

Drs Laurence and Christine Miles qualified at Manchester University in 1979, and opened a surgery in Cloughton Street in 1985. The practice moved to this purpose built surgery in 1999. As a small family practice, we are able to offer personal care and continuity of care.

Dr Anna Emmott joined us in 2011. She qualified from Liverpool University in 2004. Dr Emmott became a partner in April 2015.

The practice became a training practice for Medical Students in September 2016.

Dr Laurence Miles retired from General Practice at the end of December 2016.

Dr Jarrod Schofield joined the practice in March 2017

Dr Christine Miles retired from General Practice at the end of December 2018.

Ms Georgina Lopes joined the practice as an Advanced Nurse Practitioner in January 2019

REGISTERING WITH THE PRACTICE

The Practice covers addresses with the following postcodes WA10 2- WA10 6.

To register please complete a questionnaire and form. Registration is with the practice but, if you have a preference, you can nominate a preferred GP. As a new patient if you would like to see the practice nurse please ask for a double appointment.

APPOINTMENTS

An appointment system is in operation in our surgery. An appointment is for 10 minutes and is for one person only. If you think you will require longer, please ask for a "double" appointment.

When you telephone the practice to ask for an appointment with a doctor the receptionist will ask you for a brief indication of your problem so that she can, where applicable, direct you to the most appropriate service to meet your need. If you prefer not to disclose your medical problem with the receptionist, your privacy will be respected. You will then be offered the next routine appointment with the GP of your choice.

Routine appointments can be booked 4 weeks in advance

HOME VISITS

Requests for home visits are available at the discretion of the doctor for patients who are too ill to travel to the surgery. If you think a home visit is necessary, we would be grateful if you could telephone between 9am and 10.30am.

REPEAT PRESCRIPTIONS

Please note – with effect from the 1st July we will no longer accept prescription requests by telephone. A dedicated box for requests will be available in the entrance to the practice. You may find it useful to use the tear off request form attached to your prescription, ticking the items you require. Postal prescriptions require a SAE. We also accept requests via email or online access. We are live for EPS prescriptions. Please register with the pharmacy of your choice.

Prescriptions will normally be ready for collection 48 hours later, excluding weekend and public holidays.

ONLINE ACCESS

Please ask at Reception if you would like to book appointments, order medication or view your medical records online.

ANTENATAL CLINIC

Antenatal Clinic is held on Tuesday morning from 9am by appointment with our community midwife.

DISTRICT NURSE/COMMUNITY MATRON

District Nurses and a Community Matron are attached to the practice and can be contacted via the staff on Reception.

BABY CLINIC

Baby Clinic is held on Tuesday for all pre-school children. No appointment is necessary.

A doctor/nurse will be available for immunisations, developmental checks, problems and minor illnesses from 1.30 until 3pm.

DISABLED PATIENTS

The building is one storey and has disabled access. Facilities include two dedicated car parking spaces and a disabled toilet. Please do not hesitate to ask for assistance. When booking appointments, please let the receptionist know if you may require a longer appointment.

Please let us know if you require correspondence in large print or via email.

GENERAL INFORMATION

The doctors, with the help of the Practice Nurse, Sister Emma Rice, will monitor Asthma, Diabetes, high blood pressure, heart disease and any continuing medical conditions you have, by asking you to come for regular checkups. This is to ensure that you get the maximum benefit from available treatments.

We recommend that all women between 25 and 50 years have a cervical smear test every three years and over 50 every five years.

We recommend that all patients over the age of 45 have their blood pressure checked at least every 5 years.

We encourage participation in the Breast Screening and Bowel Screening programmes.

Cars are parked on the car park at owner's risk.

PRACTICE STAFF

Our practice employs the following:

Practice Manager – Jayne Counce

Receptionists - Lynn Doyle, Brenda Jones, Sue Hodgetts, Jackie Picton, Barbara Marsden and Estelle Hudson

Medical Administrators – Kelly Lyon, Elaine Taylor

And Katherine Glynn

These staff members are your contact with the practice and they may be able to help with the administration or non-medical aspect of your health care. They may need to take some essential details in order to take the appropriate action.

