

The Doctors

The GP partnership consists of the following doctors:

Dr. Vanessa Woodcock

Dr Ahmad Zia

Dr Anne Burke

Dr Shaheena Arif

Dr Zoe Skelland, Salaried GP

Dr Victoria Stellings, Salaried GP

Dr Rachel Edwards, Salaried GP

Dr Kelly Gray, Salaried GP

Practice Manager

Janette Bonney is responsible for the daily smooth running and organisation of the Practice.

Administration Manager

Michelle Dutton supports the practice manager in the daily smooth running and organisation of the Practice.

Nurses

Aimee Lane, Jenny Lightbody and Sandra Paulose – for chronic disease management and nursing queries

Health Care Assistants

Caitlin Buckley & Julia Ingham– support the doctors and nurses, run health check clinics

Clinical Pharmacist

Manage complex medication queries and will review and assess patients on multiple medications. They are assisted by a **Pharmacy Technician**; Louise Court .

Practice Staff

Donna Anders is our Reception Manager who leads a team of Patient Care Advisors.

Patient Care Advisors (PCAs)

Our PCAs have been trained to help you find help from the most suitable clinician. Please expect to be asked to give some idea of your problem when you contact us, so you can be directed to the most suitable service.

Social Prescribers

We have visiting Social prescribers who can help you with a wide range of non-medical problems. Please ask at reception for more information.

Additional Services

Community Midwives

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

District Nurse (01744 457201)

& Community Matron (01744 621839)

The teams provide treatment, care and advice for the housebound patients and their families, as well as those recently discharged from hospital.

Health Visitors (01744 624313)

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

Appointments

We offer book on the day appointments, routine face to face appointments, as well as online and telephone appointments and advice.

Please visit www.millstreetmedicalcentre.co.uk if you would have a routine query or request and complete the form at 'ask the doctor a question' tab.

Appointments can be made by telephone (01744 624 810) or in person during surgery reception hours. Our PCAs have been trained to direct you to the most suitable clinician/service so please expect to give them some idea of your problem.

Urgent on the day appointments can be requested from 8.00am. You may be contacted by the Duty Doctor in advance of an appointment, so please ensure your contact details are up to date.

We will always try our hardest to fit in sick children and babies, so we apologise for any delays during the emergency surgeries.

Home Visits

Home visits are for our housebound patients only. Requests should be made by contacting the surgery (01744 624 810) **between 08.00 am and 10.00 am**. You may receive a phone call from the duty doctor to discuss your request. Calls after 11.00 am make it difficult to plan visits and it may not be your normal doctor.

Out of Hours Emergencies

If you need to contact a doctor urgently out of normal practice hours, please ring **NHS 111**. Your call will be assessed and you may be given advice, asked to attend

the local out of hours surgery or if appropriate a home visit may be arranged. Please consider the urgency of your call before making it.

Patient Access – Online Service

An online service accessed from a link on our website or using a smartphone app. This can be used to request repeat medication, view test results and medical record. There is also a message function for communicating with the practice. Please ask at reception for further details

Routine contact with the surgery

Please try to call the surgery **after 11.00am** for routine results and prescription queries. This allows staff to deal with appointments as a priority. You can also contact the surgery via the website for routine queries by visiting www.millstreetmedicalcentre.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. If you have nominated a chemist your approved prescription will be sent to them electronically for preparation.

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). Repeat prescriptions can also be requested online using Patient Access.

We do **NOT** take telephone requests for repeat prescriptions.

The practice operates a 48 hour service for repeat prescriptions, urgent requests impact upon the GPs ability to provide this so please re-order your medicines in time. This is especially the case for weekends and bank holidays.

Clinics

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

Can be booked directly with reception:

- Well Woman and Family Planning Clinic
- Cervical Smear Clinic
- Antenatal Clinic
- Child Health Surveillance and Baby Clinic

By referral from GP or Nurse:

- Minor Surgery
- Asthma and COPD Clinic
- Diabetes Clinic
- Coronary Heart Disease Clinic

Health Checks

If you are aged 75 years or over you are eligible for an annual health check. Health Checks are also available for patients who have not seen a GP within 3 years or if you are aged 40-74 with no pre-existing conditions. 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, you may be requested to undertake a new patient medical.

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
- Viewable online using Patient Access

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 either **Michelle Dutton, Administration Manager** in the first instance or **Donna Anders, Reception Manager** or **Janette Bonney, Practice Manager**, 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 both GP Registrars and Junior Doctors in training working at our surgery. If you do not wish to be seen by one of the junior grade doctors, please inform the reception staff. We would however be grateful if you would assist us in the essential training of tomorrow's GPs and consultants.

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	0151 426 1600
St. Helens Hospital	01744 646461
St Helens CCG	01744 624268
Royal Liverpool University Hospital	0151 706 2000
Alder Hey Children's Hospital	0151 228 4811
The Liverpool Women's Hospital	0151 708 9988
Aintree University Hospital	0151 525 5980
Southport Hospital	01704 547471
Samaritans	116 123
Child Line	0800 1111
NHS 111	111

Welcome to Mill Street Medical Centre



2 Mill Street, St Helens, WA10 2BD

Telephone: 01744 624 810

Fax: 01744 28398

www.millstreetmedicalcentre.co.uk

Moving health forward



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
8.00am – noon & 2.30pm – 6.30pm

**Please also ask about Extended Access
and Extended Hours GP appointments,
which are available every evening Monday
to Friday at various venues in St Helens
and on Saturday and Sunday.**