



Kingsway Surgery



Rosebank Surgery



Severnvale Surgery



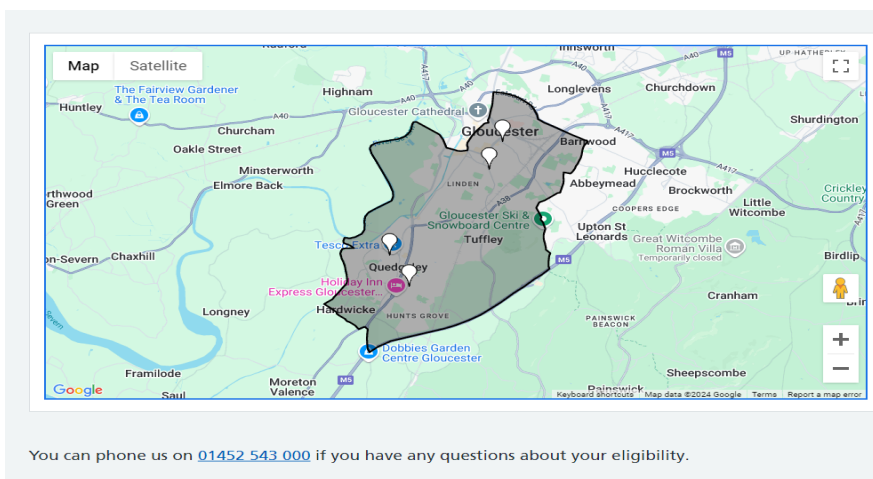
Bartongate Surgery

Choosing your Practice

Finding a new GP Surgery can be a daunting task, at Rosebank Health we strive to provide excellent service and patient care. This booklet outlines most of the services we offer and explains how to get the best from them.

Catchment area

Before filling out a registration form please check you are in our [catchment area](#).



Registering with the surgery

Rosebank Health has four surgeries, to register with us please complete our online form and choose the surgery closest to where you live, you will be allocated a GP, if you are unsure who this is then please contact reception.

Rosebank Surgery – 153b Stroud Road, Gloucester, GL1 5JQ

Bartongate Surgery – 115 Barton Street, Gloucester, GL1 4HR

Kingsway Health Centre – Rudloe Drive, Kingsway, Gloucester, GL2 2FY

Severnvale Surgery – Quedgeley, Gloucester, GL2 4WD

Paper Registration Forms- Paper registration forms are available at the surgery for those patients who do not have access to the internet, please visit reception from 10am to 6pm and collect a paper registration form.

Your NHS Number- Your NHS number helps us find your medical record which will make your registration quicker.

When you register, it's helpful to have your NHS number. You can use the NHS website to find your NHS number.

The Practice

Rosebank Health, is a partnership of ten doctors, the nurse manager and the practice manager all of whom are listed under the staff section on this website. The practice is not a limited partnership. We currently have four purpose built surgeries, 2 located near the city centre called Rosebank Surgery & Bartongate Surgery, and one located in Quedgeley called Severnvalle Surgery and another in Kingsway, called Kingsway Health Centre.

The practice is large enough to be a Primary Care Network in it's own right and we provide services to approximately 40,000 patients.

The Practice Team

Our surgeries have spacious, light, airy waiting rooms, easy access, parking facilities, are on frequent bus routes and have suitable access for patients with a disability.

Partners

Dr J M Layzell, Male BMBS, MRCP, DRCOG, DGM

Dr Layzell qualified at Nottingham University in 1990 and joined the practice in 1997 having carried out his general practice training locally in Gloucestershire. He enjoys all aspects of general practice. He is Clinical Director for Rosebank Primary Care Network (PCN) and is involved in GP training as an educational supervisor.

Dr K Eaton-Charnock, Female BSc (hons) MPhil, MBBS, DRCOG, MRCP

Dr Eaton-Charnock completed medical training in 2010 from Barts and the London School of Medicine and Dentistry. She specialises in dermatology, minor operations, vasectomies and is involved in GP training as an education supervisor.

Susie Graham, Female

Practice manager partner

Susie is involved in managing all the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The practice manager supports the GPs, other medical professionals with delivering patient services and helps to develop extended services to enhance patient care.

