



DISABLED ACCESS & SERVICES

We aim to make the surgery accessible to those with any special health or communication needs and welcome any suggestions you may have. There are reserved car spaces for disabled users in the front & rear car parks. Both floors have direct wheelchair access to their waiting rooms where there are disabled toilets. The front door is self opening but please ring the bell if you need extra help. We have a hearing loop and can produce literature in EasyRead form if required.

FRIENDS OF GREYSTONE HOUSE

This patient support group gives patients the opportunity to influence the services we provide.. The group is semi autonomous, run by a chairman and committee of patient members. Open meetings are held regularly with at least one doctor and the practice manager in attendance. There is open discussion of views and ideas designed to enhance the practice facilities. The group raises funds for the surgery and have purchased many items of surgery equipment. Please see their updates on the notice board.

SUGGESTIONS AND COMPLAINTS

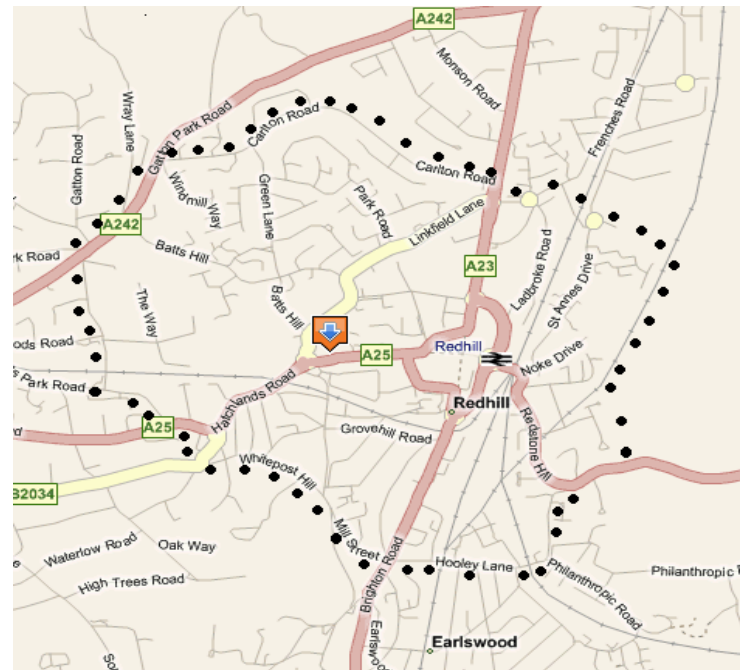
We endeavour to give you the best possible service but there may be times when you wish to make a suggestion, express dissatisfaction, or make a complaint. All feedback is valuable to us, it allows you a say in running the practice and ourselves the opportunity to improve. To give us feedback either visit our website, NHS Choices or www.iwantgreatcare.org, or ask for a Suggestion / Complaints Form, a copy of the Complaints Procedure, or speak to our Practice Manager.

CLINICAL COMMISSIONING GROUP (CCG)

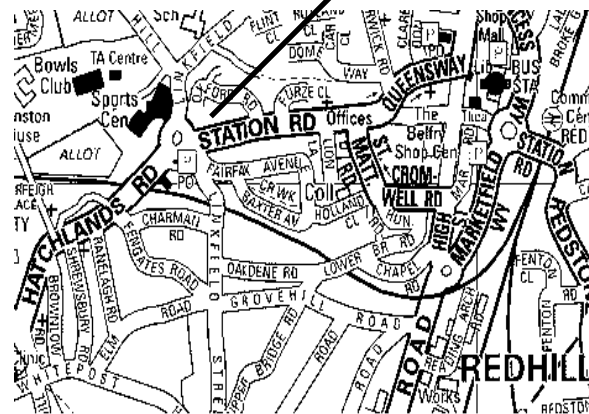
East Surrey CCG, The Council Offices, 8 Station Rd, Oxted, Surrey, RH8 0BT 01883 772 800 are responsible for commissioning services across East Surrey

DATA PROTECTION ACT

We maintain patient confidentiality in accordance with current legislation. Data will be shared with other health professionals as part of the Summary Care Record scheme, and via NHS England. Should you wish to opt out of this, please contact the Practice Manager.



How to find Greystone House



PARKING

There are spaces at the front & rear of the building for disabled patients only. We would ask patients to use the Pay&Display on Linkfield Corner. When using the car park please observe the one way system entering via Oxford Rd. Under no circumstances should patients use the car park next door as this is for use by the patients of Hawthorn's Practice only.

THE MEDICAL CENTRE GREYSTONE HOUSE

99 STATION ROAD
REDHILL RH1 1EB
Tel: 01737 761 201
Fax: 01737 501166

www.greystonesurgery.nhs.uk



GPs

- Dr Joe McGilligan
- Dr Josie York
- Dr Prमित Patel
- Dr Rachele Sanderson
- Dr Amanda Springett
- Dr Jonathan Leung
- Dr David Aslett
- Dr Rachel McGilligan
- Dr Daniel Grimstead
- Dr Amna Ghafoor
- Dr Ivan Anderson
- Dr Magda Kwasiuk
- Dr Ben Kearl
- Dr Jian Chen

Nurse Practitioners

- Debbie Riley
- Sue MacPherson
- Paula Keay

Paramedics

- Lucy Thomson
- Annie Peskett

Practice Nurses

- Juliet Faircliff
- Sophie Tuckwell
- Jackie Hayward
- Natalie Packham

Health Care Assistants

- Teresa Meeke
- Linda Harrison

GP Registrar

- Dr Viki Bedi

Pharmacists

- Dinesh Rai
- Quresh Shamsuddin

Phlebotomist

- Caroline Smith

Physician Associates Practice Manager

- Sam Hughes
- Dimitra Mistakidis
- Jacque Clayton

Our mission is to provide excellence of care and service, with doctors, nurses, staff and patients working as a team to achieve our goal of the best possible health for all patients.

