PRIVATE SERVICES
We are approved ENG1 Medical Examiners, please book directly via reception. This service is provided to all members of the public. For registered patients we also provide insurance, driving, sports, employment medicals, fitness to travel, freedom from infection, holiday cancellations etc. These are not part of your NHS care and there will be a fee, details of which are listed at reception.

FREEDOM OF INFORMATION ACT 2000 AND SHARING INFORMATION
This Publication Scheme is a complete guide to the information routinely made available to the public by Rosedale General Practitioners. Copies are available from reception. For your information referral letters from our Dr’s to other health care professionals will routinely contain a summary of your past medical history & medications – if you request a copy of your referral letter can be made available to you.

RESEARCH
The surgery is research active. We take part in research projects which we hope will improve clinical care, patient participation is of course totally voluntary.

ACCESS TO YOUR INFORMATION
YOUR MEDICAL RECORD
Information about patients is treated with the strictest confidence. All our staff trained in confidentiality and are bound by the same rules as the doctors. We have a fully computerised medical record system, this information is held on a secure server.

SHARING INFORMATION FROM YOUR MEDICAL RECORD
The Practice follows the guidance from the Department of Health, LMC (Local Medical Committee) and the BMA (British Medical Association). The practice understands that by the sharing appropriate information better healthcare can be given therefore - The surgery shares necessary information with the aim of improving healthcare, this data for example will be made available to the NHS Commissioners. The data will then be used to understand national health, for example which areas have a prevalence of asthma or diabetes so the NHS will be able to provide additional services in those areas. Patients are able to ‘Opt Out’ please inform reception.

Further guidance is available at http://www.norfolkandwaveney.lmc.org.uk/library/access-to-clinical-records/

PATIENT INVOLVEMENT
We value greatly our patients opinions so please consider joining our PATIENT REPRESENTATIVE GROUP you can join by leaving your details at reception. This is a virtual group communicating by email, we will contact you occasionally with news or for your opinion. There is also a committee that meets bimonthly, you can contact the chairman at paul.light@nhs.net. If you cannot communicate by email, and you are interested in joining, please speak to the practice manager who will organise an alternative method of communication.

COMMENTS AND COMPLAINTS
The practice has a suggestion box next to the reception desk in the alcove, suggestions are always welcomed. The Practice follows the NHS approved procedure to deal with complaints. Leaflets are available from reception, alternatively you can ask to speak directly to the Practice Manager, Lisa Andrews. We try to deal quickly with any problem that occurs and view constructively any comments or criticisms.

The surgery is very lucky, patients treat our staff with respect and good humour. In circumstances where this is not the case, the surgery fully supports the NHS ZERO TOLERANCE policy, violence is defined as ‘any incident where staff are abused, threatened or assaulted, this includes offensive language, patients behaving in such a way will be removed from our patient list.

OTHER PRIMARY MEDICAL SERVICES
Details of other primary medical services in the area can be obtained from: Serco, Primary Care Services, 130 Ber Street, Norwich NR1 3FR. Telephone 01603 697300. Please remember that when the surgery is open we can attend to minor illnesses and accidents, please try and use A&E appropriately. Ask for our leaflet ‘Did I need to attend A&E’.

THE DOCTORS
The Doctors operate personal lists, meaning that you will normally see the same Doctor unless you require an emergency appointment or an emergency visit.

REGISTERING WITH THE SURGERY
Patients residing within our practice boundary can register at the practice. Please either visit or telephone the surgery to register. If you telephone we will send a registration pack to you, please complete all the details on the registration form. If you are on regular medication it will be necessary for your new doctor to discuss this with you in a routine appointment, please bring in all your current medication in their containers/packaging or a computerised repeat order slip from your previous doctor. The practice boundary includes the area of Carlton Colville up to the west side of Elm Tree and Bloomwood Road.