Dr M Karunaratne, Female MD DFFP (Vienna 1999)

Dr Karunaratne graduated in 1999 in Vienna, Austria. She has been working in Gloucestershire as a GP since 2006 and became a GP Partner in 2011 at a separate practice. Dr Karunaratne joined Bartongate Surgery as a GP Partner in 2013. Since the merger of Rosebank Health and Bartongate, she became a GP Partner with the Rosebank team. She enjoys all aspects of General Practice and has a special interest in women's health, contraceptive services and sexual health.

Dr J Quick, Female MBBCh, MRCP, DRCOG, DFRS

Dr Quick qualified from Cardiff University in 2005. She did her training in South East Wales and general practice training in Monmouth and the South Wales Valleys. She relocated to Gloucester in 2012 with her family.

Mrs Karen Rearie, Female RGN, BN, MSc Nurse Partner

Karen qualified at Gloucestershire Royal Hospital 1994 as an RGN. She has undertaken various roles throughout the country achieving a Bachelor of Nursing in 2000, settling in Gloucester in 2004 where she started her primary care role as a Practice Nurse and Advanced Nurse Practitioner achieving her Masters in 2012.

Dr T Riley, Male MB, BCh, DCH, MRCP, D Occ Med

Dr Riley qualified at the University of Wales College of Medicine in 1992. He trained as a GP in Cardiff and the Welsh valleys and joined Rosebank as a partner in 2011. He has interests in respiratory medicine and occupational medicine but enjoys all areas of general practice.

Dr L Ryan, Female

Dr Ryan graduated from the University of Bristol in 2008. She initially spent time training in Obstetrics & Gynaecology and doing Expedition Medicine before becoming a GP. She enjoys all aspects of General Practice but is particularly interested in Women's Health, Menopause, healthy lifestyles, and sustainability. In her spare time, she loves the outdoors and spending time with her young family.

Dr S Romero Brown, Female

Dr Silvana Romero Brown studied medicine at the Royal Free and University College London Medical School graduating in 2005. She completed her GP training in 2013 in Norfolk after spending a number of years also working in hospital medicine and paediatrics. She also holds a role as a Training Programme Director working with the Post Graduate Medical Education team in the SouthWest. She is a GP trainer and educator involved in both undergraduate and postgraduate medical education. She is passionate about the development of the whole primary care workforce and enjoys all aspect of general medicine. Her special interests are child safeguarding, dermatology, women's health and joint injections. Originally from Venezuela and fluent in Spanish, she moved to Gloucestershire from Norfolk in 2015 with her family and enjoys running and open water swimming.

GP's

Dr N Ahmad, Male MBBS

Dr Ahmad graduated in India and completed his GP training through the Doncaster scheme in 2009. He practiced in Yorkshire and Ipswich before a move to Gloucester in August 2024. His interests include reading and spending time with family.

Dr A Ajose, Female MB ChB, DRCOG, MRCGP

Dr Ajose completed her medical training in Nigeria in 2006. She worked for several years in women's health in Nigeria and Saudi Arabia before relocating to the UK with her family. She joined Rosebank Health as a Salaried GP in February 2022 after her GP training in Swindon. She enjoys all aspects of General Practice and has a special interest in women's health.

Dr H Akkas, Female

Dr Akkas studied medicine in Victor Babes University of Medicine and Pharmacy, Romania, graduating in 2006. She completed her foundation training in Turkey and worked in primary care in Istanbul for several years. She relocated to the United Kingdom with her family in 2017. Dr Akkas joined Yorkshire GP training scheme in 2019 and completed her GP training in Gloucestershire recently (August 2023). She loves all aspects of General Practice. She also enjoys walking, reading and cooking outside work.

Dr A Anduvan, Male BA, PgCert, DTM&H, MBBS, MRCGP

Dr Anduvan studied Medicine at Oxford University and King's College London, graduating in 2011. He completed his Foundation Training in Edinburgh and his GP Training in Glasgow. He studied at the Liverpool School of Tropical Medicine and has worked overseas on the Myanmar-Thailand border as well as in rural Zambia. His clinical interests include Psychiatry and Infectious Disease. He is also responsible for the Medical Students at the practice. Outside of work he enjoys Brazilian jiu-jitsu and gardening.