COMPLAINTS AND SUGGESTIONS

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

Our aim is to give you the highest possible standard of care and service and we try to deal swiftly with any problems that may occur.

We offer a Practice Complaints Procedure to deal with comments, suggestions and complaints about the services we provide.

Our Practice Manager will give you further information.

CONFIDENTIALITY

Everyone working within the NHS has a duty of care to keep information about you confidential.

We will not, without good reason:

- ❖ Give any of your medical details over the phone unless we are certain of who we are talking to.
- ❖ Give details about you to anyone else without your permission.

If you have any questions about confidentiality please speak to the Practice Manager or one of the doctors.

RIGHTS AND RESPONSIBILITIES OF PATIENTS

We respect your right to privacy and to keep all your health information confidential and secure

We respect your right to be treated with dignity and respect

We expect our patients to treat our staff in a respectful way. The practice has a policy of zero tolerance from violent or abusive patients.

It is your responsibility to order prescriptions in a timely manner and to attend for review when requested. It is not safe to continue prescribing your medication indefinitely without us having the opportunity to check it is working effectively for you.

If you no longer require or cannot attend for a booked appointment, we would expect you to contact the surgery to cancel it. The practice monitors the amount of time wasted with missed appointments and will contact persistent offenders.

PRACTICE NURSE

Sister Emma Rice RGN, RM, DN Cert

Our Practice Nurse works in close liaison with the doctors, and is normally in attendance during the following times:

Monday 8.50am – 12pm and 1.30 – 4.40pm
Tuesday 9.30am – 12.10pm and 3.40 – 5.20pm
Wednesday 8.50am – 12pm
Thursday 9.30am – 12.10pm and 1.30 – 5.10pm
Friday 8.50am – 12pm and 1.30 – 4.40pm

Appointments are necessary, book at Reception. She is able to deal with the following:

Asthma Management
Diabetes Management
All immunisations (both routine and travel)
Contraception Checks
General Health Checks
Weight Monitoring and Dietary Advice
Smoking Cessation
Blood Pressure Checks
Advice about Heart Disease Prevention

OPENING TIMES

During the week, the surgery is open between 8.30am and 6pm (1pm Wednesdays) for making appointments and collecting prescriptions.

We reserve some appointment slots for fulltime workers.

SURGERY CONSULTATION TIMES

MONDAY

9am - 11am 3.00pm - 5.30pm

TUESDAY

9am - 11am 4.00pm - 5.30pm

WEDNESDAY

9am - 11.30am CLOSED

THURSDAY

9am - 11am 3.00pm - 5.30pm

FRIDAY

9am - 11am 3.00pm - 5.30pm

OUT OF HOURS EMERGENCIES

Bethany Medical Centre has an arrangement with an out-of-hours on-call service. Telephone calls to the deputising service are recorded. If you require a doctor when the surgery is closed, please telephone St Helens Rota direct on

St Helens (01744) 737225

Or the surgery:

St Helens (01744) 734128

A pre-recorded message will tell you the number to dial.

PRACTICE INFORMATION

Dr Anna Emmott MB, ChB,

MRCGP, DCH

Dr Jarrod Schofield MB, ChB

Bethany Medical Centre

151 Grafton Street

St Helens

Merseyside

WA10 4GW

Tel: 01744 734128 (2 lines)

Fax: 01744 759978

email: bethany.reception@hsthpcpct.nhs.uk

website: www.bethanymedical.co.uk

St Helens Urgent Treatment Centre

Millennium Centre, Corporation Street, St Helens,
WA10 1HJ

Tel: 01744 627400

Mon – Sat 7.00 am – 10.00 pm

Sunday 9.00 am – 10.00 pm

Whiston Hospital A & E Unit

Tel: 0151 426 1600