

What do you think of our service?



We always want to make our services better.

Your comments or complaints help us.

If you are unhappy about our service please tell us.

A survey form titled "Tell us what you think" with a question: "1. Do you think the idea is a good one?". There are three radio button options: "Yes", "No", and "Not sure". The "No" option is selected with a blue checkmark. A hand is shown holding a pen over the form. There is also a small image of a woman thinking.

1. Fill in the form in our Complaints leaflet. You can ask someone to help you fill it in.

2. We will reply as soon as we can to tell you what we are doing about your complaint.



Rosebank Health Practice Leaflet

Rosebank Surgery
153b Stroud Road
Gloucester
GL1 5JQ
01452 543 000



Severnvaile Surgery
St James
Quedgeley
GL2 4WD
01452 720 011



www.rosebankhealth.nhs.uk

rosebank.admin@nhs.net



When the surgery is open



8:00



6:00

Saturday

Weekdays

Monday	8.00am to 6.00pm
Tuesday	8.00am to 6.00pm
Wednesday	8.00am to 6.00pm
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm

Weekends

The surgery is open on some Saturdays. Please ask reception which Saturdays.

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Clinics and services



We can help you with:

- Diabetes
- Asthma
- COPD
- Heart Health
- Cervical screening
- Contraception
- Mental Health
- Vaccinations & immunisations
- Vasectomies
- Minor Surgery

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Tests and Results



Sometimes the doctor or nurse will need to do a test to find out what is the matter with you.



Tests will be done in the surgery and then sent away.

It takes up to 7 days for most test results to come back to the surgery. Please ask the person who takes the test how long the results will take.



You can make an appointment with your doctor to get the results of your tests.



Or you can phone the surgery for your results. Please call after 9.30 in the morning and after 3.30 in the afternoon.

When the surgery is closed



If you need advice or treatment when we are closed please phone NHS 111



Call 999 in an emergency.

An emergency is if you have chest pains or you are short of breath.

Access



There are no steps outside the building.



All our consulting rooms are on the ground floor.



There are accessible toilets.



There is an induction loop in Reception.



You can contact us if you need help with having the information in another way.

Surgery Staff - Nurses

Karen Rearie

Sarah Dhillon

Garrett Bright

Helen Jones

Jenny Odell






Sally Turner

Kelly Brooks

Rachael Pearce

Ali Lewis

Surgery Staff - Doctors

	Dr Unwin		Dr Remfry
	Dr Layzell		Dr Riley
	Dr Quick		
Dr Eaton-Charnock	Dr Pike		
Dr Harrison	Dr Roberts		
Dr Armstrong	Dr Haque		
Dr Henson	Dr Ratna		

How to make an Appointment



Phone 01452 543 000



The phone lines can get very busy. Phone after 10.30 am if it's not urgent. We are also very busy at 2pm.



Or come in to the surgery and ask for an appointment.



Ask to see your usual doctor if possible. This helps us get to know you better and give you better care.

New Patients



If you want to join this surgery you need to live in the local area.



Bring your medical card if you have one.



New patients will have a routine health check.



We will ask you to fill in a form with your medical details. We can help you fill it in.



Repeat Prescriptions

This means getting more of your usual medication without seeing a doctor.

How to get a repeat prescription



Hand in a Repeat Prescription form any day when we are open. We have a post box on the wall so you don't have to queue.

We can help you fill in the form.



Call the Prescription Ordering Line on 0300 421 1215



Pharmacy

Local pharmacies can deliver your medication for you. Ask at your pharmacy about this.

2 days

Your prescription should be ready in two days