Dr P Deol, Female MBChB

Dr Deol qualified from Birmingham in 2012. She initially spent time training in Obstetrics and Gynaecology before transitioning to become a GP. She enjoys all aspects of General practice but has a particular interest in women's health, minor surgery and Dermatology

Dr Gibson, Male

Originally from the New Forest in Hampshire, I qualified from the University of Exeter in 2018. I then moved to Gloucestershire to complete my Foundation training and then GP training and have experience in most hospital specialties and local services. On completion of my GP training, I joined Rosebank Health in September 2025 and have a keen interest in minor operations and medical education but enjoy all areas of General Practice. Outside of work I enjoy cooking, the outdoors and mainly spending time with my young family.

Dr S Grace, Female MB ChB

Dr Grace trained at the University of Bristol and qualified in 2014. She spent a year working in New Zealand prior to completing GP training in Gloucestershire.

Dr S Haque, Female MBBS, MRCP, MRCGP

Dr Haque qualified from UMDS (Guy's and St Thomas' Hospitals). She spent most of her life in London latterly as an Oncology Registrar before retraining and qualifying as a GP in Gloucestershire where she is settled with her family. Dr Haque joined Severnvalley Surgery as a Salaried GP in January 2017. She is interested in all aspects of General Practice, particularly cancer and GP Education, the latter reflected by her role as Chair of GGEPT (Gloucestershire GP Education Trust). For the other half of her week, Dr Haque works as Clinical Lead for Cancer for One Gloucestershire ICS (Integrated Care System) and as Early Diagnosis and Prevention Lead for the SWAG (Somerset, Wiltshire, Avon and Gloucestershire) Cancer Alliance. She also sits on the National Advisory Committee for the NHS Breast Cancer Screening Programme and been involved in NICE Guideline Committee updates for breast and prostate cancer.

Dr M Henson, Female MUDr, MRCGP, DRCOG

Dr Henson completed her GP training in East Kent in 2012. She subsequently moved with her family to Gloucestershire and has been working at Rosebank Health since 2014. She is currently working part time and her particular area of interest within general practice is women's health.

Dr C Hewer, Male BMedSci, BMBS, MRCGP, DRCOG, DFRH

Dr Hewer qualified at Nottingham University Medical School in 2006. He did his training as a junior doctor and to become a GP in Nottinghamshire. Following this he moved to Gloucestershire, where he worked as a GP Partner at a separate practice for 12 years. He decided to join our team as a salaried GP in September 2025. Dr Hewer has a particular interest in Children in Care, and he performs musculoskeletal steroid injections. In his spare time, he enjoys cooking and exploring the outdoors.

Dr R Kelly, Female MbChB MRCGP

Dr Kelly studied at Sheffield medical School graduating in 2011. She spent a number of years working in Sheffield before moving to Gloucestershire to start GP training which she completed in 2018. She enjoys all aspects of general practice but has a special interest in the care of people living with diabetes. She works one day a week in Gloucester royal hospital diabetes department.

Dr R Limbrick, Female MBBS MRCGP DRCOG DFRH

Dr Khalid qualified from imperial college (Charing Cross and Westminster) in 1998 and completed postgraduate training in Surrey in 2002. She completed an additional senior GP registrar post in GU medicine before moving to Gloucester as a partner for 18 years with an interest in Women's health, sexual health and medical education. Dr Khalid was a trainer for GP registrars before leaving to become a Locum GP and GP appraiser for the southwest region.

Dr Khalid is a ward doctor covering care of inpatients at Stroud, Cirencester and the Vale community hospitals. She joined Rosebank Health as a salaried GP in June 2025, her interests are women's and sexual health; pediatrics and medical education/appraisal, gardening, weight lifting and family time.

Dr R Munir, Female MBBS, MRCGP, DRCOG,DPD

Dr Munir was born and raised in Pakistan. She moved to Gloucestershire in 2006 and started work in the NHS in 2011. Dr Munir completed her GP training in 2023 and began work at a salaried role at Rosebank in 2025. Her interests are walking and gardening.

Dr D Oyewo, Female

Dr Oyewo is a dedicated and compassionate General Practitioner (GP) with a passion for providing comprehensive healthcare. She completed her GP training in Worcester in 2023 and soon after moved to Gloucestershire, where she currently practices at Rosebank Health. With a commitment to patient-centred care, she embraces all aspects of general practice.

Dr L Hodgson Parnell, Female MbChB (hons), PGCert Med Ed, DRCOG, MRCGP

I completed my GP training in South Yorkshire and have recently moved to Gloucestershire with my young family and have been working at Rosebank since then.

I enjoy all aspects of general practice and strongly believe in providing excellent, evidence based, healthcare to all members of our community.

