** Please reorder your medicines in time, so that you do not run out.

The surgery operates a prescription collection and delivery service with local chemists – Please ask at Reception for details.

## Clinics

For your health and well being, the following Clinics are provided:

- Well Woman and Family Planning Clinic
- Cervical Smear Clinic
- Antenatal Clinic
- Minor Surgery & Cryotherapy Clinic
- Child Health Surveillance and Baby Clinic
- Asthma Clinic
- Diabetes Clinic
- Coronary Heart Disease Clinic
- Warfarin Clinic

## Health Checks

If you are aged 75 years or over you are eligible for an annual health check.

Checks are also available for patients who have not seen a GP within 3 years. Please ask Reception for details.

## Facilities for Disabled Patients

Disabled patient facilities are available at the Practice - these include car parking spaces, toilets and wheelchair access to all Consulting Rooms.

## To Register with the Practice

Ask at Reception for the forms you need to complete to apply to be a patient.

## Confidentiality

Medical records are kept in a safe place in the surgery both in paper files and on computer. Everyone recording information about patients in the NHS has a duty to keep information confidential.

Access to medical records for people outside the health care team (or who are involved in the patient's clinical care) is **only** given with the patient's express written permission.

We will not without good reason give your medical details over the phone, unless we are certain of who we are talking to.

## Access to Medical Records

You have the right to access all information held about you, this can be done by:

- Reading the notes in the presence of a health care professional
- Copies of notes obtained by written request

If you would like to see your records or obtain a copy please speak to the Practice Manager who will explain the process to you. If copies or a computer printout are required a charge will be made to cover costs incurred.

## Complaints

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. If you are unhappy with any aspect of our service or your treatment please contact the Practice Manager, Sue Carey, who will be happy to help you.

**The practice operates a zero tolerance policy.** The Practice and the patients should treat each other with mutual respect. Behaviour that is unreasonable, or disturbs, offends or threatens other patients, doctors or Practice staff is unacceptable, and may cause disruption to the provision of Practice services. In such circumstances patients may be removed from our list.

## Training Practice

We have fourth year medical students attending our surgery. If you do not wish the student to be present during the consultation please inform the reception staff. We would be grateful if you would assist us in the essential training of tomorrow's doctors.

## Useful Information

**NHS Walk In Centre** 01744 627400

Bickerstaffe St, St Helens  
Mon – Sat 7.00am – 10.00pm  
Sunday 9.00am – 10.00pm

**Whiston Hospital A&E Unit** 0151 426 1600

**St. Helens Hospital** 01744 26633

**St Helens Primary Care Trust** 01744 457221  
The Beeches, Cowley Hill Lane,  
St Helens, WA10 2AP

Royal Liverpool University Hospital 0151 706 2000  
Alder Hey Children's Hospital 0151 228 4811  
The Women's Hospital 0151 708 9988  
Aintree University Hospital 0151 525 5980  
Southport Hospital 01704 547471  
Billinge Hospital 01942 244000  
Samaritans 01942 492222  
Child Line 0800 1111  
NHS Direct 0845 46 47  
Support – Smokers quitline 0800 195 2131  
DSS 01744698000



The Practice Area

St Helens Town Centre  
Clinkham Wood, Eccleston Park, Moss Bank

The practice area also includes parts of the following areas:

Billinge, Crank, Haydock, Rainford, Rainhill,  
Parr, Sutton, Whiston

## Welcome to Mill Street Medical Centre



**2 Mill Street, St Helens, WA10 2BD**

**Telephone: 01744 624 810**

**Fax: 01744 28398**

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



## Information for Patients

Please keep this leaflet in a safe place

## Reception Opening Times

**Monday to Friday**

8.00 am – 6.30 pm

## Surgery Times

Various times between the hours of  
8.40am – 12.00noon & 2.30pm – 8.10pm

An appointment system is in place to minimise waiting times and enable you to see the doctor of your choice