How to get the best out of our appointment system

**You can also seek help from one of the below Walk in Centres.**

**St Helens Runcorn Urgent Care**

The Millenium Building Halton Hospital, Runcorn, WA7 2DA

St Helens, WA10 1DH 7am -10pm

9am – 10pm

**Leigh Walk in Centre Widnes Urgent Care**

The Avenue, Leigh, Lancashire, WN7 1HR Caldwell Rd, Widnes, WA8 7GD

7am – 10pm 7am -10pm

**Appointment information.**

If you require an on-the-day appointment, please contact the surgery from 8.15 a.m. on the day you wish to be seen.

Please note we do not pre-book appointments for the GP or the Advanced Nurse Practitioner (ANP)

* For Prescription enquiries - please ring after 10am
* For General enquiries – please ring after 10am
* For Medical Secretary – please ring after 9am
* For Test Results – please ring after 2pm

If you require a sick note, please ring after 10am. Alternatively, you can request these via email or through our anima system.

**non-urgent appointments,** we would encourage you to use our Anima System.

You can also seek help through your local pharmacy for minor ailments, such as coughs and colds.

Anything else that does not require an on the day appointment please ring after 10 a.m.

 **Results**

If you have received a message asking you to contact the surgery regarding your recent test results or hospital letter, please be aware that the GP would have already viewed these results and given an indication of a time scale for your call back, which is usually within 3 weeks. Please note that you will be offered the next available routine appointment, within this time-frame.

**Medication queries**

If you have a medication query or are due a medication review, you can arrange an appointment with our clinical pharmacist either face to face or via the phone.