

## NHS England Contact Information

**Members of the public, patients, and their representatives** can contact NHS England Customer Contact Centre for further help with primary care services (GP, Dentists, pharmacies), enquiries, complaints or concerns on the number provided below:

**Telephone:** 0300 311 22 33

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

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**General Post (including complaints, but not legal proceedings):**

NHS England, PO Box 16738, Redditch, B97 9PT

**Address for service of legal proceedings and formal letters of claim:**

NHS England, Legal Team, 4W08 4th Floor, Quarry House, Leeds LS2 7UE.

Our Customer Contact Centre opening hours are 9am to 5pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

Due to staff training, we open at the later time of 11am on Wednesday 3 March and Wednesday 10 March. On Tuesday 9 March, we close at the earlier time of 3pm.

Customers who are deaf, hard of hearing or speech impaired can contact us using the Next Generation Text (NGT) service. You can find more information on the [NGTS website](#).

To call us using the Next Generation Text service, dial 18001 followed by 0300 311 22 33.

**Primary care providers and other NHS organisations** can find regional contact details on the [NHS England regional team pages](#).

## Walsall Integrated care board (ICB) Contact Information

**NHS Walsall Clinical Commissioning Group**  
Jubilee House  
Bloxwich Lane  
Walsall  
WS2 7JL

Telephone us: 01922 618388

E-mail us: [walsallccg.customer.care@nhs.net](mailto:walsallccg.customer.care@nhs.net)

# St Mary's Surgery

Pinfold Health Centre

Field Road

Bloxwich

WS3 3JP

Tel: 01922 775151

Fax: 01922 775160

[www.stmarys-surgery.co.uk](http://www.stmarys-surgery.co.uk)

## Our Doctors

**Dr. Dhammika Panagamuwa (Male)**

MBBS, MRCGP DFSH

**GP Partner**

**Dr. Mangala Wijetunge (Female)**

MBBS, MRCGP, DRCOG, DFSH

**GP Partner**

Review Date: 18.01.2024

## Reception Opening Hours

Our Reception will be open:

<b>Monday:</b>	<b>08:00am – 18:30pm</b>
<b>Tuesday:</b>	<b>08:00am – 18:30pm</b>
<b>Wednesday:</b>	<b>08:00am – 18:30pm</b>
<b>Thursday:</b>	<b>08:00am – 18:30pm*</b>
<b>Friday:</b>	<b>08:00am – 13:00pm</b>

Our Receptionists will help you with any queries you may have, book appointments, order repeat prescriptions and signpost you to ensure you receive appropriate care from the Practice.

**\*On the last Thursday of every month the Surgery closes at 1pm for staff training. If need medical advice between the hours of 1pm – 6.30pm please contact Ournet on: [01922 501999](tel:01922501999)**

## GP Clinic Times

**Our GP's offer face-to-face and telephone appointments.  
Our Receptionists will triage your symptoms when you call.**

**There are certain symptoms that require a face-to-face appointment only, it can be difficult for our GP's to diagnose certain problems over the telephone.**

**\*If you have any COVID/cold symptoms, you will be asked to do a lateral flow test before you can see a clinician face-to-face**

We offer pre-bookable morning and evening telephone and face-to-face appointments with our Doctors, please call the surgery on: 01922 775151 to book an appointment.

Our Practice Nurse is still seeing patients for all appointments, and offers telephone consultations when requested. Please call us for further details.

## Home Visit Requests

Our GP's can make Home visits for housebound patients, and patients who are unable to come to the surgery due to illness.

If you feel you are unable to attend the Surgery to see a Doctor, please inform our Reception team. They will then place your name on our Home Visit list which is then assessed by a Doctor. The Doctor will call you to discuss your symptoms to determine if a Home visit is needed. They will also assess the urgency of your need for medical attention.

## Allocated Accountable GP

Every patient at St Mary's Surgery is allocated a named GP when they register with the Practice.

If you would like to know who your named GP is, please ask our receptionists.

### *What does "accountable" mean?*

The GMS contract required the named accountable GP to take responsibility for the co-ordination of all appropriate services required under the contract and ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP). The contract remains 'practice based' so overall responsibility for patient care has not changed. This is largely a role of oversight, with the requirements being introduced to reassure patients that they have one GP within the practice who is responsible for ensuring that this work is carried out on their behalf.