THE GP PARTNERS
Dr Martin Vallis (MBBS, FRCS, DRCOG, MRCP, PGCert Din Ed)
Dr Susan Vallis (MBBS, BSc, BMedSci)
Dr Mieke Watten (ARTS), MRCP
Dr Maarten Derks (ARTS), MRCP
Dr Lucie Barker (MBChB, DRCOG, MRCP, DFP)
Dr Ben Olatuye (MBBS, DCH, MRCP, MRCGP, PG ClinMedEd)
Dr Shihana Azhar (MBBS, MRCP, MRCGP)
Dr Ben Olatuye (MBBS, DCH, MRCP, MRCGP, PG ClinMedEd)

THE NURSING TEAM
Alison Wing BSc Nurse Practitioner Prescriber
Amanda Ayers BSc Nurse Practitioner Prescriber
Karen Read Dip Diet Adult Nursing
Anne Pollard Dip Diet Adult Nursing
Debrah McGreath Cert Diet Adult Nursing
Debbie Kerr Healthcare Assistant

THE PRACTICE MANAGER
Lisa Andrews

THE GP PARTNERS
Dr Martin Vallis (MBBS, FRCS, DRCOG, MRCP, PGCert Din Ed)
Dr Susan Vallis (MBBS, BSc, BMedSci)
Dr Mieke Watten (ARTS), MRCP
Dr Maarten Derks (ARTS), MRCP
Dr Lucie Barker (MBChB, DRCOG, MRCP, DFP)
Dr Ben Olatuye (MBBS, DCH, MRCP, MRCGP, PG ClinMedEd)
Dr Shihana Azhar (MBBS, MRCP, MRCGP)

THE NURSING TEAM
Alison Wing BSc Nurse Practitioner Prescriber
Amanda Ayers BSc Nurse Practitioner Prescriber
Karen Read Dip Diet Adult Nursing
Anne Pollard Dip Diet Adult Nursing
Debrah McGreath Cert Diet Adult Nursing
Debbie Kerr Healthcare Assistant

THE PRACTICE MANAGER
Lisa Andrews

USEFUL INFORMATION
Appointments 01502 505100
Prescriptions 01502 505105
24 hour answer phone Mon-Fri
Fax 01502 531533
Test Results 01502 505100
Out of Hours 01502 505100
You will be transferred to 111

FIND US ONLINE
www.rosedalesurgery.co.uk

EMAIL US
gywccg.rosedaleadmin@nhs.net

SURGERY OPENING TIMES
Phone Lines Open from 8.30am – 1.00pm, 2:00pm - 6:00pm
Open from 8.00am – 6.30pm Monday, Tuesday, Thursday and Friday In addition on Wednesdays we provide early morning – commencing 7am and evening appointments - until 8.30.

ROSEDALE SURGERY
Ashburnham Way, Carlton Colville, Lowestoft NR33 8LG

www.rosedalesurgery.co.uk
THE SURGERY PREMISES
Patient parking is available in the adjacent car park which we share with the local shops. Please drive carefully as there are young children and elderly people using the facilities. The building was designed to provide good access disabled patients including wheelchair users. All services are provided on the ground floor with wide doors to improve access. Hearing loops and translator services are available, please ask at reception. The toilet providing modifications to aid disabled patients are located next to Nurse Room 1 & 2. Baby changing facilities are also provided in this toilet. If you have any problems with the facilities or have any ideas for improvements please do not hesitate to inform the receptionists.

REPEAT PRESCRIPTIONS
Are available within 48 hours, you can order them in person, by post, internet, fax or telephone answering machine 01502 505105. Please leave a message with all your details. Once ordered there is no need to ring and check they will be ready withing 2 working days. To register on order via the website please ask for reception for a registration number.

APPOINTMENTS
To make an appointment please telephone the surgery between 8.30 am and 6.00 pm Monday to Friday on 505100. Internet booking is available please register at reception. Receptionists will ask you to volunteer an indication of your problem so that we can allocate appointments in the most appropriate way.

Routine appointments are made at 10 minutes intervals. If you have a problem which is likely to take longer please request a double appointment. Please make separate appointments for each member of the family. If you no longer need the appointment you have made please remember to cancel it so that other patients can benefit. For routine appointments you may choose which doctor you wish to see however availability may vary.

Patients with an urgent medical need requiring a same day appointment will be asked by the receptionist for an indication of the problem so that they can appoint you with the appropriate clinician. If it is personal please do not hesitate to inform the Receptionist who will not ask for any further information. We offer a percentage of telephone consultations with the duty Doctor in addition to same day appointments. This system ensures that urgent appointments are always available for the patients that clinically need them. For telephone consultations the Receptionist will require you to give a telephone number (home or mobile number) to enable the doctor to contact you.

