

Suggestions / Complaints

We constantly strive to provide you with the best possible care and attention, and we can only improve our services if you tell us what changes you would like to see. If you have a suggestion or comment to make, please ask for a form from reception for you to complete and return, leaving all your contact details.

The Practice operates the NHS system for dealing with complaints, therefore if you have a complaint or concern regarding the service you have received from the Practice, please let us know.

Supporting Carers

We try to identify carers by various means. This includes asking newly registered patients, via link [Register a Carer | Phoenix Medical Centre](#), via notices in the surgeries, opportunistically during consultations, via our reception staff who may know patients who are carers or have carers. Once a carer is identified, a note is added to that patient's computerised records stating that they are a carer and to the records of the cared for person

St Helens Carers Website - <https://www.sthelenscarers.info>

Other Sources of Help

NHS 111

St Helens Walk in Centre – 7 a.m. – 10 p.m. Monday to Friday and 9 a.m. to 10 p.m. on Sunday.

St Helens Rota Out of Hours – after 6.30 p.m. Monday through Friday and weekends – ring the surgery number and you will be transferred to the Out of Hours Service



Atherton Street
St Helens
Merseyside
WA10 2HT

Tele: 01744 621120

Website: www.phoenixmedicalcentre.co.uk

Opening Times: Monday – Friday 8 a.m. – 6.30 p.m.
Enhanced Access 6.30pm-8.30pm Monday to Friday and
(Lowe House Health Centre) Saturday 9am till 5pm

Members of the Team:

Dr Carl Young	-	Principal GP
Joanne Mason	-	Practice Manager
Dominic Gath / Amanda Edwards - Advanced Nurse Practitioners		
Julie Warren	-	Practice Nurse
Nany Denning	-	Health Care Assistant (HCA)
Deitra Bailey	-	Mental Health Practitioner
Michelle Cunneely	-	Physio / Musculoskeletal

Reception / Admin

Gareth / Lorraine / Claire / Karen / Tracey / Debbie/Lucy
(Debbie and Karen support the Practice with Secretarial work)

How Do I Make an Appointment?

- Please visit the Patches room on our website for appointment requests and other queries.
- Once your request has been triaged, you may be signposted to other Clinicians who form part of the Practice Team, i.e., Advanced Nurse Practitioner (ANP); Practice Nurse; Pharmacist; Frailty Team; Musculoskeletal Practitioner; Mental Health Practitioner; Social Prescriber; Nurse Associate; Health Care Assistant
- Call the practice by telephone- we offer on the day and routine prebook able appointments up to 3 weeks.
- We Also offer limited appointments on our online access, please contact the practice or website to sign up to this service.
- Right Person, Right Place, Right Time – for some minor ailments you can seek help from the Chemist / Over the Counter Medication / Self Help

You can use Patches to contact your GP for health advice, condition monitoring, repeat prescriptions, fit notes, appointment bookings, etc.

Home Visits

Home visits are for genuine medical emergencies or if you are truly housebound. Please telephone before 10 a.m. where possible

Repeat Prescriptions

A repeat prescription can be requested via Patches, Patient Access (you will need to register for this), via NHS APP, via the Practice Website or by posting requests into the box in Reception.

- Telephone requests will not be accepted.
- Repeat Prescriptions will be ready for collection within 48 hours (excluding Sat, Sun and Bank Holidays)
- Must have a nominated Pharmacy.
- For any request for medication after your hospital appointment or discharge from the hospital, please allow 2 weeks for us to process. Without any hospital documentation we will not be able to issue you with the medication.

Confidentiality

Your doctor and other people caring for you, keep records about your health and any care or treatment you receive from the National Health Service. It is important to keep records to help ensure that you receive the best possible care from us. Your record and the information contained in it is private, between you and your doctor.

- Everyone recording information about patients in the NHS has a duty to keep information about your confidential
- Records **must** be kept in a safe place in the surgery, either on computer or paper files.
- Receptionist and secretaries should not ready the details in your records unnecessarily, but they do keep them in order and are responsible for filing.

If you have any questions, comments, or suggestions about confidentiality of the information help in your medical records please speak to the Practice Manager