

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. Please telephone the surgery to book a face to face appointment.

Contact the Midwife team on 0114 2268301 for more information.

WELL BABY CLINIC

We are currently not able to offer a face to face Well Baby clinic with a Health Visitor in the surgery. Please telephone the Health Visitor team for guidance on 0114 3053224.

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 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 NHS England, PO Box13738 , Redditch, B97 9PT or 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 Elisabeth Maskrey

MBBS, Bsc Hons, MRCGP
QUALIFIED 2010 FROM HULL/YORK

Michele Langley

RGN, PN
PRACTICE NURSE

33 Greystones Road

Sheffield S11 7BJ

0114 2666528

www.greystonesmedicalcentre.co.uk

sheccg.greystonesmc@nhs.net

THE PRACTICE TEAM

Linda Benn	Practice Manager
Angela Walker	Assistant Practice Manager
Rebecca Lambe	Administrator
Andrea Ambler	Receptionist
Beth Green	Receptionist
Pam Lally	Receptionist
Melanie Marshall	Receptionist
Savannah Mercer	Receptionist
Anna Rattigan	Receptionist/ Health Care Assistant
Sabrina Saddiq	Receptionist/Administrator
Jane Lester	Health Care Assistant

SURGERY OPENING HOURS

MONDAY	8:30 am	18.00 pm
TUESDAY	8.30 am	19.00 pm
WEDNESDAY	8.30 am	18.00 pm
THURSDAY	8.30 am	
FRIDAY	8.30 am	18.00 pm

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.

APPOINTMENTS

If you need a GP appointment you should telephone the surgery and book a telephone call back appointment (at present we are not routinely offering face to face GP appointments). Please ensure we have your current contact details. The clinician will telephone you at the time you have booked and so you will need to keep your phone nearby and be ready to answer the call preferably in a quiet environment.

Emergencies and urgent problems on the day will be triaged by the GP to decide the next appropriate step.

If you are housebound or too ill to come to surgery please telephone before 10.30am for a **home visit**.

When the surgery is closed please telephone 0114 2666528.

The Walk In 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

If you need a nurse appointment you should telephone the surgery. The nurse will then contact you (not necessarily on the same day) to arrange a date and time for you to come down to the surgery so you will need to keep your phone nearby and be ready to answer the call preferably in a quiet environment.

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 Assistant** provides a range of services including blood pressure checks, NHS health checks, phlebotomy, spirometry and asthma checks.

For all appointments, please be prepared for the Receptionist to ask you for the reason you need an appointment as this will enable the clinician to triage the call and we have the facility for you to send in a photo of your problem which can be viewed by the clinician prior to your call back.

REPEAT PRESCRIPTIONS

All routine repeat prescriptions have to be authorised by the GP.

We can send prescriptions (some medications excluded) electronically to your requested pharmacy for you to collect directly.

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

Ways to order your prescription:

- through your online services account
- telephone the surgery **ONLY** between 10 am – 12 pm daily
- writing (using the postal service or through the surgery letter box)