### *What are the named GP's responsibilities to 75s and over?*

for patients aged 75 and over the named accountable GP is responsible for:

- Working with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient
- Ensuring that these patients have access to a health check as set out in section 7.9 of the GMS Contract Regulations.

### *Does the requirement mean 24-hour responsibility for patients?*

No. The named GP

- Will not take on vicarious responsibility for the work of other doctors or health professionals
- Will not take on 24-hour responsibility for the patient, or have to change their working hours. The requirement does not imply personal availability for GPs throughout the working week
- Will not be the only GP or **Clinician** who will provide care to that patient

### *Can patients choose their own named GP?*

In the first instance, patients should simply be allocated a named GP. However, if a patient requests a particular GP, reasonable efforts will be made to accommodate their preference, recognising that there are occasions when the practice may not feel the patient's preference is suitable.

### *Do patients have to see the named GP when they book an appointment with the practice?*

No. Patients can and should feel free to choose to see any GP or Nurse in the practice in line with current arrangements.

### **Weekend & Night Cover**

If you need medical advice when the Surgery is closed, you can contact NHS 111 for medical information & advice.

Ournet also run an extend hours Surgery from 6.30pm -9.00pm.

Telephone lines are open form 8.00am.

**01922 501999**

### **ZERO TOLERANCE**

**St Mary's surgery is committed to a Zero Tolerance approach to abusive language, behaviour or actions. This includes potential or actual physical violence & verbal abuse to Doctors, Practice Staff or other persons present on the premises In the event of actual or threatened violence we reserve the right to contact the police.**

**This could result in you being removed from the Practice list & the incident will be recorded on your medical records.**

### **Confidentiality & Data Protection**

We record your personal information in order for us to provide you with the appropriate care & treatment. This information is recorded on your computer medical records. We are registered with the Information Commissioner under the Data Protection act as a data controller.

St Mary's Surgery will ensure that patient confidentiality is maintained at all times by all members of the team.

### **Complaints**

**If you have any concerns about the service or care that you receive from St Mary Surgery, please ask to speak to the Practice Manager. She will make every effort to see you immediately however this may not always be possible therefore an appointment may be made for you to speak to her within 24 hours.**

**Formal complaints must be made in writing & addressed to the Practice Manager who will then deal with your complaint in line with our Complaints Procedure.**

**We strive to give our patients & families the best service possible and we welcome any comments or suggestions. There is a box on Reception for you to put any comments/suggestions in writing.**

### **Practice Participation Group**

We have a PPG within our practice. We are always looking for patients to join our group. For further enquiries, please at Reception.

### **OUR TEAM**

#### ***Practice Manager***

Stacey Antill

The Practice Manager is responsible for the general running of the Practice & will be able to assist with any non-medical queries that you may have.

#### ***Assistant Practice Manager***

Donna Hinks

Our Assistant Manager and Secretary deals with all Managerial duties in the absence of the Practice Manager.

#### ***Reception Supervisor***

Carole Richards

#### ***Reception/Administrators***

Christina Alcock

Tracy Paulton

Iris Brennan

**Our Receptionists are responsible for taking your phone calls, making your appointments & process your repeat prescription requests. They will ensure your enquires are dealt with as efficiently as possible whilst respecting your confidentiality.**

Our Medical Summarizer is responsible for inputting all new patient data onto their medical records.

#### ***Phlebotomist/Training HCA***

Danielle Quilt

#### ***Nurse***

Joanne Preece

**Our Practice Nurses see patients by booked appointments. They are here to monitor your medical conditions such as Diabetes, Asthma, Heart disease & COPD. They also offer regular reviews of those with Hypertension, contraception & can offer advice on numerous health related topics.**

#### ***Practice Pharmacist(s)***

Kamalpreet Parvaz (ICB harmacist)

Shaila Naheed (PCN Pharmacist)

