

### Out of Hours Cover

When the surgery is closed please call NHS 111 who will deal with your emergency. To access this service dial 111.

### Repeat Prescriptions

**Please allow 48 hours for all repeat prescription requests.** You can order your repeat prescription by any of the following ways:

On-line at [www.crownhousesurgery.co.uk](http://www.crownhousesurgery.co.uk)

In order to use this facility please see a member of staff with photo ID to obtain a login and password.

Telephone the repeat prescription line 01777 703672 and press option 1 to leave a message.

Complete the order form attached to your prescription and returning it to the surgery.

### Crown House Action Team (CHAT)

Our Patient Participation Group meets at monthly intervals. The aim of the group is to discuss suggestions and concerns about the practice from a patient perspective. If you are interested in this group please ask at reception.

### Compliments and Complaints

Help us to help you. We like to know when we get it right, but we also want to know if we can improve our service. Please let us know. Speak to your doctor or the practice manager. We offer a practice complaints procedure to deal with comments, suggestions and complaints about the services we provide.

### Violence and /or Abuse

Our staff are here to help you. Patients should expect to be treated with respect and courtesy by all members of the practice. Your responsibilities to us are to afford the same level of respect and courtesy to all members of the practice and to recognise that verbal or physical abuse will not be tolerated.

### Data Protection

The practice complies with General Data Protection Regulation 2016 and the Data Protection Act 2018

We use your information to provide you with Health Care Services, and share your information with other organisations involved in your care.

You are entitled to see what information we hold about you on request.

### Patient Registration

**We welcome new patients.** You can either apply on-line at [www.crownhousesurgery.co.uk](http://www.crownhousesurgery.co.uk) or at Main Reception. When you register with the practice you will be given a registration form and a health questionnaire. You will be registered at a face to face appointment with one of our admin team. You will be informed of all our services and allocated a usual GP. Any necessary appointments can be made once you are registered.

### Important

Please inform us as soon as possible if you move house or change your telephone number.

### Map of Crown House Surgery Practice Area



# Crown House Surgery

**Retford Primary Care Centre**

**North Road**

**Retford**

**Notts**

**DN22 7XF**

**TEL: 01777 703672**

**[www.crownhousesurgery.co.uk](http://www.crownhousesurgery.co.uk)**

**Surgery Opening Hours**

**Monday to Friday 8.00am to 6.30pm**

**Extended Hours**

**Wednesday, Thursday, Friday**

**7.30am-8.00am**



Crown House surgery was originally sited in Bridgegate. During January 2008, the practice moved to the new, purpose-built Retford Primary Care Centre. The new premises provide a spacious and comfortable facility close to X-ray facilities, Out-Patients, Physio etc. There is excellent access to the building for the disabled. The practice welcomes guide and assistance dogs.

## Philosophy

We believe in providing continuity of care to our patients so that they receive a truly personal service.

We believe that patients deserve the highest quality of care possible.

We believe that General Practice should provide value for money for the NHS when delivering services.

We believe we can learn from our patients and are keen to listen.

## The Doctors

Dr Julian Roberts MB ChB (Liverpool 1982) FPA Dip Pall Med

Dr Myriam Gimenez LMS (Saragossa 1990) FPA Cert

Dr Andrea McFarlane MB ChB (Aberdeen 1989) DCH FPA Cert MRCGP

Dr Michael Bazlinton MB ChB MRCGP DCH (Leeds 2001)

Dr Heshan Ariyasena BMBS BMedSci MRCGP (London 2008)

Dr Stephen Davies BSc (Hons) MB BS (London 1987) DRCOG Dch

Dr Justin Joseph MB BS (2003) DFFP (2007) MRCGP (2009) MSc (2012) DRCOG (2013) Dch (2013)

Dr Christian Drew MB ChB (Warwick 2011) Bsc (Hons) PhD RCGP (2016)

## The Nurses

Mrs Suzanne Hallworth-Manley Advanced Nurse Practitioner MSC Advanced Practice in Health and Social Care

Mrs Joanna Wright RGN — Long term conditions and acute care

Mrs Rebecca Brophy RGN — Diabetes and Respiratory

Mrs Lucy Goldacre RGN — Diabetes

Mrs Vicky Dolby RGN — Treatment Room

Mrs Jade Saban RGN — Treatment Room

Mrs Christine Foster Health Care Assistant

Mrs Wendy Murray Health Care Assistant

Mrs Christine Gregory Health Care Assistant

Mrs Sarah Lamb Health Care Assistant

## Practice Manager

Mrs Jessica Cliff

## Our Services include

Blood Tests, Cervical Screening, Coronary Heart Disease Management, Diabetes, Family Planning, Foreign Travel, Minor Injuries, Minor Surgery, NHS Health Checks, Respiratory (lung) Disease Clinics, Smoking Cessation Advice, Vaccinations (Childhood and Adult), Warfarin (anticoagulation monitoring).

## Website

Please visit our website for more information about the practice and also further information on self-care and links to helpful information:

[www.crownhousesurgery.co.uk](http://www.crownhousesurgery.co.uk)

## Appointments

All consultations are by appointment.

To make an appointment you can book on-line at [www.crownhousesurgery.co.uk](http://www.crownhousesurgery.co.uk), by telephone 01777 703672 or call in to the surgery.

Make a separate appointment for each person who wants to see the doctor.

Please cancel appointments as early as possible if you are unable to attend.

## Urgent Appointments

Urgent conditions, ie problems that could not reasonably wait until the next available routine appointment, will be seen on that day but may not necessarily be with the doctor of your choice. We have an Advanced Clinical Practitioner Service and you may be offered this or choose to see them.

## Home Visits

Please attend the surgery rather than requesting a visit. This allows the doctor to make better use of time and takes advantage of the surgery's facilities and equipment. If you do require a visit where possible please ask before 11am, so the doctors can plan their rounds.

## Contacting the Doctor

When patients ring asking to speak with a doctor, the patient will be transferred to the doctor's personal secretary who will make the necessary arrangements.

## Text Message Service

The practice uses a text messaging service to send appointment reminders and other information.