

## **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](http://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 an appointment.

## **HEALTH VISITOR**

Please telephone the duty Health Visitor team (West) 0114 3053224 option 3.

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

## **COMMENTS, SUGGESTIONS, COMPLAINTS**

The whole Practice team aims to provide a friendly and effective service to our patients. Suggestions and comments or complaints 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 South Yorkshire Integrated Care Board  
FAO Complaints Team  
197 Eyre Street  
Sheffield  
S1 3FG

Tel: 0114 3051000

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

## **OTHER INFORMATION**

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 regularly not attend pre-booked appointments.

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

## **PATIENT DATA**

Our clinical and administrative staff have an ethical as well as legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR

The Patient Privacy Notice can be found on our website.

**FURTHER DETAILS ON  
ANY OF THE  
INFORMATION  
INCLUDED IN THIS  
LEAFLET CAN BE  
FOUND ON OUR  
WEBSITE OR PLEASE  
ASK ONE OF THE  
RECEPTION TEAM**

**Greystones**  
Medical Centre

## **Dr Richard J Benn**

MBChB, DCH, DRCOG, MRCGP  
qualified 1999 from Sheffield

PGDipClinDerm (distinction)

Greystones Medical Centre  
provides NHS Services under an  
NHS General Medical Services  
Contract

33 Greystones Road  
SHEFFIELD  
S11 7BJ

0114 2666528

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

[syicb-sheffield.greystonesmc@nhs.net](mailto:syicb-sheffield.greystonesmc@nhs.net)

## THE PRACTICE TEAM

### Practice Manager

Rebecca Lambe

### Assistant Practice Manager

Angela Walker

### Advanced Nurse Practitioner

Anne Havard

### Practice Nurse

Jessica Pierre

### Paramedic

James Stirland

### Health Care Assistant

Jane Lester

### Reception Team

Andrea, Amanda, Charlotte, Debra,  
Lesley, Mel, Yasmin

We host medical students and Junior Doctors together with support from the multi disciplinary team.

### Surgery Opening Hours

Monday – Friday	8.30 am	6.00 pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

When the surgery is closed, please telephone 0114 2666528.

The Walk In Centre will see all patients and is open from 8am to 10pm each day of the year.

Rockingham House, Broad Lane,  
Sheffield S1 3PB Tel: 0114 2412700

Call 999 if you have a life threatening emergency.

### NEW PATIENTS

All new patients wishing to register with the Practice must live within the Practice boundary (predominantly S11 and parts of S10) as defined by the Practice. Please see the website for the boundary area.

New patients need to complete the registration forms on our website or collect from the surgery. You do not need proof of address, immigration status, ID, or an NHS number to register.

Dr Benn is the accountable GP for all patients.

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

### APPOINTMENTS

If you need a GP appointment you can either telephone the surgery or book via your online account. We offer either face to face or telephone consultations. Please ensure we have your current contact details.

Emergencies and acute problems on the day will be triaged by one of the duty team doctors to decide the next appropriate step.

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

If you are unable to keep your appointment, we ask that you contact Reception so we can use that appointment for another patient.

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

### NURSE APPOINTMENTS

If you need a nurse appointment, please contact Reception.

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

Our Health Care Assistant provides a range of services including blood pressure checks, NHS health checks, phlebotomy, and asthma check

### ENHANCED ACCESS

Patients can access evening and weekend appointments provided at a

local HUB surgery. Please ask at Reception.

### ONLINE ACCESS

It is possible to register for SystemOnline and the NHS App.

This allows patients to book appointments, to order prescriptions and to view their medical record. Ask Reception for more information.

### REPEAT PRESCRIPTIONS

All routine repeat prescriptions must be authorised by the GP.

We can send prescriptions (some medications excluded) electronically to your nominated 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)

***Please allow 48 hours for prescriptions to be sent to the pharmacy***