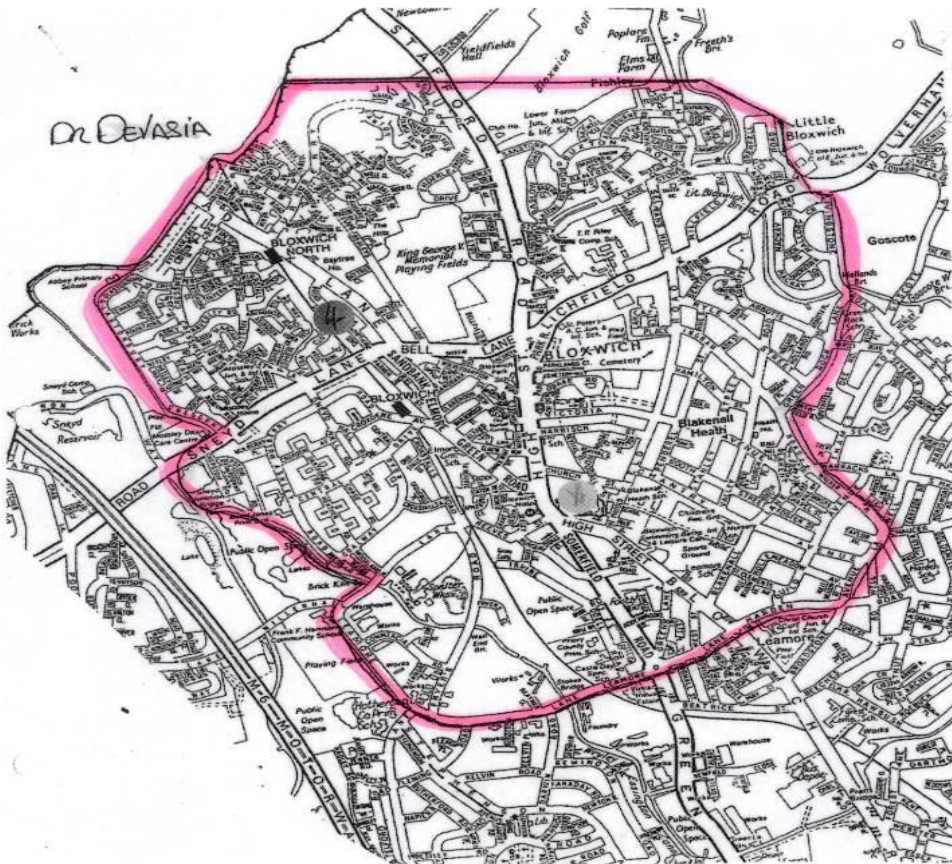
#### ***Practice Paramedic***

Victoria Tapper

## How to register as a Patient with St Mary's Surgery

If you would like to register as a patient with St Mary's we will first ask your current address, if you are within our Practice boundary we will then ask you to complete a registration form, health questionnaire & Summary Care Records (SCR) opt out form (if you do not want your medical information uploaded to SCR). Everyone aged 16 + will then need to book in with one of our Practice Nurses for a new patient check. This will be a 20 minute appointment where our Nurses will undergo a brief health check with you, you will also be required to bring a urine specimen with you.

**Please ask about our online services once you have registered.**



## Patient Responsibilities

**The NHS belongs to all of us. There are things that we can all do for ourselves and for one another to help it work effectively, and to ensure resources are used responsibly:**

**You should recognise** that you can make a significant contribution to your own, and your family's, good health and well-being, and take some personal responsibility for it.

**You should register with a GP practice** - the main point of access to NHS care.

**You should treat NHS staff and other patients with respect** and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.

**You should provide** accurate information about your health, condition and status.

**You should keep appointments**, or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.

**You should follow the course of treatment** which you have agreed, and talk to your clinician if you find this difficult.

**You should participate** in important public health programmes such as vaccination.

**You should ensure** that those closest to you are aware of your wishes about organ donation.

## Repeat Prescriptions

Repeat prescriptions can be ordered in surgery, by post or via your local pharmacy, or via the NHS App. Written requests can be placed in the box on reception or given directly to our receptionists.

We only take telephone requests for repeat prescriptions from housebound patients. Please do not request repeat prescriptions from the Doctor.

**Please allow 48 hours for us to prepare your prescription.**

**Please ask reception about our online patient services. This service allows you to book appointments and request repeat prescriptions online**