

## DRS LOWCOCK & VELTKAMP



### Family and Friends Test

Please complete the very short questionnaire when you next use our services. A text message will be sent to your phone. Please respond by following the instructions. Alternatively you can complete a family and friends test on our website. It is important for us to receive feedback so that we can assess whether you are happy with the service we provide or if you feel we can improve in any way.

### TRAINING / PROTECTED TIME EVENTS – 2020

The following dates have been allocated to us for training. This is called a protected time event. This means that from **12.30 pm on the following dates the Practice will be closed**. The Practice will open again as normal the following day. In the event of an emergency during one of these afternoons, please ring our normal number 01744 882855 and you will automatically be transferred to our “out of hours” service.

**23rd April / 21<sup>st</sup> May / 24th June / 15<sup>th</sup> July / 24<sup>th</sup> Sept / 22<sup>nd</sup> Oct / 25th Nov**

### CORONAVIRUS – covid-19

Due to the recent outbreak of the Coronavirus, please follow the Government guidance on [www.gov.uk](http://www.gov.uk) and do not attend the GP surgery if you are presenting with a flu like illness / fever / shortness of breath / cough and have recently returned from Wuhan in China, Hong Kong, Japan, Macau OR have been in contact with anyone with a confirmed case of Coronavirus in the 14 days before onset of your illness.

Please ring 111. You must also stay indoors and avoid close contact with other people.

For all other medical issues please contact the surgery on 01744 882855 and a telephone / video consultation will be arranged with a clinician.

## **BLOOD TEST RESULTS AND PRESCRIPTIONS QUERIES**

Reception Desk and telephones are extremely busy first thing in a morning. Therefore we are unable to take calls regarding blood test results or prescription queries until 11.30am and after. If you call before 11.30am you will be asked to call back later.

You may receive a text regarding your blood results. This text messaging is an automated service and the messages are sometime sent over the weekend or during the evening. Please do not be alarmed by this and assume that the results are not good or of an urgent nature. This is most probably not the case.

### **Please note that Rainford Health Centre does not provide the following:**

- For safety reasons, we do not accept prescription requests over the telephone
- We cannot change dressings in Surgery. This service is provided by the Treatment Room Nurses. Please ring 0800 953 0960
- We do not have the facilities to syringe ears. This is also provided by the Treatment Room as above.
- We no longer arrange hospital transport for patients. Patients can arrange their own transport by telephoning 0800 032 3240 and choose option 4

### **NHS provided chiropody services are only available for patients who meet the following criteria:**

Those with a chronic medical condition including diabetes, peripheral vascular disease  
Those registered blind or disabled

### **CONTACT DETAILS**

We can now take email addresses and you can choose to use this as your preferred method of communication – please speak to a Receptionist for details.