**Patient Participation Group:**

Greenside Surgery has a Patient Participation Group (PPG) that meets 2/3 times per year to discuss the needs of the patients and the service we provide. If you are interested in joining this group, please contact the practice.

**Chaperone Policy:**

Our practice is committed to provide a safe, comfortable environment where patient and staff can be confident that best practice is being always followed. All patients are entitled to have a chaperone present for any consultation, examination, or procedure. Your healthcare professional may also require a chaperone to be present for certain consultation in accordance with our chaperone policy.

**Your Rights and Responsibilities:**

We respect your rights to:

* privacy and we keep all your health information confidential and secure.
* not be discriminated against because of gender, race, religion and belief, sexual orientation, disability, or age.

You have a responsibility to:

* help to look after your own health and wellbeing.
* treat our staff and other patients with respect.
* keep appointments or cancel in time for other patients to use them.
* follow the course of treatment you agreed with your doctor and to let the doctors know if this is difficult.

**Zero Tolerance:**

The practice will not tolerate rudeness, abusive or violent behaviour towards staff in the Practice. Any patient that behaves in this way may be removed from the practice list.

**Patient Feedback & Complaints:**

If you are happy with the service you receive at the practice, please tell your friends! If you are unhappy, then please tell us. There are comment forms in the waiting room, we welcome your views. If however you would like to make a complaint please telephone the practice manager or speak to reception. There is a patient leaflet available at reception, which describes the process in detail. We operate an in-house complaints procedure.

If you remain dissatisfied with the response to your complaint you have the right to approach the Parliamentary & Health Service Ombudsman. Their contact details are:

The parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Telephone: 0345 0154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Healthwatch Rotherham:**

Healthwatch works to help local people get the best out of their local health & social care services. Healthwatch is a consumer champion to gather and represent the views of the public:

Healthwatch

Thornbank House

38 Moorgate Road

Rotherham

S60 2AG

Telephone: 01709 717130

**Accessible Information Standard:**

The practice wants to communicate better with our patients to ensure that we always meet the Accessible Information Standard. This will allow the practice to identify those patents that may need extra help from the staff or adaptions to correspondence and methods of communication. For the practice to understand patients’ needs we need you to tell us what changes you require.

**Greenside Surgery**

**Practice Information Leaflet**

Greenside Surgery

Greasbrough

Rotherham

S61 4PT

**Main contacts:**

Tele: 01709 560887

Web: [www.greensidesurgeryrotherham.co.uk](http://www.greensidesurgeryrotherham.co.uk)

Email: syicb-rotherham.greensidesurgery@nhs.net

**Our doctors**

Dr N R Ravi (Senior Partner) - Male

MBBS, FRCS (Ed), FRCS (Glasg), MRCGP, DFFP

Dr N Rajagopal (Partner) – Male

MBBS, MRCGP, Diploma in Dermatology

Dr H Gough – Female

MBChB, MRCGP, DRCOG (2019)

Dr K Watt – Male

MB BS, MRCGP 2017 University of Newcastle upon Tyne

**Training Practice**

The practice is keen to encourage the next generation of GPs in their education. We have registrars (Trainee GP’s) with us at the practice, they are generally here for one year so you will become familiar with them. They work under the supervision of one of the GP’s and are qualified Doctors.

**Disabled Access:**

Our practice is suitable for disabled access, there is disabled parking. Ramps and toilets are clearly marked.

**Registering as a new patient:**

If you wish to register at the practice and are within the practice boundary, ask at reception for a new patient registration pack.

**Practice Area:**

The area we cover is Greasbrough, Munsbrough, Rockingham, Wingfield, Kimberworth (limited areas) Kimberworth Park and Wentworth.

**Confidentiality:**

ALL patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act. We will not disclose any details to other agencies unless we have your written consent.

**CCTV**:

Closed circuit television is installed at the practice premises for the purpose of staff, patient, and premises security. Cameras are located at various places on the premises, and images from the cameras are recorded. The use of CCTV falls within the scope of the Data Protection Act 2018. In areas of surveillance.

**Practice Opening Hours:**

Our core opening hours are 08.00 – 18.30.

There are pre-bookable GP appointments available to book online / by telephone & in person, these are AM & PM appointments.

On the day appointments are for **URGENT** illnesses that cannot wait for a routine appointment, please avoid these for longstanding and multiple problems along with medication queries.

If you need an appointment out of our surgery opening hours, we can offer you an appointment at a central GP Practice. These are from 6.30 – 8pm and weekends 8am – 11pm.

The receptionist is available between 8.00am and 6.30pm. The telephone is often busy early in the morning; Our receptionists may ask you for a brief reason for your call, this is to enable us to signpost you to the correct clinician or service.

**Home Visits:**

Home visits are intended for our patients that are housebound through ill health. If your health genuinely prevents you from leaving your house, you can request a GP visit by calling before 10.30am. These visits are very time consuming for the doctors so they may telephone you before deciding to visit.

**When the surgery is closed:**

When the surgery is closed you are to ring NHS 111. This is a free call from both landlines and mobiles.

**NHS 111 –** You can call NHS 111 when you need medical help quickly, but it is not a 999 emergency. NHS 111 is available 24 hours a day, 365 days per year.

**Rotherham Urgent Care Centre –** The Urgent Care Centre offer a wide range of treatment to deal with minor illnesses and injuries. The Urgent and Emergency Care Centre is open 24 hours a day, 7 days a week and located:

**Rotherham Hospital**

Moorgate Road

Rotherham

S60 2UD

For general enquiries please call The Rotherham NHS Foundation Trust switchboard on **01709 820000**.

**999 Emergencies:**

Telephone 999 if you are or someone else is seriously ill. For example, if someone:

* has had a major accident.
* has problems with breathing.
* has severe chest pains.
* is unconscious.
* has lost a lot of blood.

**Rotherham Health App:**

Now you can book and manage your appointments, access your medical records, and manage your medication – all online, safely, and securely. Its quick and easy to get an account. You can get started online at; **rotherhamhealthapp.com**

**Repeat Prescriptions:**

We are unable to take repeat prescription requests over the telephone. These can be ordered online / by post / drop in our prescription box. You should order your repeat prescription before your medication runs out.

Please allow 48 hours for your prescription to be processed.

**Medication Reviews:**

To safeguard your wellbeing, it is necessary for the doctors to review your medication with you regularly. If you do not attend for a regular review, it may delay the issuing of your repeat prescription.

**Your local Pharmacy:**

Your local pharmacy can give you advice on minor ailments, such as hay fever, allergies, coughs & colds. All pharmacies have a qualified Pharmacist on duty.

**Are you a carer?**

If you care for someone, please let us know. We may be able to help you and provide you with information and support.

**Change of address and telephone numbers:**

We ask that you notify us of any change to your address or telephone numbers.