WELCOME TO THE PRACTICE

Greystone House has been a general practice surgery since the start of the last century. We are a caring practice providing a wide range of services. We have purpose built premises with modern consulting/treatment rooms and a comfortable waiting room. We are part of the Care Collaborative primary care network with Moat House and Wall House surgeries.

HOW TO REGISTER

New patients register via the website, provide proof of residency, photo id (visa if applicable)

OPENING HOURS & APPOINTMENTS

The surgery is open 8.30am-6.30pm weekdays (excl bank holidays). We encourage all requests to be made via our website rather than calling us. If you feel you need a GP, your request will be triaged by our team, which could include a GP, Nurse practitioner, pharmacist or Paramedic. We respond promptly all day long with either a call back or a booked appt with the most appropriate clinician.

You can book nurse appts as required.

Our services are detailed on our web-site and include :

Doctors

General Medical Appointments
Pre-conceptual Advice
Antenatal & Postnatal Care
Child Development Services
Contraception Services including
Vasectomy, Implanon & IUD
Hormone Implants
Minor Surgery & Joint Injections

Nurse Practitioner

Can diagnose, prescribe and see ALL minor illnesses including
Diarrhoea & vomiting
Sore throats, coughs, colds & flu
Ear ache
Warts or Verrucae
Eczema & other rashes
Hay fever & Conjunctivitis

Pharmacist

Medication reviews & diagnoses

Physician Associate

General Medical Appointments

Phlebotomist

Takes blood for blood tests

Health Care Assistant

Blood Pressure Checks
ECGs,, 24 hr BP
Dressings, compression bandaging, dopplers
Removal of stitches / clips
INR and taking blood

Practice Nurse

Travel Info & vaccinations
Immunisations
Stitches or Dressings
Zoladex Injections
Cervical Smears
Family Planning
Contraceptive Pill Check
Contraceptive Injection
Anticoagulation INR
Monitoring
24 hr BP monitoring
Well Woman Information
Diabetic & CHD Reviews
Asthma, Spirometry and
Lung Function Testing

INTERNET SERVICES

You can book appointment, order prescriptions and view your medical notes on line (summary, results, immunisations & allergies). To register, down load the NHS app.

PATIENT CHOICE

You are registered with the practice and can see whichever GP you wish although in an emergency you will have to see the duty doctor. We encourage patients to see the same GP for on going problems, and for this reason we allocate a named GP. If you are referred your GP will discuss the "choice" of consultant with you. If you wish to involve your carers or relatives in any decisions about your care or treatment, please let us know.

HOME VISITS

Home visits are only for patients **who are too ill to get to the surgery and not for transport problems**. If you require a home visit, please call before 11.00am to allow the doctors and district nurses time to plan their rounds. Requests after midday should be for emergencies only.

TELEPHONE CONSULTATIONS

If we offer you a telephone consultation and you wish to come in, please just let us know.

OUT OF HOURS AND EMERGENCIES

Should you need urgent advice or assistances when we are closed, please contact call **111**

The Emergency Department is located at East Surrey Hospital, Canada Drive, Redhill, Surrey, RH1 5RH.
Tel 01737 768511

PAPERWORK REQUEST

Please allow at least 5 working days for all requests other than repeat prescriptions. Please ask if a charge applies.

LABORATORY TESTS AND RESULTS

Blood samples are taken in the morning. Other specimens must be brought in before 12 noon. Results are usually available within a week although some take longer. Please call between 11am-4pm weekdays for results of all tests

SAFEGUARDING

As a practice we are committed to safeguarding and promoting the welfare of children and vulnerable adults. If you are concerned about someone or yourself, contact the surgery of in an emergency call 999

CONSENT TO TREATMENT

This is central to all forms of healthcare. Should you need a CHAPERONE, please ask.

REPEAT PRESCRIPTIONS

If you are on regular repeat medication, to obtain further supplies, you do not need to book an appointment, just request it via your on line access or our website, ensuring you notify us of your nominated pharmacy. Please allow two working days before contacting your pharmacy of choice. If you do not nominate a pharmacy you can contact any pharmacy quoting your NHS number. Periodically the doctor will ask to see you in person to review your medication before issuing further supplies. We do not take telephone requests for repeat prescriptions, but you can use the NHS app or our on-line facility.

TRAINING

We are a teaching practice and you may be asked if you are willing to see a Medical Student or a Doctor training to be a General Practitioner. Occasionally video recording is used, in which case we will seek your consent.

MUTUAL RESPECT

It is our intention to treat our patients with respect at all times and we would expect the same in return.

We aim to:

Give you a friendly and efficient service, offer you a consultation with a emergency clinician within 24 hours if it is urgent or the most appropriate clinician as required. We will listen to your concerns, offer health promotion advice and treat your records confidentially at all times.

In return we expect you to:

Be polite and courteous to our staff and other patients at all times—rudeness or aggression will not be tolerated and you may be asked to re-register elsewhere. Be patient if surgeries are running late. Book appointments and use the "out of hours" /home visit service wisely. Appointments are 15 mins long, do not "save up" problems or try to "squeeze in" other members of your family, and be prepared to make a further appointment if necessary. Be punctual and let us know as soon as possible if you cannot make your appointment, we may not be able to see you if you are late

CANCELLING APPOINTMENTS

If you can not make your appointment, please let us know as soon as possible so that we can offer it to someone else. Please call us or let us know via our website.