**Chaperone Policy:**

Our practice is committed to provide a safe, comfortable environment where patient and staff can be confident that best practice is being followed at all times. 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 Praise or Grumble 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. In order for the practice to understand patients’ needs we need you to tell us what changes you require.

**Woodstock Bower Surgery**

**Practice Information Leaflet**

Kimberworth Road

Rotherham

S61 1AH

**Main contacts:**

Tele: 01709 560005

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

Email: roccg.woodstock.bower@nhs.net

**Our Doctors**

Dr R M Brynes – Senior Partner - Male

Dr V Singh – Partner – Female

Dr L Stones – Salaried – Female

Dr T Sabir – Salaried – Male

Dr N Waheed – Salaried – Female

Dr A Hussain – Long term Locum – Male

Dr S Ali – Long term Locum – Male

**Disabled Access:**

Our practice is suitable for disabled access, there is disabled parking. Ramps and toilets are clearly marked. There is a lift available on the ground floor.

**Registering as a new patient:**

If you wish to register at the practice please ask at reception for a new patient registration form. You will be asked to complete this along with a patient questionnaire and you will be offered an appointment for an health check with the nurse.

**Practice Area:**

The area we cover is Masbrough, Kimberworth, Kimberworth Park, Rockingham, Wingfield, Greasbrough, Munsbrough, Thorpe Hesley and Brinsworth.

**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.

**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.

**GP On Call –** these appointments are for **URGENT** illnesses that cannot wait for a routine appointment.

**Same Day Service** – a number of these appointments are allocated per day. Please contact the practice at 8am to secure your SDS.

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 – 1pm.

The receptionist is available between 8.00am and 6.30pm. The telephone is often busy early in the morning; therefore if your call is not for an appointment, please call later in the day. 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 48/72 hours for your prescription to be processed.

**Medication Reviews:**

In order to safeguard your wellbeing it is necessary for the clinicians 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.

**Patient Participation Group:**

Woodstock Bower Surgery has a Patient Participation Group (PPG) that meets 4 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 manager.