Dr A Perks, Female MB ChB

Dr Perks is from Gloucestershire, trained in Leicestershire and graduated in 2001. Dr Perks has worked in Scotland and Australia completing her GP training in 2009 and has been working in Gloucestershire since. Her special interests are Oncology and palliative care. Dr Perks enjoys spending time with her family and in her garden.

Dr R Remfry, Female MBChB, DRCOG, MRCGP

Dr Remfry qualified in 1990 from Glasgow University Medical School and joined the Practice in 1998 after training locally. She is qualified to fit coils and contraceptive implants and is interested in all aspects of General Practice.

Dr MSK Khatun

Dr S Roberts, Female MB BCh Dr Roberts trained and completed foundation years in Cardiff. She subsequently completed her GP training in Gloucestershire. Dr Roberts enjoys all areas of general practice in particular paediatrics. Dr Roberts enjoys spending time with her family, walking and running.

Dr H Tucker, Female BM

Dr Tucker qualified as a Doctor in 2008 and a GP in 2017. She worked in London before she moved to Gloucestershire to start a family.

Dr Y Tin, Female BMedSci, BMBS, MRCP

Dr Tin qualified from the University of Nottingham in 2011. She has experienced working abroad in Newcastle, Australia before moving to Greenwich, Southeast (SE) London to complete her GP training. She has completed a couple of fellowships, including one with Aviva in 2017 – 2018 as a National Medical Director's Clinical Fellow and subsequently with One Health Lewisham (GP Federation in SE London) in Digital and Education. She joined Rosebank Health in August 2022 and has a keen interest in public health and improving local population health outcomes through reducing health inequalities.

Dr A van den Broek, Female

Dr Alyson van den Broek qualified at Nottingham Medical school in 1990 and after working in Plymouth, Nottingham and the Lake District, moved to the area in 1992. She worked in the local hospitals and completed her general practice training in 1996. She has been working in the area since and joined Rosebank Health in August 2019. She enjoys all aspects of general practice and has a special area of interest in women's health and contraception

Healthcare Teams

Community nurses

The surgery has its own district nurse team whose job is to support the doctors by providing care to patients in their own homes who are unable to attend the surgery. The district nursing services are available to all housebound patients.

Frailty Team

We are a dedicated team of three, consisting of **two highly experienced Frailty Matrons and one Care Coordinator**. We are committed to the **proactive management of our frailty cohort**—this includes anyone over the age of 65 who may be living with complex health needs, reduced mobility, or increased vulnerability.

Our primary aim is to **empower individuals to take more control over their health and care**, while helping to **reduce avoidable hospital admissions**. We do this by ensuring the **right care is in place at the right time**, whether that means coordinating community support, arranging timely reviews, or flagging potential risks before they escalate. This might include helping patients stay safely in their own homes, supporting carers, or working closely with GPs, pharmacists, therapists, and social care teams to create coordinated care plans tailored to each individual

Healthcare assistants

The practice has a team of healthcare assistants who are responsible for carrying out long term condition screening, ECGs, blood pressure checks, health checks, Flu jabs, B12 injections, INR monitoring, simple dressings, and ear syringing.

Phlebotomists

In addition, the surgery also has a team of phlebotomists supporting the clinical team by taking blood samples.

Practice nurses

The Surgery nursing team at Rosebank Health offers a variety of morning and afternoon appointments at Rosebank Surgery, Severnvalle Surgery, Kingsway and Bartongate. There are specialist nurses trained in respiratory, COPD, spirometry, asthma and diabetes,

You can make appointments with the practice nurse team for travel advice, travel vaccinations, cervical cytology, contraception, childhood immunisations, and wound care.

Specialist sexual health nurse

We have a specialist sexual health nurse who can manage all contraception and sexual health screening including coils/implants and screening.

Therapists

We have a First Contact Physiotherapist who works across all sites providing non-medical diagnostic care for musculoskeletal conditions. This service aims to provide a more specialist and in-depth initial assessment for patients presenting with MSK conditions.

We have a part-time Occupational Therapist who offers free, independent, and confidential help and advice to patients to stay in or get back to work.

Urgent care practitioners

We have trained and qualified senior nurses and paramedics who undertake triage. The practitioners assess patients requesting an urgent appointment or home visit on the same day.

