

New Patient Welcome Message & Information

Welcome to Rosebank Health! Please do visit our website, www.rosebankhealth.nhs.uk which provides information about Rosebank Health and the Practice Team, has a regularly updated News page, and several “rooms” through which you can communicate with us – please see Page 2 for more details of what you can do online!

You will receive a message confirming your registered GP however you can of course see any one of our doctors however in the interest of consistency of care we recommend that whenever possible you see the same doctor each time.

For urgent care, GP and physiotherapy appointments please submit an eConsult via the main page of our website (eConsult is available Monday to Friday, 8:00am to 6:00pm), or alternatively you can call the surgery on 01452 543 000 and speak to a member of our reception team. To book appointments with the nurses, healthcare assistants, phlebotomists, and midwives, please call the surgery and speak to a receptionist. The telephone lines are open Monday to Friday, from 8:00am to 12:30pm and then from 2:00pm until 6:00pm.

If you haven't already done so, please provide us with an up-to-date list of your vaccinations, so that we can ensure your records are current. All new patients over 18 are entitled to a new patient health check by one of our Nursing staff. This helps us ensure we have up-to-date information about you before we receive your full medical records. I would therefore encourage you to make an appointment as soon as is convenient.

We strive to always offer the best possible service and welcome any practical suggestions that you may have, which will improve your experience.

Yours sincerely



Susie Graham
Practice Manager

Encl.

Kingsway Health Centre, Rudloe Drive, Kingsway, Gloucester, GL2 2FY Tel: 01452 543000

Partners: Dr J Unwin, Dr J Layzell, Dr A Riley, Dr J Quick, Dr K Eaton-Charnock, Dr M Karunaratne,
Dr V Kandimalla; Mrs K Rearie and Mrs S Graham

Rosebank Health

Gloucester

Our website address is - www.rosebankhealth.nhs.uk/

The Appointments Room – provides information on how to contact the surgery to book urgent, routine and home visit appointments. There is also information on how to cancel appointments, and what to do when the surgery is closed as well as much more.

The Contact us Online Room – Is the best way to contact us for GP type appointments. On completion of an eConsult our clinical team will arrange for you to receive a consultation, appointment or advice for your condition with a qualified clinician, within an appropriate timescale. You may not need to leave work or the comfort of your own home to get the help you need.

The Services Option on the top Menu will enable you to:

Find out about vaccinations, your eligibility and when to have them.

Find local self-referrals, make a request to a doctor or track an existing referral.

Inform us of you being a carer so we can help you.

See the clinics and services that are provided at the surgery.

Learn more about accessing online services.

Change your contact details.

Accessing local and national help & advice for your wellbeing.

The Prescriptions Room provides the following:

Ordering repeat prescriptions

Collecting your prescriptions

Questions about your prescriptions

Medication reviews

Prescription charges

Pharmacies and what they can offer.

Further services we offer:

Request medication synchronisation

Contact our Medicines Management team if you have a general medication question.

The Test Sick Note Room provides information on how to request them, when you've been not fit for work for more than 7 days.

The Test results Room provides information on how long results may take to come back to the surgery for review and how to view them.

Local and NHS Services can be found on the home page if you scroll down.

If you would like to leave Feedback, this can be done at the bottom of our home page by clicking on the 'Feedback and complaints' option. There is also an NHS Friends and Family Test survey, and a link to our most recent CQC Report on the home page as well as much more. Please take a look.

Canceling or changing an appointment

To cancel your appointment:

- Use your [NHS Account](#) (through the NHS Website or NHS App)
- Using the GP Online System: [SystemOnline Patient Services](#)
- Phone us on [01452 505 256](#) during our [opening hours](#)
- Reply to your appointment reminder text message using the link provided

Repeat Prescriptions

As a new patient, if you are on regular medication, please submit an eConsult and request a medication review with the GP, at least 4 days before your current medication is due to run out.

Please order your medication in good time to allow the prescription to be processed. We require a minimum of 5 working days for repeat prescriptions.

Please ensure that you follow any requests to book a review or tests; these will be sent via text message or printed on your prescription. This will prevent unnecessary delays when you next re-order.

