



**NHS**

*Halton and St Helens*



**WELCOME TO YOUR  
COMMUNITY SEXUAL HEALTH CLINIC**

**Information  
for Service Users**

For appointments and clinic opening times ring

**0845 155 0156**

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New sexual health website:

[www.getiton.org.uk](http://www.getiton.org.uk)

email: [community.sexualheathenquiries@hsthpcnhs.uk](mailto:community.sexualheathenquiries@hsthpcnhs.uk)

# What can we offer?

## **Contraception**

All methods of contraception are available for men and women, free of charge.

## **Emergency Contraception**

Emergency contraception is available at our clinics for use up to 5 days after unprotected sex (the sooner the better). We offer both the pill and coil methods. Even if it has been more than 5 days since you had unprotected sex, we may be able to advise and help you. Drop in or ring for advice.

## **Pregnancy Testing**

Pregnancy tests can be performed after a period has been missed. You can bring an early morning sample (the first one after waking) if you wish, as it is more reliable.

## **Cervical Smears** (also see page 5)

Smears are available to all women between the ages of 25 and 50, every 3 years, and 50 – 64 every 5 years. If you have regular periods attend for a smear between days 10 - 20 of your cycle. If you do not have periods drop in or ring for an appointment at any time.

## **Sexual Infections**

We offer advice and information on safer sex and sexually shared infections and can perform limited diagnostic tests where necessary. If necessary we can refer you to the department of Genito-Urinary Medicine at the local hospital where treatment can be obtained confidentially if required.

## **Sexual problems**

Advice for men and women with sexual difficulties is available - please consult a member of staff for more information.



# Why am I waiting?

On arriving at a clinic reception, you will be asked to complete a slip indicating the purpose of your visit.

This is to help us speed up your visit.

You may observe patients who have arrived after you, being called before you. Please be assured that those patients are not 'queue jumping'.



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Sometimes, specialised staff and rooms are needed dependent upon the purpose of your visit, and you may need to wait for another patient to be finished before you are seen. You will be called as soon as there is an available member of staff to meet your particular need.

While we know it is hard to wait, we try to run the clinic in a way that will provide you with the maximum benefit from your visit.

Thank you for your co-operation.



# Just here for a Smear?

If you can't wait at a drop-in session, we can offer you an appointment for a smear at one of our smear clinic sessions.



## Halton

Monday and Tuesday mornings at the Healthcare Resource Centre in Widnes (by appointment only).

Friday afternoons at St Paul's, Runcorn (drop-in or appointment).

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## St Helens

Monday afternoons at Carr Mill clinic Eskdale Avenue, St Helens (drop-in or appointment).

Friday mornings at Rainhill clinic, View Road, Rainhill (drop-in or appointment).

Rainhill Clinic is a convenient location for many of our Widnes clients.



# Do you have to take your child/children with you to a clinic?



Some procedures cannot be performed safely if there are children in the consulting room who need supervision.

It may be very difficult to proceed with these procedures on your behalf if children are unsupervised in the consulting room or waiting area.

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If you do need to take your child/children along with you to the clinic, can you please also take someone with you who can supervise them while you are being seen.

If you have child carer issues please speak to the reception, we may be able to offer an alternative.

**STAFF ARE NOT AVAILABLE  
TO SUPERVISE CHILDREN**

Thank you for your co-operation



## Cinic busy - can't wait?



Most of our clinics are held on a drop-in basis.

If you arrive at a busy time there may be a wait to see the nurse or doctor.

The staff work as fast as is safely possible to attend to all clients.

You may wish to come to a clinic on another day or you may have child care problems.

Please speak to our reception before you leave - we may be able to help.



# CONFIDENTIALITY

*There to Listen, not to tell*

We provide a confidential service to all our clients, including under 16's. This means that you can tell others about this visit, but we won't.



The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere, it is best if you inform the doctor or nurse of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to ask a member of staff.

Please bear in mind that should you take someone into the treatment room with you, then confidential matters will be discussed in front of that person.

## **Please ask the Doctor or Nurse**

### *Are you being examined?*

We can provide a chaperone (another member of staff to be present) if you need to be examined by the nurse or doctor in any of our clinics. Please tell us if you want one.