Services Offered

Antenatal clinics

Contact can be made to the practice who can provide a link to the midwife for your first booking.

Armed Forces Veteran Accredited GP Practice

Rosebank Health is proud to be Armed Forces Veteran Friendly accredited. If you have served in the Armed forces please let reception know so we can update your medical records with this information. Please see the webpage for a list of Armed Forces Charities and Support services.

Breast examinations

All women should regularly examine their breasts and from the age of 50 will be invited for a mammogram. If they need help or advice about, this they should please contact the practice.

Additional information can be found at breastcancernow.org or breast awareness NHS

Cervical screening

Cervical screening (Smear Test) can prevent cancer of the cervix by finding abnormal changes before cancer develops. Regular smear tests can save your life.

Practice nurses and some GP's are qualified to perform cervical screening. All women are invited to have their first smear aged 24 ½, then tri-yearly until the age of 50-64. After 50, the screening takes place every 5 years. NHS England automatically sends a reminder to women who are due for a test from the age of 24 ½ years. If there are any worries or concerns after the screening or after the age of 64 please contact the practice.

Additional information can be found at www.jostrust.org.uk or the NHS website.

Chaperones

Rosebank Health is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. You may wish to have a family member or friend present to provide support and comfort, but they do not fulfil the role of a chaperone. Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible, we will endeavour to provide a formal chaperone at the time of your request. However occasionally it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like to see a copy of our chaperone policy or have any questions or comments regarding this, please speak with a member of reception staff.

Child health checks

Routine health assessments are carried out on babies at:

- 6 weeks – by GP and health visitors.
- 9 months – by health visitors, and again at 2 years by health visitors.

You will be notified when your child is due for an assessment by the health visitor. You are welcome to contact the health visitor if you have any concerns. Please ensure you bring your child's "Red Book" to all routine health assessments.

Family planning

A full range of family planning services and advice is available including contraceptive coil fittings and implants.

Interpreter or Translator

Rosebank have the access to the interpreter and translator service, there are occasions where this may be needed.

These categories maybe:

- Patients whom English isn't their first spoken language and who have difficulty in communicating.
- Those who communicate using sign language.
- Patients who return home from overseas having previously needed to rely upon that nation's healthcare facilities.

Medicals

Private medicals are offered by appointment, usually outside the normal surgery appointment times (there may be a charge for this, please enquire at the time of booking your appointment).

Minor surgery

Dr Eaton-Charnock provides regular clinics for a range of minor operations.

Social Prescribing

Social prescribing empowers people to take control of their health and wellbeing through referral to non-medical 'link workers' who give time, focus on 'what matters to me' and take a holistic approach, connecting people to community groups and statutory services for practical and emotional support. Link workers support existing groups to be accessible and sustainable and help people to start new community groups, working collaboratively with all local partners.

Rosebank Health have a team of Social Prescribers who can work with a wide range of people including:

People with one or more long-term conditions.
People who need support with their mental health .
People who are lonely or isolated.
People who have complex social needs which affect their wellbeing.

Training Practice

The practice has been a training practice for many years and often has one or two GP registrars attached to the practice as part of the local vocational training scheme.

Travel advice

If you are planning a holiday abroad, you may need vaccinations to protect you on your travels. Please use the Rapid Health form online to get further information.

Vaccinations

Flu vaccinations: Annual influenza and Covid immunisations are strongly recommended for all patients aged 65 and over and for adults and children with the following conditions: respiratory disease (including asthma), heart disease, kidney disease and diabetes. Vaccinations are started in October each year.

Covid vaccinations: these are now only available for the over 75s, at risk patients and care home residents.

The Shingles Vaccination is available for patients aged 70-79 and aged 65 as per roll out program and some at risk groups from the age of 50. If eligible you will be invited to attend a clinic.

Pneumococcal vaccinations: this vaccine can be given anytime of the year and is recommended for all patients aged 65 years and over and for adults and children with the following conditions: respiratory disease (including asthma), heart disease, kidney disease and diabetes.

Vasectomies

If you are thinking of having a vasectomy you may be able to have your operation carried out by one of our doctors specifically trained to perform vasectomies. For more details, please telephone 01452 881928 and ask to speak to the administrator who deals with the vasectomy clinic.

Carer Support

Who is an unpaid carer?

"Someone, of any age, who provides support to or who looks after a family member, partner or friend who needs help/assistance due to frailty, physical or mental illness, addiction or disability and who cannot cope without this support."

