

MATERNITY AND CONTRACEPTION SERVICES

Some of these services are provided by the Practice with the Nurse. Ask at Reception or visit www.sexualhealthsheffield.nhs.uk for more information.

ANTENATAL CLINIC

The Practice provides an antenatal clinic by appointment with the midwife on Thursday mornings.

WELL BABY CLINIC

Drop in Tuesdays at 2.00–3.00pm on the 2nd & 4th Tuesday of the month.

The Doctor and/or the Nurse are available by appointment. Ill children should not be brought to this clinic but to a normal surgery.

Drop In on Wednesdays 10am-11.30am on the 1st & 3rd of the month at Ecclesall Library.

ONLINE ACCESS

It is now possible to register for SystmOnline.

This allows appointments to be booked through our website, to order prescriptions and to see basic medical records. Ask at Reception for more information.

OTHER INFORMATION

The whole Practice team aims to provide a friendly and effective service to our patients. Suggestions and comments about the service, either of appreciation or constructive criticism are welcome. These should be directed in the first instance to the Practice Manager who will ensure an appropriate response. Complaints are handled by NHS England, PO Box 16738, Redditch, B97 9PT, email England.contactus@nhs.net with 'For the attention of the Complaints Manager' in the subject line or telephone 0300 311 2233).

The Practice is bound by Patient Confidentiality and adheres to the Data Protection Act.

The Practice acknowledges the rights and responsibilities of the patient and would advise that we operate a DNA (Did Not Attend) policy whereby patients are written to should they not attend pre-booked appointments.

This Practice values whole person care and this is reflected by the services offered. You may self-refer to the Listening, Counselling and Chaplaincy services, whilst the GPs will make relevant referrals to our mental health workers.

The Practice may take action to remove violent or abusive patients from its list.

Greystones Medical Centre

Dr. Richard J Benn MBChB, DCH, DRCOG, MRCGP
QUALIFIED 1999 FROM SHEFFIELD

Dr. Layne Crofts MBChB, DCH, DRCOG, MRCGP,
DFSRH
QUALIFIED 2007 FROM MANCHESTER

Michele Langley RGN, PN
PRACTICE NURSE

33 Greystones Road
Sheffield S11 7BJ

(0114) 266 6528

www.greystonesmedicalcentre.co.uk

THE PRACTICE TEAM

Linda Benn	Practice Manager
Angela Walker	Assistant Practice Manager
Rebecca Lambe	Administrator
Andrea Ambler	Receptionist
Emma Kingston	Receptionist
Pam Lally	Receptionist
Janet Marsden	Receptionist
Mel Marshall	Receptionist
Anna Rattigan	Receptionist/Healthcare Assistant
Sabrina Siddiq	Receptionist/Administrator
Daphne Wilkins	Receptionist
Jane Lester	Healthcare Assistant

SURGERY OPENING HOURS

MONDAY	7.30*	18.00
TUESDAY	8.30	19.30*
WEDNESDAY	8.30	18.00
THURSDAY	8.30	18.00
FRIDAY	8.30	18.00

*Early and late surgeries are for pre-booked appointments only. Occasionally the days we have early/late appointments will change to accommodate holidays.

NEW PATIENTS

All new patients wishing to register with the Practice must live within the Practice boundary as defined by the Practice.

New patients need to complete a registration form and bring photo ID and proof of address (collect from the surgery or download from our website).

The Practice premises have suitable access and facilities for disabled patients.

The Practice operates an appointment system, but we also have a Drop in Clinic on a Monday morning and Friday morning (ask at Reception for details).

To make an appointment please phone or visit Reception during opening hours. Should you need to cancel an appointment please let us know as soon as possible so that we may offer this to another patient.

Emergencies and urgent problems are at present triaged by the GP to decide the next appropriate step.

DOCTOR APPOINTMENT TIMES

MONDAY	7.30* – 11.00	Drop In arrive before 10am	14.00 – 17.00
TUESDAY	9.00 – 11.00		14.00 – 19.15*
WEDNESDAY	8.30 – 11.00		14.00 – 16.00
THURSDAY	9.00 – 11.00		
FRIDAY	8.30 – 11.30	Drop In arrive before 10am	14.00 – 16.00

If you are housebound or too ill to come to surgery please phone before 10.30am for a **home visit**. When the surgery is closed please telephone NHS Direct on 111 for medical assistance, which is free from landlines and mobiles. The Sheffield City GP Centre on Broad Lane will see all patients and is open from 8am to 10pm each day of the year. Call 999 if you have a life threatening emergency.

NURSE APPOINTMENTS

Routine appointments are available Monday, Wednesday and Friday mornings, Tuesday afternoon and evening.

Appointments can be made for immunisations including travel, cervical smears and well woman advice, dressings, suture removal, ear syringing, chronic disease management and baby/childhood vaccinations.

For travel advice please make an appointment at least 4 weeks prior to travel to ensure adequate time is available to give the vaccinations required. Patients should be aware that some vaccinations incur an administration fee and may not be available on the NHS. These include Rabies, Hepatitis B and Japanese Encephalitis.

Our **Health Care Assistants** provide a range of services including blood pressure checks, NHS health checks, phlebotomy, spirometry and asthma checks.

REPEAT PRESCRIPTIONS

All routine repeat prescriptions have to be authorised by the GP. Routine requests for prescriptions can be made in writing, calling in at reception, or through SystemOnline.

We can send prescriptions (there are some exceptions) electronically to local pharmacies so you can collect direct from there.

Please note we require at least 48 hours' notice for all prescriptions.

Telephone requests for prescriptions are only available to housebound patients.