

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.

MIDWIFE CLINIC

Our midwife has a clinic on Thursday mornings at the practice. Please ring 0114 22 68091 and press option 2 to make 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 Talking Therapies 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 ICB
197 Eyre Street
Sheffield
S1 3FG

Tel: 03330410021

syicb-sheffield.icbcomplaints@nhs.net

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 (m)
MBChB, DCH, DRCOG, MRCGP
Qualified Sheffield 1999
PGDipClinDerm (distinction)

Dr Elizabeth Holmes (f)
MBChB
Qualified Warwick 2015

Dr Matthew Palmer (m)
MBChB, MPH, MRCGP
Qualified Sheffield 2017

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

syicb-sheffield.greystonesmc@nhs.net

THE PRACTICE TEAM

Practice Manager

Rebecca Lambe

Assistant Practice Manager

Angela Walker

Operation Manager

Charlotte Ollerenshaw

Advanced Nurse Practitioner

Anne Havard

Practice Nurse

Jessica Pierre

Health Care Assistant

Jane Lester

GP Assistant

Charlotte Copp

GP Assistant/Practice Administrator

Mel

Reception Team

Yasmin – Reception Supervisor

Aliya, Andrea, Amanda, Debra, Lesley

We host medical students and Resident Doctors.

PRACTICE OPENING HOURS

Mon - Fri	8.00 am	6.30 pm
Saturday	CLOSED	
Sunday	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 an online registration form on our website or collect from the surgery.

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 please complete the online form via our website or the NHS App or telephone the surgery and the team will complete the form with you.

We offer either face to face or telephone consultations. Please ensure we have your current contact details.

All GP appointment requests 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 checks.

ENHANCED ACCESS

Patients can access evening and weekend appointments provided at another 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:

- NHS App
- 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