

## MATERNITY AND CONTRACEPTION SERVICES

Some of these services are provided by our Nurse and a wider range of services are available at the Sexual Health Clinic. Ask at Reception or visit [www.sexualhealthsheffield.nhs.uk](http://www.sexualhealthsheffield.nhs.uk) for more information.

## ANTENATAL CLINIC

The Practice hosts an Antenatal Clinic by appointment with a midwife on Thursdays. Contact the Midwife team on **0114 2268301** for more information.

## WELL BABY CLINIC – HEALTH VISITOR

A Health Visitor Drop in Clinic is run at the surgery 2 pm–3 pm on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of the month (excluding public holidays).

The Doctor and/or the Nurse are also available for 8 week checks and vaccinations by appointment. Ill children should not be brought to this clinic but to a normal surgery.

An additional Health Visitor Drop In Clinic is available 10am-11.30am on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month at Ecclesall Library. Contact the Team on **0114 305 3224** and press option 3 for information on Health Visiting services.

## ONLINE ACCESS

It is possible to register for SystmOnline and the NHS App. This allows appointments to be booked through our website, to order prescriptions and to see basic medical records. Ask Reception for more information.

## OTHER INFORMATION

The 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 or email [England.ContactUs@nhs.net](mailto: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 may be 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

## Michele Langley

RGN, PN  
PRACTICE NURSE

33 Greystones Road

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0114 2666528

[www.greystonesmedicalcentre.co.uk](http://www.greystonesmedicalcentre.co.uk)

## THE PRACTICE TEAM

Linda Benn	Practice Manager
Angela Walker	Assistant Practice Manager
Rebecca Lambe	Administrator
Sabrina Saddiq	Receptionist/Administrator
Andrea Ambler	Receptionist
Beth Green	Receptionist
Pam Lally	Receptionist
Mel Marshall	Receptionist
Savannah Mercer	Receptionist
Anna Rattigan	Receptionist/Healthcare Assistant
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 Reception for details).

To make an appointment please phone, visit Reception during opening hours or use our online service. If 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* – 11.30	Drop In arrive before 10am	14.00 – 17.00
TUESDAY	8.30 – 11.00		14.50 – 18.45*
WEDNESDAY	8.30 – 11.00		14.00 – 17.30
THURSDAY	9.00 – 10.30		
FRIDAY	8.30 – 11.30	Drop In arrive before 10am	14.00 – 16.30

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 you can call NHS Direct on **111** for advice, free from landlines and mobiles or visit **111.nhs.uk**

The Sheffield City GP Centre on Broad Lane will see all walk-in patients and is open from 8am to 10pm every day.

Call **999** if you have a life threatening emergency.

## NURSE and Healthcare Assistant 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.

Our **Healthcare Assistants** provide a range of services including blood pressure checks, NHS health checks, and 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 or through SystmOnline. We can send prescriptions (some medications excluded) electronically to your requested pharmacy for you to collect directly.

We require at least 48 hours' notice for all prescriptions.

**Telephone requests for prescriptions are available to housebound patients.**