

Practice Nurses: we have 5 practice nurses within our practice, please telephone to book any of the following appointments:

- * Telephone advice re nurse subjects
- * Diabetic clinic
- * Asthma/COPD/spirometry
- * Women's health (depo, and pill checks)
- * Dressings and wound care
- * Immunisations
- * Ear care and syringing
- * Long term conditions / over 65 checks

Health care assistants: we have 2 healthcare assistants, please telephone and book any of the following:

- * Bloods (before 4pm)
- * Blood pressure, height, weight
- * General lifestyle advice e.g smoking and weight loss
- * New patient medicals
- * ECG's
- * Some immunisations (B12, Flu, shingles)

Doctors: we currently have 6 salaried GP'S, including 2 GP partners. We offer routine appointments, emergency / same day appointments and walk in appointments.

Advanced practitioners: we currently have 3 employed within our practice and can prescribe, refer and diagnose. This includes minor ailments e.g. chest infections

A patients rights

- ⇒ To be registered with a gp
- ⇒ To be able to change doctors quickly and easily
- ⇒ To be offered a health check on joining a GP surgery
- ⇒ To receive emergency care at any time through a GP, ambulance service or hospital.
- ⇒ To have appropriate drugs and medicines prescribed
- ⇒ To be referred by a consultant when necessary and refer for a second decision if required
- ⇒ To choose whether to take part in medical research or student training
- ⇒ To receive a full and prompt reply to any complaint you make regarding NHS services
- ⇒ NHS zero tolerance policy.

Chaperone policy: to provide a safe and comfortable environment, we offer a chaperone policy. A patient is entitled to have a chaperone at any consultation, examination or procedure. This can be a family member/friend or a more formal chaperone of a trained member of staff, usually a clinician. It may also be a requirement of the healthcare professional to have a chaperone.

Woodstock Bower Surgery Kimberworth Road Rotherham S61 1AH

Telephone number: 01709 560005

**Web address:
www.woodstockbowersurgery.co.uk/**

Partners:

Dr R M Brynes MB ChB DA FRCOG

Dr Majid BM MRCGP

Jayne Pearson ANP

Salaried GP's

Dr J Essmaili- Shad Mb Chb

Dr M Mufail Dip Psych MBChB MRCGP

Dr L Stones MbchB MRCGP



How to register: Complete a registration form from reception and bring in some proof of ID. You will then be offered a health check with a health care assistant.

Car parking :We have ample car parking facilities at the surgery. **Disabled access :**We have access and facilities at Woodstock bower surgery including a ramp and lift.

Practice area :We cover Kimberworth, Greasbrough, Wingfield, Kimberworth Park, Rockingham, Thorpe Hesley, Eastwood/herringthorpe. Please ring the surgery to check any other areas not on this list.

Walk-in Centre: Located at the Emergency department at the Urgent and emergency care centre located at Rotherham Hospital.

Opening times and appointments:

Monday: 8:00–18:30

Tuesday:8.00-18:30

Wednesday: 7:00-20:00

Thursday: 8.00-18:30

Friday:8.00-18:30

We operate a WALK-IN surgery every TUESDAY AND FRIDAY. You must attend the surgery before 9:30 am to be seen on the day by a clinician. Please note: there can be waits of up to 3 hours.

On MONDAY, WEDNESDAY AND THURSDAY we operate a same day service. To book in for the same day, you must telephone from 8am to book an appointment. We offer routine appointments which can be booked by telephone or by attending the surgery for less urgent problems.

Home visits: these are for housebound patients only and must be requested by 11am on the same day. Emergency calls will be dealt with at any time.

Care navigation: our reception and telephonist team are fully trained and developed in care navigation. This would involve being given appropriate advice by our admin staff on which service may be best for you (e.g physio, pharmacy or dentist). Please be co-operative with our staff and when doctors advice / input is needed, the reception staff may advise that you will get a call back the same day.

Out of hours: when the surgery is closed, please dial 111. This service is free from landlines and mobiles.

Health advice lines:

NHS DIRECT 111

[www/nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Online: We would advise that you download the Rotherham health App as soon as you have registered at this surgery. To do this, you must download the app onto a smartphone or use the internet.

REGISTER for an account/create yourself a password and then bring your ID to surgery.

Our reception team will then approve your registration and this is where you can view/access:

- ⇒ **The ordering of repeat prescriptions**
- ⇒ **Booking appointments for all staff types**
- ⇒ **Coded problem list**
- ⇒ **Results (bloods, urine etc)**
- ⇒ **Access to your medical records (when requested)**

Data protection Act 1998: You have the right to see your medical records and certain conditions. You can have access to these records by contacting our secretaries or by filling in a form available in reception.

Patient participation Group: if you would like to be involved in these meetings to communicate with the management team and other patients regarding our service, other services and any changes, please contact the surgery and ask to speak with Paige on 01709560005 or visit our website.

Complaints procedure: we operate a complaints procedure as part of the NHS system. If you would like to make a complaint, please complete a complaint in writing . If you are unable to complete the complaint in writing, please ring the surgery and you will be given a call back or invited in for a meeting to discuss the complaint further.

NHS Zero Tolerance policy: we operate this to safeguard staff and patient welfare. Our team, shall always show respect and courtesy when dealing with patients. In return, we would request patients respect our staff. We do not accept any aggression, verbal or physical abuse and may result in removal from our practice and a report to the police.

Repeat prescriptions: this can be ordered via our online app or by completing a form in reception. ATLEAST 48 HOURS NOTICE IS REQUIRED. Please note, we cannot take orders over the telephone unless you are housebound.

EPS: we can send your prescription directly to a pharmacy by electronic prescription service once you have ordered. To do this, please visit your local pharmacy and ask for a nomination to be put on at the surgery.