

**Rise Park Surgery, Rise Park,
Nottingham,
NG5 5EB**

www.riseparksurgery.co.uk



Rise Park Surgery

OPENING TIMES

Mon: 08:00 - 18:30

Tue: 08:00 - 18:30

Wed: 07:00 – 18:30

Thu: 07:00 – 18:30

Fri: 08:00 – 18:30

Sat: closed

Sun: closed

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

0115 9272525 directed to:

111 Weekends

111 Mon-Fri 18:30 – 08:00

Appointments

0115 9272525

Prescriptions can be requested by leaving a voicemail, select option 1

Results

0115 927 2525 (select 'results' option)
(Between 11:00 – 15:00)

Business & Enquiries

0115 9272525

PRACTICE STAFF

Practice Nurses

Michelle Nuzzolese (Nurse Practitioner)

Nicola Beech (Nurse Practitioner)

Karen Liddell

Jennifer Palfreyman

Grace Harris – Trainee Nurse Associate

Pharmacy Support Technician

Abbie Flynn

Practice Management

Julie Harris - Business Manager

Jo Hynes - Patient Services / HR

Adam Harris – Assistant Practice Manager

Health Care Assistants

Cheryl Farabella

Jane Bettaney

Results

Alexandra Robertson (and phlebotomy)

Sharon Johnson

Michelle Bowey

Secretaries

Faye Henrys

Mia Maciejewski

Receptionists

Denise Mead (Senior Receptionist)

Wendy Brown (Senior Receptionist)

Deborah Nagle

Lisa Boot

Samantha Blatherwick (and phlebotomy)

Rebecca Veasey

Robyn Spencer

Amy Singleton

Susan Wright

Rise Park Surgery

**PRACTICE
CHARTER**

Information for
Patients

Partners

Dr Mark Salisbury

Dr Clare Malone

Dr Katherine Earis

Dr Patricia Crowe

Mrs Michelle Nuzzolese

Associate GP's

Dr Ramy Al-Rufaie

Dr Chantal Pearman

Dr Claire Thyng

Please take a copy
(Revised August 2022)

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Rise Park Surgery.

Rise Park Surgery Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone as soon as possible.
- ❖ An appointment with a Practice Nurse will be available within five working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or by written request.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Rise Park Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of being housebound, serious illness or infirmity. Please ring the surgery before 11:00 am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you could be asked to register at another surgery if this behaviour occurs.