

Recording of our

Telephone Calls

All our calls are recorded for training and monitoring purposes, this ensures that should there be any disputes regarding any issues we can play back the call for accuracy and content.

Should there be any disputes then the recording will be used as evidence for the practice and patients. All patients are able in these circumstances to request copies of any recordings involving them.

All such requests should be put in writing to the practice manager.

All data is held securely and accessed only when needed.

Expected behaviour

The practice will always treat patients with the upmost respect and in return we expect to be treated the same. The practice will not tolerate rudeness or abuse towards our staff members. Please remember that practice staff are here to help.

Please treat our staff how you would expect to be treated.

Contacting the Practice

You can contact the surgery by Telephone and email.

01709 542725 for all appointments, and general enquires

01709 533050 for all repeat prescriptions and prescription enquiries (open 10.00 am to 4.00pm)

Email addresses

Roccg.thurcroft.villagesurgery@nhs.net

For assistance out of hours please dial **999** for emergencies and **111** for all non-emergency problems

Patient Participation Group

The Practice values our patient's views and options,

One way to express these views is through the Practice PPG group.

Have you thought about joining the group and have an input into the decisions of the practice. This is not a moan and groan group but a construction platform for sharing ideas and opinions.

The group meets quarterly
The next meeting is on the 17.02.20
at 6 pm

Currently the group is looking to set up a walking group and small allotment group with a vegetable patch at the back of the surgery. If you would like to be involved in either of these groups or have other ideas please speak to Becky at the practice or email the practice on roccg.thurcroft.villagesurgery@nhs.net

Please come and join us and help grow the group for the benefit of all the patients at the practice.

The Village Surgery



2020 Newsletter
Happy New Year
from all the Staff

Please note the surgery will be closed on the following dates for staff training. From 12 noon on :-

Thursday 13.02.20, 12.03.20,
23.04.20

Easter Closing

Good Friday—10.04.20

Easter Monday—13.04.20

Rotherham Valley South Primary Care Network

(PCN)

The practice is now part of the above network, the other practices members are Dinnington, Kiveton and Swallownest. The PCN has a collective patient population of circa 57,000 and we believe we are the optimum size to enable us to work effectively together and improve patient services and health outcomes.

We will provide proactive, coordinated care to the population, in different ways to match different patients needs. We have a strong focus on prevention and personalised care. Addressing health inequalities in the local area.

We will be working alongside:
Clinical Pharmacist, Social Prescribers and Paramedics

This will not change how you book routine GP and nurse appointments at the practice. However at times you may be offered alternative appointments at one of the other practices, to help when demand is high.

We aim to always keep you informed of changes at all times.

Should you like further information please pick up a PCN leaflet from the waiting room.

Social Prescribing Link Worker

The practice now has a social prescribing link worker attached to the practice. Their role within the practice is to provide patients with a link to support within the community to help improve their health and well being. It is a means of reducing isolation, raising self-worth and equipping people for self-care. It is a non medical service for non-medical problems.

If you feel that you would benefit from support around one or more of the following :-

Lifestyle and looking after yourself
Managing symptoms
Money
Housing issues

To access this service you need to be:-

Over 18 years old
A patient at the surgery.

If you would like access to this service please ask either a Clinician at an appointment or ask at receptions.

Our link worker at the practice is

Tony Cowgill

Please note this service may not be available to all patients as there is a list of exclusion criteria stipulated by Voluntary Action Rotherham so please ask a member of staff if you would be eligible to access this service. Please note the practice has not put together this list.

Who to see at the practice?

The practice is becoming extremely busy and appointments and waiting times to access a GP is at times taking longer. To help us meet the demand there are other Health professionals you may wish to see rather than wait to see a GP. Below is a list of alternative clinicians you could see and what to see them about.

All these appointments are bookable at reception

Clinical Pharmacist—J Khan :- Medication Reviews, BP checks and all medication queries

Physio First— These are for physio assessments of a new problems, for example first on set of back pain. These appointments are held at setting other than the practice, but are freely available thought out the day and weekends.

HUB appointments outside of surgery hours - these can be GP, nurse and phlebotomy appointments held at one of the Rotherham HUB centres at a time that may be more suited to your lifestyle.

Social Prescriber—Tony, these appointments can help sign post you to social and wellbeing activities (see separate information sheet for more details)

Alternatively have you thought about speaking to your local **Pharmacist**, they can help with such problems as coughs, colds, minor illness, etc.

Minor eye problems—you can now go directly to a local opticians for help and advice, please ask at reception for an information leaflet