January-March 2018

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**Greenside Surgery Website**

**www.greensidesurgeryrotherham.co.uk**

**PATIENT ONLINE SERVICES**

This practice currently offers patients’ facilities to:

Request repeat medications, book, cancel and view appointments and also view detailed coded record, including any sensitivities, allergies, list repeat prescriptions or medications

**Thursday-Education & training days**

**Closed from 12 Noon**

**Thursday 18th January**

**Thursday 15th February**

**Thursday 15th March**

**Bank Holiday Closures**

**Friday 30th March- Good Friday**

**Monday 2nd April -Easter Monday**

**Repeat Prescriptions**

**The best way to order your prescription is online.**

**If you have access to a computer, Tablet or smart phone its simple, please see Receptionist to set yourself up.**

**If you don’t then please use the following**

**• Drop it in at the surgery 8am-6pm**

**• Post**

**Unfortunately WE CANNOT take your prescription order over the telephone**

**Repeat Prescription will take 48hrs to process**

**Appointments and Open Access**

If you are attending “**Open Access**”

Please be aware:

These sessions are for **URGENT** problems that cannot wait for a routine appointment.

Please **AVOID** attending these for longstanding and Multiple problems.

Due to time constraints, the doctor may decide to address the immediate issue and request you book another appointment for other routine problems.

Please be understanding if you are told to do so.

**Extended Hours**

If you need to see a Dr out of our surgery open hours, we can offer you an appointment at a central GP Practice. You will not be seeing any of our Drs, however you will have an appointment to see a Dr. These are from 6.30pm-8pm evenings and weekends 8am-11am.

Please see Receptionist for details.

 **Patient Participation Group**

Our meetings are Quarterly and the next one is **Thursday 15th February.**

New members are welcome. If you would like to join or ask any advice from our members, please ask at reception or email;

**www.greensidesurgeryrotherham.co.uk**

**Carers**

Are you looking after someone who without you would struggle?

Come to our Carers information drop in

2nd Thursday of the Month

9.30-11.30

Greenside Surgery

Help including:

Emotional support, practical support, information on benefits and services, local and national sources of help.

 Let the practice know your basic details and your medical records can be updated.

**NEW patient messaging service**

We have set up a new messaging service.

This will be used to confirm, remind and sometimes cancel appointments.

It is simple and easy to use, however please DO NOT free text anything back other than the response it asks for eg Cancel, these cannot be followed up on.

**Shingles**

If you are aged 70 or 78.

Please see receptionist for details if you are eligible.

**Pneumonia**

At present these are not available, please see receptionist.

**Parking**

It is becoming increasingly difficult to park outside the surgery, due to the sheer volume of traffic and cars double parking. We have had numerous complaints from residents, and also from the emergency services trying to gain access. Please be mindful, when parking