## GUM Clinic Information

We are able to offer a variety of tests at your Community Sexual Health Clinic, however should you require a comprehensive sexual health screening please ask our reception staff for a leaflet.



Clinics are held at the following locations

St Helens Hospital  
01744 646473

Halton General Hospital  
01928 753217

Royal Liverpool Hospital  
0151 706 2620

Warrington Hospital  
01925 662476

**Please telephone for an appointment**

Emergency Contraception is available from all Community Sexual Health Clinics.

Outside of clinic hours there is widespread availability from the Walk-In Centres listed below and from many pharmacies.

**Walk-in Centre**  
Corporation Street  
**St Helens**

**MONDAY TO SATURDAY**  
7 am - 10 pm  
**SUNDAYS**  
9 am - 10 pm



**Walk-in Centre**  
Widnes Health Care  
Resource Centre  
Oakes Place  
Caldwell Road  
**Widnes**

**OPEN EVERY DAY**  
7 am -10 pm

Our reception will be pleased to give you a list of pharmacies should you require it

Please note that many pharmacies do **not** issue emergency contraception free of charge and you will need to contact the pharmacy in person

Visit: [www.getiton.org.uk](http://www.getiton.org.uk) for a list of Community Pharmacies who provide free emergency contraception

# OPENING TIMES

with effect from march 2009

<b>Rainford Health Centre</b> 17 Higher Lane, Rainford, St Helens	01744 884036	<p>Our clinic times are currently under review</p> <p>Please telephone <b>0845 155 0156</b></p> <p>for current days and opening times</p>
<b>Carr Mill Clinic</b> Eskdale Avenue, St Helens	01744 27940	
<b>Newton Clinic</b> Crow Lane East, Newton-Le-Willows	01925 221341	
<b>Haydock Health Centre</b> Station Road, Haydock, St Helens	01744 733501	
<b>Four Acre Health Centre</b> Burnage Avenue, Clock Face, St Helens	01744 819101	
<b>Ashtons Green Clinic</b> Ashtons Green Drive, Parr, St Helens	01744 737609	
<b>Millennium Centre</b> 1st Floor Clinic Suites, Corporation Street, St Helens	01744 627411	

<b>Billinge Clinic</b> Rainford Road, Billinge, Nr Wigan	01744 892868	<p>Our clinic times are currently under review</p> <p>Please telephone <b>0845 155 0156</b></p> <p>for current days and opening times</p>
<b>Rainhill Clinic</b> View Road, Rainhill	0151 289 2021	
<b>Rainbow Medical Centre</b> 333 Robins Lane, Sutton, St Helens	01744 811211	
<b>Widnes Healthcare Resource Centre</b> Oaks Place, Caldwell Road, Widnes	0151 495 5106	
<b>St Paul's Health Centre</b> High Street, Runcorn	01928 564612	
<b>Castlefields Health Centre</b> Chester Close, Castlefields, Runcorn	01928 508546	

**PLEASE NOTE:**

Telephone numbers are only available during clinic hours - during office hours please contact **0845 155 0156**

For further information or advice please email:

**[community.sexualhealthenquiries@hsthpc.nhs.uk](mailto:community.sexualhealthenquiries@hsthpc.nhs.uk)**

We are working hard to improve  
your service

If you have a compliment, complaint or suggestion please ask  
at the clinic reception for a form or feel free to write to us

*Patient Advice and Liaison Service (PALS) & Complaints Team*

*Freepost RRKU-KLHE-LSKX*

*Customer Care Unit*

*NHS Halton and St Helens*

*Widnes Healthcare Resource Centre*

*Oak Place*

*Caldwell Road*

*Widnes*





Can you tell if someone has  
**Chlamydia?**

**NO. MAKE SURE YOU'RE CLEAR.**  
A quick urine test is all it takes.

The Community Sexual Health clinics can test you  
and treat Chlamydia if necessary. Ring for more details.

**0845 155 0156**

**NHS**  
Halton and St Helens

Need advice on Sexual Health?  
All you need is one number

**0845 155 0156**

HELP AND CONFIDENTIAL ADVICE ON  
SEXUAL HEALTH IN  
HALTON AND ST HELENS

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For information on:

- Contraception •
- Pregnancy and Chlamydia Testing •
- Testing and Treatment for STI's •
- Cervical smears •
- Advice on Unplanned pregnancy •

