

Car Parking

There is a large car parking area at the Medical Centre. Cars are parked at owner's risk. Please do not block the doctors' spaces.

TO ENABLE AMBULANCE ACCESS
PLEASE DO NOT PARK DOWN THE SIDE
OF THE SURGERY BUILDING

Confidentiality

How we keep your records confidential

The doctors, staff and others who are caring for you keep records about your health and any care or treatment you receive. Your records are kept in a safe place in the surgery either on computer or in paper files. Receptionists and secretaries are responsible for keeping your records in order and will, from time to time, access your records.

Other Agencies

On the rare occasion you may be receiving care from other people such as Social Services we may need to share some information about you so that we can work together for your benefit. We will only pass on information about you if they have a genuine need for it. There may also be other agencies that may ask for information but we cannot give details without your permission.

Summary Care Record

As from 16.01.2014 your Summary Care Record will be available to other healthcare providers in the case of emergency treatment unless, you have previously opted out or hold consent at the time of asking.

We will not, without good reason...

- Give your medical details over the phone, unless we know to whom we are speaking;
- Give details about you to anyone else without your permission.

If you have any questions on confidentiality please speak to the Practice Manager, Michelle Anderton.

The Practice

This practice aims to provide a friendly, efficient and effective service to all our patients.

Comments, Suggestions & Complaints

We constantly strive to give you the best possible care and attention. Should you wish to make any comments or suggestions about the services provided by the practice we would be delighted to consider them. Please use the suggestion box provided. Complaints about specific problems should be raised as soon as possible after the incident, either in writing or by asking to see the practice manager. The facts will be investigated in full.

This practice covers areas in St Helens.



Rainford, Bickerstaffe,
Crank and Crawford

How to register

If you wish to register with this practice, please call in to complete the registration forms which are available at reception. If you have a medical card please bring this along with you. Alternatively you can visit our website where the registration forms are available for downloading. Completed forms should be handed in at reception or posted in to us.

Accessibility



Disabled patient facilities are available at this practice (car park spaces, ramp, low level writing desks, toilet etc).

Appointments

As a patient you have the right to express preference as to whom you wish to see, however, if you require an appointment and your preferred GP is not available you will be offered an appointment with another doctor. If you still wish to see your preferred GP you may have to wait longer.

The Kenneth MacRae Medical Centre

32 Church Road,
Rainford, WA11 8HJ

www.kennethmacraemedicalcentre.co.uk

Dr Rosemary A D MacRae

MBChB (1986 Manchester)
BSc DGM DCH MRCGP
Joined the Practice in 1990

Dr Eithne M R MacRae

MBChB (1988 Manchester)
BSc DCH DRCOG
Joined the Practice in 1992

Opening Hours

We are open

Monday - Friday 8:15 am - 6:00 pm

All consultations are by appointment only.

Appointments are available:

Monday - Friday from 8:30 am

Monday morning 'open' surgery is bookable by phone on the day between 8:15 am & 9:30 am; the session starts at 8:30 am.

For appointments Tel: 01744 88 2606

Our practice nurse is Carmel Hanrahan

SRN (1981) DNC (1984)
ENB (A51) Practice Nursing (1998)



Services Available

Baby Clinic:

The health visitors no longer provide a baby weighing service on site but there is a clinic at Rainford Health Centre on Wednesday afternoons.

Babies due for their 6 week developmental check will now be seen by appointment on Thursdays from 11:00 onwards. Please have your baby weighed at the Health Centre the day before.

Immunisations (babies & pre-school) starts at 11:00 am.

Health Visitors:

The health visitor attached to the Practice can be contacted on 01744 27940.

Family Planning:

The practice does not offer family planning services. There are various community sexual health (family planning) clinics held both day and evening. For further details of venues and times please contact the surgery or telephone 0845 155 0156.

Cervical Smear Tests:

We recommend that all women who are/have been sexually active between the ages of 25 and 49 years have a smear test taken every three years. Women between 50 and 65 should have smear test at five yearly intervals. Over 65's need not be screened unless they have never had a smear or have had an abnormal result recently.

Maternity Care:

The midwife-led antenatal clinic is held every Thursday between 2.00 pm and 3.00 pm. Please make an appointment at reception.

Minor Surgery:

The doctors do not undertake minor surgery in this practice.

Practice Nurse:

Our practice nurse is also available for help and advice. (Please ask the receptionist for availability.)

Prescriptions

Repeat prescriptions requests are not accepted over the telephone, with the exception of housebound patients. The following options for ordering prescriptions are available to you:

- ◆ Online at <https://patient.emisaccess.co.uk> and/or <https://i-patient.net>. You need to register to use this service; registration forms are available at reception.
- ◆ During office hours - you can drop the counterfoil into the box provided on the reception desk.
- ◆ Out of hours - post the counterfoil through the letterbox.
- ◆ Send the counterfoil through the post with a stamped self-addressed envelope and we shall post it back to you.
- ◆ Fax your counterfoil to us on 01744 88 3546.

Please allow 48 hours notice (excluding weekends & bank/local holidays).

Special Services

Antenatal Clinics
Baby and Childhood Vaccination
Well Person Clinics - Cervical smear tests
Travel Advice

Chronic Disease Management:
Diabetes, Asthma, Chronic Obstructive
Pulmonary Disease, Ischaemic Heart Disease

If you cannot make your appointment

If you cannot make your appointment please let us know as soon as possible, so that we can allocate the appointment slot to another patient.

Zero Tolerance policy

This practice operates a zero tolerance policy for abuse and violence. Arrangements will be made for any abusive/aggressive patients to be seen by another practice authorised by the Clinical Commissioning Group.

Home Visits

Please only ask for a home visit if it is strictly necessary and the patient is genuinely too ill to come to the surgery.

If you feel a home visit is required please give the receptionist full details of the patient, the address, telephone number and the nature of the illness. Please ensure the patient agrees with the visit request.

When the condition does require a home visit, please try to give notice before 10.00 am on the same day as the visit is required.

Emergencies Out Of Surgery Hours

If you need to contact the doctor urgently out of normal practice hours, please ring:

01744 88 2606

Please have a pen and paper ready to write down any additional information that may be given.

For Telephone Advice contact:



NHS 111 - Tel: 111

Alternatively you can Attend:

St Helens Minor Injuries / Walk In Centre

Bickerstaffe Street, St Helens

Tel: 01744 627 400

Mon - Sat 7:00 am - 10:00 pm

Sunday 9:00 am - 10:00 pm



Whiston Hospital A & E

Tel: 0151 426 1600



For Patient Advice & Liaison Services (PALS) contact:

Tel: 0800 849 7088