(Carers should not be confused with paid care workers, care assistants or with volunteer care workers).

If you're a carer who helps and supports someone who can't manage on their own, we want to ensure you get all the support you need. We would like to hold this information in your medical record, this will help us provide support as necessary and have a better understanding of your needs.

During your yearly carer's health check, you will be offered the opportunity to be referred to the Gloucestershire Carers Hub. This is a countywide organisation providing relevant information and advice, local support services, newsletter, and telephone help for carers. They can give you the chance to discuss your role as a carer and what help you may need to:

- Support you as a carer.
- Maintain your own health.
- Balance caring with other aspects of your life, like work and family, looking at both your current and future needs.
- Offer contingency planning to address emergency situations that may arise.

Gloucestershire Carers Hub is part of the People Plus Group's independence services, which empowers people with a range of support needs to lead independent lives. The Gloucestershire Carers Hub aims to support carers across the region to access a one-stop-shop for advice and support. They endeavour to be the listening ear and the supportive hand for carers seeking guidance.

Contact Gloucestershire Cares Hub on 0300 111 9000 or visit thier website Home Gloucestershire Carers Hub. gloucestershirecarershub.co.uk/.

There is also a wealth of information on www.nhs.uk about carers and caring.

Rosebank Online

Contact us with Rapid Health

You can contact a doctor, nurse or other healthcare professional online using a website called Rapid Health via our website.

Your appointment

However, you choose to contact us, we may offer you a consultation:

- by phone
- face to face at the surgery
- by text or email

Appointments by phone, video call, text or email can be more flexible and often mean you get help sooner.

Urgent appointments

To request an urgent appointment (Monday to Friday) during opening times:

- Submit a Rapid Health form (Rapid Health is available Monday to Friday, 8am to 6:30pm).
- Phone us on [01452 543 000](tel:01452543000), the phone lines are open Monday to Friday, from 8am to 6:30pm and speak to a member of our reception team.
- Visit the surgery and speak with a receptionist.

Please be aware that the receptionist will need to ask you a series of questions from a proforma template for all GP or urgent care and physiotherapy appointments in order for them to submit a Rapid Health form on your behalf.

For clinically urgent requests you will be contacted as soon as possible, for everything else you will receive a response within 48 hours. Where possible, we will assign your query to your preferred GP, although this may not always be feasible e.g. if the GP is away or not working within the specific turnaround time-frame.

We would like to remind you that all our staff adhere to strict terms of confidentiality.

Routine appointments

To request a routine appointment up to 2 weeks in advance during opening times:

- Submit a Rapid Health form (Rapid Health is available Monday to Friday, 8am to 6:15pm).
- Phone us on [01452 543 000](tel:01452543000), the phone lines are open Monday to Friday, from 8am to 12:30pm and then from 2pm until 6pm and speak to a member of our reception team.
- Visit the surgery and speak with a receptionist.
- Use your NHS account (through the NHS website or NHS App) or SystmOnline Patient Services to book an appointment, screening test or vaccination.

When you get in touch, we'll ask what you need help with. We will use your answers to choose the most appropriate Clinician to help you.

Home visits

Home visits are available via the Rosebank Health website or phone to those who are housebound. If you think you need a home visit, please phone the surgery or complete a Rapid Health Questionnaire.

Please note that a member of the clinical staff may contact you before a visit to establish the urgency of your request.

The Surgery Hours

Bartongate Surgery

Monday 8:00am-6:30pm
Tuesday 8:00am-6:30pm
Wednesday 8:00am-6:30pm
Thursday 8:00am-6:30pm
Friday 8:00-6:30pm
Saturday and Sunday closed, open alternate Saturday mornings.

Kingsway Health Centre

Monday-Friday 8:00am-6:30pm
Saturday and Sunday closed, open alternate Saturday mornings.

Rosebank Surgery

Monday -Friday 8:00am to 6:30pm
Saturday and Sunday Closed

Severnvale Surgery

Monday 8:00am-6:30pm
Tuesday 8:00am-6:30pm
Wednesday 8:00am-6:30pm
Thursday 8:00am-6:30pm
Friday 8:00am-13:30pm
Saturday and Sunday Closed.

Enhanced Access

Rosebank Health is offering improved access to GP and Nurse appointments for their patients. This involves providing additional appointments during normal surgery hours and extended opening times until 20:00 on some weekdays and on some Saturday mornings until 13:00

If you need help when we are closed

If you need medical help now, use [NHS 111](#) online or call 111.