HOME VISITS
These take up considerable time and are performed at the discretion of the doctors, visits are therefore only for patients who are genuinely housebound & patients who are acutely bed bound/housebound due to acute illness. Sudden severe illness e.g. severe chest pain or shortness of breath. The latter will be assessed by a doctor as the most appropriate response may be to order an emergency ambulance. To book a home visit telephone 505100 as early as possible. If you are well enough to go out of the house you should not expect a home visit.

TELEPHONE ADVICE
Advice is available when you are unsure whether you need an appointment. The service is available from the doctors, nurse practitioner & the nurses.

OUT OF HOURS SERVICE
Please telephone the surgery as usual. Your call will be put straight through to the 111 service. Out of hours Services are provided by a third party, you may be asked to attend a different surgery.

TEMPORARY RESIDENTS IN OUR PRACTICE AREA
If you are temporarily resident in our practice area and fall ill, we will be able to see you.

BLOOD TESTS
We are not funded for carrying out blood tests. These are carried out at Lowestoft Hospital Mon – Fri 8am to 3pm

URINE TESTS
Worried? Telephone the surgery – you will be given an appointment or may be asked to come and wait for a free clinician to test your urine.

A&E OVERUSE
Please see our guide to using A&E appropriately, it is very important that patients understand when to come to A&E, a Minor Illness Unit (Beccles) or to A&E

FLU
We invite all eligible patients by letter each year, the letter incorporates your consent and also identifies any other national immunisations you are entitled to. Please be patient waiting for your letter – it depends on our flu deliveries as to when we sent it, we assure you if you are entitled you will receive one.

SERVICES PROVIDED AT THE SURGERY
Rosedale Surgery provides the full compliment of general medical services and preventative medical care. Please see our website for full details.

CERVICAL SMEARS
Please attend our smear clinics when you receive an invitation. Effective screening can help prevent cancer of the cervix.

FAMILY PLANNING
The surgery offers a range of contraceptive services and advice to all age groups, including emergency contraception.

In addition we have the following attached staff who work with us rather than for us, as a surgery we value bringing as many services as possible closer to your door.

HEALTH VISITORS
Health Visitors are attached to the surgery, contact telephone number 532752. Qualified nurses, who have undertaken further training enabling them to specialise in public health and health promotion for young children.

HEALTH TRAINERS
Health Trainers are at the surgery to help you lose weight, stop smoking and give general healthy living advice, please book at reception.

DISTRICT NURSES
There is a team of District Nurses and a phlebotomist attached to the Practice who visit housebound patients to give individualised nursing care and advice.

MIDWIVES
Midwives are attached to the surgery and provide antenatal care for all our patients, referring to the patients doctor if appropriate. Clinics are held every Tuesday & Thursday afternoons. Contact Tel no. 07733229540

SUGGESTIONS & COMPLAINTS
We welcome comments, suggestions and investigate any complaint constructively. There is a suggestion box in the waiting room next to the reception desk. If you have a complaint in the first instance please speak to the practice manager who will investigate the problem. If you would prefer you can complain to NHS England telephone 0300 3112233 If you require further information please ask for an information sheet at reception.

TRAINING
Training is central to our practice ethos.

GP TRAINEES
Are fully qualified doctors who have extensive hospital experience but would like to enter general practice. They receive support and training from members of the practice in preparation for taking a partnership of their own.

What does this mean to you?
This has a number of implications for you and the practice as a whole. It means that when you ask for an appointment you may be offered one with our GP trainee. Unless you wish to see one of the partners for a specific reason, we would encourage you to see them. They will have spent a number of years in hospital medicine, and should have no difficulty in dealing with your problem. We find it most useful having doctors coming to us fresh from hospital medicine. They are often very up-to-date with current treatments, and we have a lot to learn from them. Occasionally you may be asked, if you see a GP Trainee, whether they can videotape your consultation. The videos are used for teaching purposes only, and you would always be asked to give your consent before the consultation. We also conduct joint surgeries with the GP Trainees, which means that occasionally you may have an appointment with another doctor watching the consultation.

If a GP trainee wishes to videotape or be observed by another GP, they will always ask your consent beforehand for your consent.

UEA MEDICAL STUDENTS
We also train University of East Anglia Medical Students, you may be asked to attend an appointment with them present. These students are not qualified Doctors yet, therefore they will always have a qualified clinician overseeing them, or the student will be observing only. They are studying Paediatrics, Gynaecology and general medicine. If you have an interesting clinical history we are always looking for volunteers to become expert patients for the students to practice their consultation skills. Please let reception know if you are interested.

phone 01502 505100