

OTHER USEFUL ADDRESSES AND TELEPHONE NUMBERS

**Out of Hours + weekends and Bank Holidays
NHS 111**

The surgery is closed for training on the last Wednesday of every month from 1 pm—during this time please call 01922 501999

NHS Direct www.nhsdirect.nhs.uk

NHS Black Country ICB **NHS Black Country ICB**
Civic Centre, St Peters Square,
Wolverhampton
WV1 1SH

NHS England **0300 311 2233**



BLOXWICH MEDICAL PRACTICE



Practice Leaflet

**PINFOLD HEALTH CENTRE
FIELD ROAD, BLOXWICH
WS3 3JP
TEL: 01922 775138/775141
www.bloxwichmedicalpractice.co.uk**



• Disabled access and facilities available

How to register

If you reside within the area (see back page for map) then you may request to join our list. Please speak to a receptionist during opening hours.

From January 2015 Bloxwich Medical Practice, as will other Practices, be able to register a new type of patient called OUT OF AREA PATIENTS WITHOUT HOME VISITS. Patients can join the practice list that live outside the practice boundary, but home visits will be provided by another Practice nearer to their home. This type of registration might suit someone who works in Bloxwich but lives further afield for example.

Patients will be asked to fill in a new patient registration form and await the considered response from Dr Brand. The decision to accept patients for the new kind of registration is at the Doctors discretion based on clinical grounds. Because of the greater distance to your home, the GP is under no obligation to offer you a home visit. If you are not well enough to go to the practice yourself then other arrangements will have to be made. NHS England (the body responsible for buying GP services) has to ensure that you are able to access a service either near your home or at home. If you register with a practice away from home for these purposes then you will be given information about what you should do in those circumstances.

ANY PATIENT ACCEPTED ONTO THE PRACTICE LIST LIVING OUTSIDE THE PRACTICE BOUNDARY WILL HAVE THEIR HOME VISIT REQUIREMENTS PROVIDED BY A GP IN THEIR AREA AND NOT BY BLOXWICH MEDICAL PRACTICE.
IF YOU APPLY TO JOIN THE PRACTICE LIST THIS PRACTICE DOES NOT DISCRIMINATE ON THE GROUNDS OF AGE, SEX OR GENDER

All new patients registered with the practice will be allocated a named accountable GP within 21 days of registration. Patients over 75 will also have an accountable GP. This will be Dr Thomas Brand or Dr Najeeb Alam.

You have the right to express a preference of GP

continued

SOLICITORS

They often ask for medical reports. We will always require the patient's Consent for us to disclose information. We will not disclose details about other People that are contained in your records (i.e. Partner, children, parents etc) Unless their consent is gained also.

LIFE ASSURANCE COMPANIES

We may receive a request for medical reports on patients. A signed consent must always accompany the request. GP's must disclose all relevant medical information unless you asked us not to do so. However we would have to inform the insurance company that you have instructed us not to make a full disclosure to them.

You also have the right, should you request it, to see reports to insurance Companies or employers before they are sent. In the case of hospital records, reports are written for Life Assurance companies only with the patients specific consent.

When supplying medical information for insurance purposes we follow Joint Guidelines from the British Medical Association and the Association of British Insurers

Use of personal health data

Everyone in the NHS has the responsibility to use personal data in a secure and confidential way.

Personal data includes information about any living individual who can be identified. The information may be held in manual or electronic form.

We are registered under The Data Protection Act 1998 and abide by The Caldecott principles and recommendations.

Following the above principles we may be requested a times to provide information for the following:

DEPARTMENT OF HEALTH

The Department of Health requires notification of certain diseases (e.g. Meningitis, measles but not AIDS for public health reasons)

SOCIAL SERVICES AND THE BENEFITS AGENCY

They may require medical records. These will often be accompanied by your signed consent to do so. Failure to co-operate with these agencies can lead to patients loss of benefits or support.

LAW COURTS

They can insist on disclosure of medical records. Doctors may not refuse to co-operate.

SURGERY OPENING HOURS

Mon—Thu 8.00am—6.30 pm
Fri—8.00am—1.00pm. For appointments and home visits after 1pm please call Walsall Hub (Ournet) on 01922 501999

GP Clinics
Mon—Fri 8.30 am—11.30 am
Mon—Thurs 3.30pm—6.30pm

Appointments

We have a fully computerised appointment system. By phoning the numbers on the front of the leaflet, any of our helpful and fully trained reception staff will be able to arrange either a Doctor, Nurse or a treatment room appointment for you. Or you can go online at www.patient.co.uk

~~Emergency/urgent appointments should be requested at 8am~~

Home visits

At the discretion of the Doctors. Please request before 11.00 a.m. unless in an Emergency.

TRAINING

PLEASE NOTE - THE SURGERY IS CLOSED FOR TRAINING ON THE LAST WEDNESDAY OF EVERY MONTH

Accessible Information Standard

Making health and social care information accessible

From 1st August 2016 onwards, all organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard.

The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand and with support so they can communicate effectively with health and social care services.

Please inform us if you think this applies to you.



We are virtually 100% computerised which aids speed and efficiency.

Respecting others rights by being courteous to all staff.

Letting us know when you change your address or telephone number.

Only requesting a home visit when it is truly necessary for medical reasons—when a patient is too ill or immobile to get to the surgery. Please give sufficient details of the problem so that we can give priority to the most urgent cases.

Only requesting a home visit before 10.30 am so that we can plan our day efficiently. Emergencies are seen whenever they occur, otherwise visit requests after 10.30 am may not be dealt with until the next day.

It is not a Patients right to demand a visit; the decision for a visit belongs with the GP.