There are several ways to obtain your prescription:

1. You can request your medication via the NHS App (if you are registered)
2. You can request your medication via the Rosebank Health website – (www.rosebankhealth.nhs.uk) select 'Prescriptions and Medicines Centre' on the home page, then Request Medication online; select NO (if you are not registered for online services) and then complete and submit the following form
3. You can drop your prescription request through the external letterboxes/internal prescription boxes at Rosebank Surgery, Severn Vale Surgery, Kingsway Health Centre or Bartongate Surgery
4. Post a request to us and enclose a stamped self-addressed envelope for us to return it to you, or make sure you have a nominated pharmacy that we can send the prescription to electronically.

Electronic Prescriptions

Most prescriptions are now signed, sent and processed electronically. You have two choices for how this works.

- You can choose a pharmacy or dispenser to dispense all of your prescriptions. When you get a prescription, it will be sent electronically to the dispenser you have chosen. You can collect your medicines or appliances without having to hand in a paper prescription.

or

- You can decide each time you are issued a prescription where you would like it to be dispensed. When you are issued a prescription, you will be given a paper “token” that you can take to any pharmacy or other dispenser in England. This token will contain a unique barcode that will be scanned to download your prescription from the secure NHS database.

Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will now be processed electronically.

Choosing a pharmacy or other dispenser

If you get regular prescriptions or are already using a prescription collection service (where a pharmacy collects prescriptions from your GP practice for you) then choosing a pharmacy to dispense all your prescriptions may save you time by avoiding unnecessary trips to your GP.

You will still order your repeat prescriptions in the same way as you do now, but your prescriptions will be sent electronically to the pharmacy or dispenser of your choice.

You will not have to collect a paper repeat prescription from your GP practice.

Cancelling or changing your choice of pharmacist or dispenser

You can change or cancel your choice of dispenser at any time. Simply speak to your GP or pharmacist before you order your next prescription. You should allow time for the update to take place to avoid your next prescription being sent to the wrong place. Once you sign up we will send all your repeat prescriptions straight to the pharmacy but you can tell us to stop at any time.

Repeat prescriptions sent electronically should be ready at the pharmacy in 3 working days as normal.

You can register for Electronic Prescribing via our website as previously mentioned, (www.rosebankhealth.nhs.uk/navigator/electronic-prescription-service/).

Additional Forms

Please review these forms and complete if appropriate to do so and return to the practice by emailing rosebank.admin@nhs.net, alternatively send them by post to Rosebank Surgery, 153b Stroud Road, Gloucester, GL1 5JQ

Patient Participation Group Application Form

Complete this form if you are interested in being involved with improving our services by joining our Patient Participation Group

LINK to Form [Patient Participation Group registration – Rosebank Health \(foundationpreview.co.uk\)](https://foundationpreview.co.uk)

Summary Care Record Opt Out Form

Summary Care Record (SCR) is a national database that holds electronic records of important patient information such as current medication, allergies and details of any previous bad reactions to medicines.

Benefits of SCR include:

- makes care safer
- reduces the risk of prescribing errors
- helps avoid delays to urgent care

However if you wish to opt out please complete the form below via the link:

[Summary Care Record opt out – Rosebank Health \(foundationpreview.co.uk\)](https://foundationpreview.co.uk)

NHS Summary Care Record with Additional Information Opt In

Your Summary Care Record includes details of any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have had.

It also includes your name, address, date of birth and your unique NHS number to help identify you correctly. Additional information enables health and care professionals to have better medical information about the patient they are treating at the point of care.

[Summary Care Record opt in with additional information – Rosebank Health \(foundationpreview.co.uk\)](https://foundationpreview.co.uk)

Sharing Your Healthcare Records and Information

Information from your patient record may be shared with other NHS and partner organisations for different purposes. Details on these different types of sharing can be found in our Privacy Notice:

[Privacy notice – Rosebank Health \(foundationpreview.co.uk\)](https://foundationpreview.co.uk)

Not all of the information in your records would be shared, only selected parts as required. Protection of your confidential information is taken very seriously. Information Governance (IG) across health and care ensures your data is looked after in accordance with good practice and the law.

In the interests of delivering your health and social care, we will share your information unless you object.

If you are happy for your information to be shared for these purposes, you do not need to do anything.

Click the link below for more information and how to opt out of sharing your information:

Link:



Sharing Your Healthcare
Records a