

## Welcome to The Roseberry Practice!

You have been successfully registered as a patient at The Roseberry Practice. Thank you for taking the time to read through our useful information below:

### Opening Times:

Monday: 8 – 6:30pm

Tuesday: 8 – 6:30pm

Wednesday: 8 – 6:30pm (Closed between 1pm and 2pm for staff training)

Thursday: 8 – 6:30pm

Friday: 8 – 6:30pm

Saturday: Closed

Sunday: Closed

These are our usual opening hours. Please check the practice website for any changes for Bank Holidays or NHS training days.

### Contact Details:

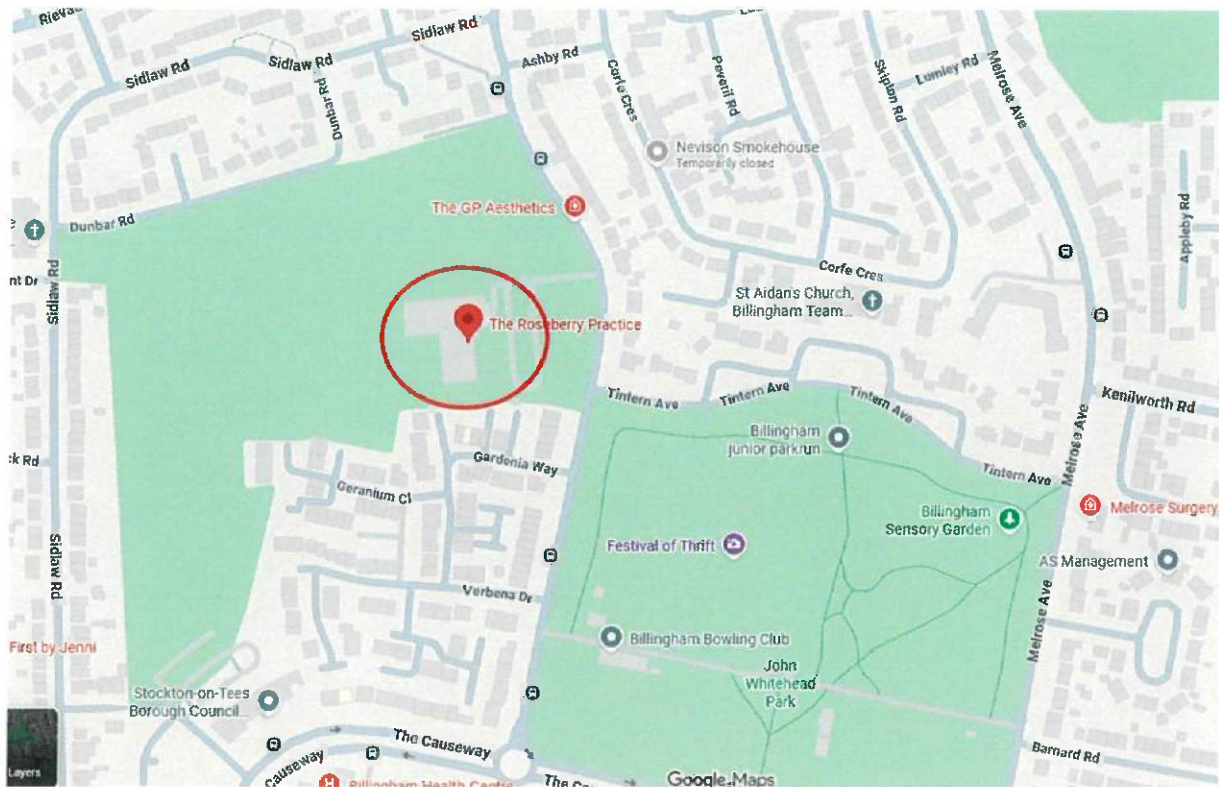
Telephone Number: 01642 432300

### Practice Website:

<https://www.theroseberrypractice.co.uk/>

Please visit our website for further information about our practice including our news bulletin, E-Consult process, services we offer, practice policies and much more.

## Where to find us:



## Our Team:

### **Doctors**

Dr Suzanne Monaghan (MB, ChB, MVRCP)

Dr Khalid Mahmood (MRCGP, DFFP, DRCOG)

### **Advanced Nurse Practitioners**

Karen Williamson, Sarah Conway and Elizabeth Green

### **Nurses**

Judy Conlon, Catherine Pinkney and Sarah Conway

### **Health Care Assistant**

Paula Jackson

### **Practice Manager**

Alison Cain





# Tap the NHS App

- ✓ Request your repeat prescriptions
- ✓ Book and manage appointments
- ✓ Read your healthcare messages
- ✓ See your test results and appointments notes
- ✓ And much more...

Remember to switch on notifications in your app settings

**Need support?**  
Ask at reception or tap "App help" in the app

**Using a computer? Log in at NHS.uk**

## Tap the NHS App



### What is the NHS App?

The NHS App is provided by the NHS. It gives you easy access to NHS services and health information on your phone or tablet. You can also log in on a computer at [nhs.uk](https://nhs.uk) or contact your GP in the usual ways.

You can use the NHS App if you are aged 13 or over and registered with an NHS GP surgery in England or the Isle of Man.

To get full access to the growing number of services in the NHS App, you will need to prove who you are. Go to [nhs.uk/nhs-app](https://nhs.uk/nhs-app) for help setting up the app.

Not all services are available to everyone. What you can access depends on the services offered by your GP surgery.