Use the out of hours service responsibility, remember that it is for genuine emergencies only. It is not for social convenience or repeat prescriptions and we monitor all patients using this service incorrectly.

Observing the no smoking and no mobile phone policy.

Patients rights and responsibilities

Patients have the right to:

Be registered with a General Practitioner

Change doctor if desired

Be offered a health check on joining the Practice

Receive emergency care

Receive appropriate drugs and medicines

Be referred to a specialist or second opinion if they and the GP agrees.

With these rights comes responsibilities—and for the patient this means the following:

Turning up for appointments or cancelling them within a reasonable time i.e. 24 hours.

Appointments are for one person only—where another member of the family needs to be seen or discussed, another appointment should be made.

Patients have the right to review their medical records; subject to the relevant Acts and to know those working for the NHS are under legal obligation to keep the contents confidential.

You are probably already aware that provision of online access for patients to view your medical records is part of the GP contract. Patient Online gives patients the option to make appointments, order repeat prescriptions and view your medical records online. This now includes detailed coded record access.

Safeguards have been negotiated in implementing expanded records access. There are circumstances where a GP may believe it is not in the best interests of “you” the patient to share all information in the record, for example where it could cause harm to your physical or mental health or where there is reference to a third party.

Repeat prescriptions



Please order your repeat prescriptions in person, or by post at least 48 hours in advance of your needing them. Please try to avoid telephoning for a repeat prescription request unless you are physically unable to order in person or by mail.

If you must telephone a request please avoid mornings as this is our busy time of the day and it can block the lines and prevent an emergency getting through.

Afternoons are usually quieter.

There is also now a new way to order your repeat prescriptions via your preferred pharmacy (EPS) - this may be a pharmacy near where you work/live. Please ask at reception for a leaflet.

Services we offer:

- General medical services
- Child health surveillance
- Vaccinations and immunisations
- Ante-natal and Post-natal care
- Cervical screening
- Chronic disease management
- Contraceptive services
- Travel immunisations
- Minor surgery—by arrangement with our colleagues in the Walsall CCG
- Health Promotion
- Health checks for patient 40—74yrs
- Health checks for over 75yrs
- Weight control advice
- Learning Disability Health Checks
- Influenza and pneumonia vaccinations
- Interpreters proficient in sign language should you need assistance—by appointment only

TRAINING PRACTICE

This practice will be involved in the training of General Practice Specialist registrars. Patients will be asked to see the Registrar on occasions. They are fully qualified Doctors with hospital experience, learning the new skills required for General Practice.

RESEARCH

This practice is a member of the Medical Research Council's General Practice Research. If the practice takes part in a study we may pass anonymised information from your medical records or our practice computer to the researchers co-ordinating the study. If you do not wish to be contacted or allow anonymised information from you or your children's notes please write and inform the Practice Manager for details on how to opt out.

Dr Thomas Brand GP	M.R.C.G.P—Partner
Dr Joanne Mason	M.R.C.G.P—Partner
Dr Najeeb Alam	MBChB, MRCP—Salaried GP
Mrs Louise Brown	Advanced Nurse Practitioner
Mrs Karen Williams	Practice Manager
Miss Keeley Ball Practitioner	Practice Nurse RN/Dip
Miss Emily Blakelsey	Practice Nurse
Mrs Beverlie Baker	Senior Health Care Assistant NVQ - Level 3
Miss Gail Crawford	Administrator
Miss Chelsey Stokes	Administrator
Miss Cloe Astbury	Administrator/Receptionist Care Co-ordinator
Miss Victoria Perrygrove	Receptionist
Miss Jasmine Beale	Receptionist
Mrs Kim Copeland	Receptionist

**Attached Staff:
Practice Pharmacist**

Practice Midwife

**HELP US TO
HELP YOU!**



Please cancel your appointment if you don't need it—someone else may.



Telephone Availability:
If you have any urgent query and need to speak to a GP/Practice Nurse please contact reception who will arrange a time to enable you to do this.

Practice website:

www.bloxwichmedicalpractice.co.uk

Please visit website and back page of leaflet for update to date catchment area or ask at reception for boundary list .

COMPLAINTS

If you have any concerns about the care you receive in our Practice in the first instance please speak to the Practice Manager on 01922 775138 or make a personal appointment to see her.

In the event of anyone not wishing to complain to the practice they should be directed to make their complaint to NHSE at:

By telephone: 03003 11 22 33

By email: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

You have the right to approach the Parliamentary & Health Service Ombudsman if you are not happy with the outcome

Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

<http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form).

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice;

The local Healthwatch can be found at:

<http://www.healthwatch.co.uk/>

The IHCA is able to be contacted at: **<http://www.seap.org.uk/services/nhs-complaints-advocacy/>**

The Patient Advice and Liaison Service (PALS) is based at

Walsall Manor Hospital

We want to provide the best service possible and welcome any suggestions or comments you may have.

Time2Talk Team

Time2Talk—a dedicated centralised team for contacts for complaints, concerns, and compliments.

Telephone 0121 612 4110

09:00-17:00, Monday to Friday, excluding bank holidays

Email Bcwbccg.time2talk@nhs.net

Website Submission

<https://www.blackcountryandwestbirmccg.nhs.uk/contact-us>

ZERO TOLERANCE

WE DO NOT TOLERATE VIOLENCE OR ABUSE TO ANY OF OUR STAFF AND ANY PATIENT SO DOING WILL BE REMOVED FROM THE LIST

Freedom on Information

As from 1 Jan 2005 General Practice acknowledges right of access to certain information. Requests must be made in writing. Practice publication is available on request.

Confidentiality & Data Protection

We are committed to safeguarding your confidentiality and comply with Data Protection and Caldecott guidelines. Any data sent electronically is anonymised or encrypted. Dependant on type.