NHS 111 online is for people aged 5 and over. Call 111 if you need help for a child under 5.

[Call 999](#) in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

Accessibility

Please let one of our receptionists know if you have any special needs or requirements when visiting the surgery.

- Braille translation service.
- Induction loop.
- Step free and wheelchair accessible.
- Disabled parking.
- Disabled toilets.
- Signing service.

Repeat Prescriptions

The easiest ways to order repeat prescriptions are:

- Using your NHS account (through the NHS website or in the NHS App).
- Using the GP online system: SystmOnline Patient Services.

These accounts show you all your repeat medicine and dosage and you can choose the ones you need.

You can also via our website:

- Fill out a repeat prescriptions request form.
- Bring your paper slip to the surgery.
- Or order via the Practice website.

We do not take repeat prescription requests over the phone or email.

Collecting your prescription

Your prescription is usually issued 5 working days after being requested. You can change your nominated pharmacy at any time via:

- The app or website where you order repeat prescriptions.
- At the surgery or fill out a nominate a pharmacy or other dispenser form.
- At any pharmacy that accepts repeat prescriptions.
-

Test Results

The approximate time it takes for test results to be received back in surgery is as follows:

Blood:	7 working days
Urine:	3 Working days
Stool:	7 Working days
X-Ray:	10 Working Days
Endoscopy:	14 Working Days
Ultrasound:	10 Working Days
Sigmoidoscopy:	14 Working Days

Getting your test results

If your test results show that you need more tests or treatment, we will contact you.

Once a doctor has reviewed your test results, you can view them:

- In your NHS account (through the NHS website or NHS App).
- In your SystemOnlineServices account.
- Phone us on [01452 543 000](tel:01452543000).

Expressing Comments, Concerns and Suggestions

We are continually looking to turn patient feedback into real improvements in the services we provide. We use it to focus on the things that matter most to our patients, carers, and their families.

Giving feedback

To provide feedback:

- Fill out a feedback form.
- Take part in the Friends and Family Test.
- Leave a review on the NHS website.
- Phone us on 01452 543 000 or visit the surgery.

Making a complaint

We aim to provide you with the best possible medical service. At times you may feel that we have not achieved this and want to make your feelings known. Most problems can be dealt with quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint this way and wish to make a formal complaint you should do so, preferably within writing, as soon as possible after the event and ideally within a few days as this helps us to establish what happened more easily.

The period for making a complaint is normally:

- 12 months from the date on which the event which is the subject of the complaint occurred.
- 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

If you are a registered patient, you can complain about your own care.

Complaints can be sent in writing to any surgery, and it will be passed onto the complaints team.

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality.

If you wish to make a complaint but are not the patient involved, we will require the written consent of the patient. This is to confirm that they are unhappy with their treatment and that we can speak with someone else about it.

Please ask at reception for a complaints form which includes a statement of authority that the patient can sign. Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the above circumstances apply.

General Data Protection Regulation (GDPR)

As a GP practice, all our GPs, staff and associated practitioners are committed to protecting your privacy and will only process data in accordance with the Data Protection Legislation. This includes the General Data Protection Regulation (EU) 2016/679 (GDPR) now known as the UK GDPR, the Data Protection Act (DPA) 2018, the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any applicable national Laws implementing them as amended from time to time. The legislation requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

In addition, consideration will also be given to all applicable Law concerning privacy, confidentiality, the processing and sharing of personal data including the Human Rights Act 1998, the Health and Social Care Act 2012 as amended by the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive) Regulations.

Records which this GP Practice will hold or share about you will include the following:

- **Personal Data** – means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- **Special Categories of Personal Data** – this term describes personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.
- **Confidential Patient Information** – this term describes information or data relating to their health and other matters disclosed to another (e.g. patient to clinician) in circumstances where it is reasonable to expect that the information will be held in confidence. Including both information 'given in confidence' and 'that which is owed a duty of confidence'. As described in the Confidentiality: NHS code of Practice: Department of Health guidance on confidentiality 2003.
- **Pseudonymised** – The process of distinguishing individuals in a dataset by using a unique identifier which does not reveal their 'real world' identity.
- **Anonymised** – Data in a form that does not identify individuals and where identification through its combination with other data is not likely to take place.