### What you can do in the NHS App

#### Prescriptions

- request repeat prescriptions
- check if medicines are ready to collect
- see past and current medicines
- choose a pharmacy
- use a digital barcode instead of a paper prescription

#### Appointments

- ask your GP about a health problem
- check for GP surgery appointments
- change or cancel appointments
- see your appointment notes
- request a letter or information, such as a fit note (sick note)
- see some hospital and specialist referrals and waiting list information

#### Test results

- see your latest results and your test history
- you may be able to see trends over time, with visuals to help explain what they mean

#### Vaccinations

- check and book vaccinations
- see your vaccination history

#### Health conditions

- see information about your health conditions, allergies and adverse reactions

#### Documents

- see letters and documents from your GP surgery or hospital

### Find trusted NHS information and support

- check your symptoms using 111 online
- use the NHS Health A to Z
- find NHS services near you

### Messages

- read messages from your GP surgery, hospital or specialist doctors
- get appointment reminders including vaccination and screening invitations
- you may be able to send or reply to some messages
- **turn on notifications so you know when you get a new message in the NHS App**

### Family and carer access

You can switch profiles in the NHS App to help manage health services for an adult or child you care for.

You must both be registered at the same GP surgery. You can then do things like request repeat prescriptions for them.

The practice is committed to providing high quality services to all our patients. We aim to be responsive to your needs and respect your privacy and dignity. We need you to help us achieve this.

We ask that all our patients accept that they have certain responsibilities:

- That all requests for emergency same day treatment are made for genuine medical reasons where assessment or treatment should not be delayed. Where possible we will always see young children on the same day that you call and patients with emergency/urgent medical needs that day, but you may experience a wait.
- That home visits are only requested for patients that are housebound or terminally ill, or where their medical condition makes attending the practice impossible.
- Upon invitation, attend our nurse led clinics if you suffer from a long-term condition e.g. heart disease, diabetes, asthma. Please let us know if you are unwilling to attend.
- Remember you are responsible for your own health and the health of your children. We will provide professional help and advice, please act upon it.
- If you are unable to make an appointment you have booked, please let us know so that we can cancel the appointment in time so that we can make it available to another patient who might need it.
- If you are going to be late, please contact us, we may be able to rearrange your appointment to a more convenient time. If you arrive more than 10 minutes late, then the Doctor or Nurse may be committed to seeing other patients and you may be asked to reschedule your appointment.
- It is important that you let us know if you change your name, address or telephone contact numbers.
- That you always treat GPs and practice staff with courtesy. We operate a Zero Tolerance Policy against threatening, aggressive or violent behaviour and any form of discrimination. If this policy is not adhered to you will be removed from the practice list.

Please see below important information regarding our sleeping tablet, Benzodiazepine, Opiate and Gabapentinoid policy:

**Sleeping tablet, Benzodiazepine, Opiate and Gabapentinoid policy**

In conjunction with advice from NICE and our local Medicines Optimisation Team, and in line with current good medical practice, The Roseberry Practice is unable to continue to prescribe long term prescriptions for sleeping tablets [zopiclone, temazepam etc] or benzodiazepines [diazepam (Valium) etc] and will undertake regular review and scrutiny of substances liable to create dependence/addiction or subject to abuse to ensure safe prescribing in line with local safety guidance and prescribing recommendations (benzodiazepines, hypnotics, gabapentinoids, opiates).

**For benzodiazepines and hypnotics:**

This means that we will not be commencing patients [or new patients] on any of these drugs. If you are already on these drugs, you may be supported through a quick withdrawal, but long term prescriptions will not be provided.

We will be working with our current small number of patients who are taking such medication to support and facilitate their withdrawal where possible and appropriate.

This is because:

- With time the body adapts to these drugs and they become less effective [tolerance develops] but side effects remain the same.
- Taking them for long periods can worsen anxiety and clumsiness
- These drugs may cause drowsiness, clumsiness and confusion. You may not be safe to drive or operate machinery and the DVLA should be informed as there is an increased risk of road accidents.
- They may lead to falls [and fractures] particularly in elderly people
- They may cause poor concentration, forgetfulness and problems with memory. This may be mistaken for dementia, and indeed they may contribute to dementia
- These drugs are addictive
- Indeed the benzodiazepines are now classified as "Controlled drugs" by the licensing authorities due to concerns about their safety.

**For opiates and gabapentoids:**

These medicines will be prescribed in accordance with clinical need, tolerance and effectiveness and in line with National and Local prescribing guidance. Although medication

continues to have a place in the management of persistent pain, it is no longer considered appropriate to continue the approaches indicated for acute (eg cancer) pain, in the management of persistent pain. Exercise, weight reduction, physiotherapy and psychological therapies are equally important.

- Reduction regimes may be considered as shown in the Wales Medicines Partnership Educational Pack or for opiates in line with the Faculty of Pain Management Opiates aware resource – (<https://www.fpm.ac.uk/faculty-of-pain-medicine/opioids-aware>) or by using schedules recommended in a current BNF/SPC where available (gabapentinoids)
- The risk of harm substantially increases with doses equivalent to over 120mg of morphine sulfate per day, particularly sedation, constipation, overdose and dependency, and we may offer support for tapered reduction where risk outweighs benefit.
- Certain opiates will only be prescribed if recommended by a specialist (eg; fentanyl lozenges, tapentadol)
- Escalating doses of gabapentinoids will only be prescribed if there is clear clinical improvement, doses over and above maximum licensed dose will not be prescribed.
- Replacement prescription will not be issued.

We realise that some patients may struggle to stop or withdraw from their sleeping tablets, benzodiazepines, opiates and gabapentinoids, but as responsible prescribers, we do not feel it is safe to continue to issue the medications without check. If you have any queries or concerns, please contact the practice pharmacist or contact the practice to make a telephone appointment with your usual GP.

Yours faithfully

Dr Suzanne Monaghan [Senior Partner] on behalf of all the partners at The Roseberry Practice