

Useful Telephone Numbers

Local Hospitals

| | |
|-----------------------------|--------------|
| Walsall Manor Hospital | 01922 721172 |
| New Cross Hospital | 01902 307999 |
| Wolverhampton Eye Infirmary | 01902 307999 |

Pharmacies

| | |
|------------------------|---------------|
| Boots (Willenhall) | 01902 605255 |
| Medical Centre Chemist | 01902 602999 |
| 8PM (Willenhall) | 01902 633310. |

Local Useful Numbers

| | |
|-----------------------------------|---------------------|
| Alcoholic's Anonymous | 0845 769 7555 |
| The Beacon | 01922 858463 |
| Crisis Team | 01922 607350 |
| Bereavement | 01922 443787 |
| Social Services | 0845 111 2922 |
| Register Births/Deaths (Walsall) | 01922 652268 |
| (Wolverhampton) | 01902 554989 |
| Relate—Relationship Counselling | 01922 626004 |
| NHS Quit Smoking | 01922 444044 |
| Cancer Information & Support | 0800 783 9050 |
| Hatherton Centre | 01922 775041 |
| (Sexual Health & Family Planning) | |
| Police (Non Emergency) | 101 |
| Samaritans | 08457 909090 |
| Walsall Incontinence Service | 01922 605940/605947 |

Contacting Walsall Clinical Commsioning Group

Walsall CCG
Jubilee House
Bloxwich Lane
Walsall
West Midlands
WS2 7JL
Telephone—01922 618388
Or log on to: walsallccg.nhs.uk

Lockfield Surgery

Croft Gomer Street

Willenhall

West Midlands

WV13 2DR



Telephone: 01902 639000

Fax: 01902 639001

Out Of Hours: 111—After 6:30pm every weekday and weekends with the exception of Wednesdays between 1:00pm-6:30pm where you should phone: 01922 501999

www.lockfieldsurgery.co.uk

Walsall Walk-In Centre: 01922 605730

Opening Hours

Monday 8:00—6:30

Tuesday 8:00—6:30

Wednesday 7:00—1:00

Thursday 8:00—6:30

Friday 7:00—6:30

Saturday Ad hoc 9:00-12:00

**Lockfield Surgery is not a limited company.
Lockfield Surgery is a Training Practice.**

Clinicians

Dr S Z Abdalla (female)

MSc (ObsG), MB BCH, MRCOG

Specialises in Gynaecology & Is A Registrar Trainer

Dr I Blagan (male)

MB ChB, DFFP, DRCOG, DFRSH (Leicester 1996)

Dr Pervez (female)

MBBS, DFFP, MRCGP (UK)

(Child and Adult Safeguarding Lead)

Dr S Atwal (female)

MBBCh, MRCGP (UK)

(Long Term Locum)

Dr S Boyd (male)

MRCGP (UK)

(Long Term Locum)

Mr A Bahaa (Male)

Consultant Orthopaedic Surgeon

Sanjeev Sandhu (Male)

Clinical Pharmacist

Nurses

Gail Keane

Nurse Practitioner

Nurse Practitioner (BSc honours specialist practice)

Sweetie Corns

Nurse Practitioner (RGN, ENG, Dip/HE)

Sharanjit Sohal

Practice Nurse (SEN, RGN, BSc Hons)

Jade Smedley

Health Care Assistant

Debra Tonks

Phlebotomist/Receptionist

Sara Proctor

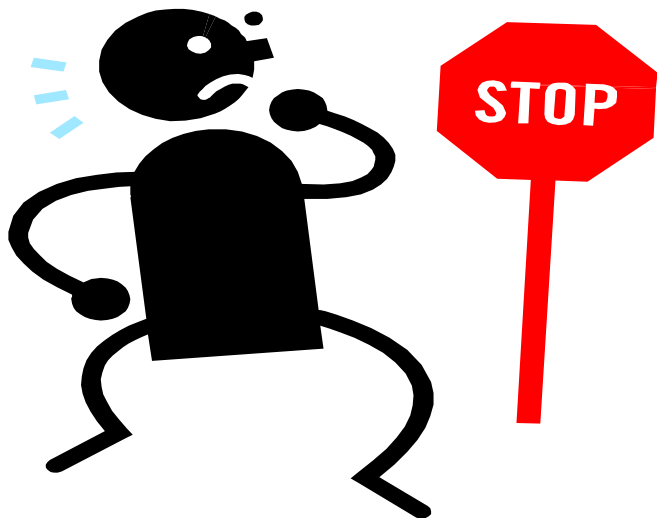
Phlebotomist/Receptionist

Alerting Patients

In the event of the Practice building/s being made unavailable, if it is felt appropriate, an announcement should be made on local radio/television to alert the Practice population to the situation. A poster should be displayed as soon as possible outside the Practice informing patients of what action to take if they need treatment/prescriptions. We will Inform other local Practices and ask them to display a poster and If possible amend the message on telephone answering machine to keep patients updated

Suggestions & complaints

If you feel we have not reached our standards, or would like to make any comments about the service we offer please inform us either personally or in writing. A leaflet giving details of how to make a complaint can be obtained from reception.



Zero Tolerance To Violence Or The Threat Of Violence

Should a patient be abusive, intoxicated and/or display violent behaviour towards the doctors, their staff or other patients this will not be tolerated. We reserve the right to remove the patient from the practice list with immediate effect. Anyone behaving in a violent or abusive behaviour is committing a criminal offence and the police will be called and offenders may be prosecuted.

The practice monitors all patients who do not attend appointments. These missed appointments are logged onto the computer by the relevant clinician. We encourage patients not to miss their appointments, and consecutive missed appointments could result in removal from the practice list.

Receptionists/Admin Staff

Our receptionists will book appointments only with the Nursing team, midwife and specialist Diabetes Clinics. They will also take messages and deal with general enquires. All information given is in strict confidence.

Access to our receptionists is via telephone or face to face during surgery opening hours.

Our Admin staff deal with computer data entry and prescription requests.

Choose & Book/Referrals

Our Secretary deals with all referrals and referral queries. We use Choose & Book which is a electronic referral system. It enables patients to choose which Hospital they wish to be referred to.

Repeat Prescriptions

A repeat prescription is medication that you have been given for a period of time, or for long-term use. **48 hours** notice is required for a prescription, you can order one of four ways:

In Person: You can hand the printed computer slip into reception during surgery opening times.

By Post: You can send your prescription request to the surgery address (front page of leaflet) Please include a self addressed Envelope.

Order Online: Ask at reception for details

Contact your usual pharmacy: For ordering/requesting your medication/delivery of your medication (if required)

Prescriptions maybe collected from the surgery, by a chemist of your choice or via a stamped addressed envelope provided by the patient. If you wish the chemist to deliver it, you must arrange this with them yourself.

PLEASE NOTE IF ORDERING BY PERSON/POST PLEASE PROVIDE AN UP TO DATE TELEPHONE NUMBER IN CASE OF ANY QUERY.

WE NO LONGER TAKE PRESCRIPTIONS OVER THE TELEPHONE.

Home Visits

Visits for patients who are too unwell to attend surgery should be requested, if possible, before 11:00am. Home visits should only be requested for those who are house bound, terminally ill or Disabled. If you do request a home visit a doctor may phone you to discuss your request. Please remember the doctor can see approximately five patients in surgery in the time it takes to do a home visit, therefore you will be asked, as a matter of routine, if you are able to come to surgery.

HOME VISITS PLEASE NOTE: If you are registered at Lockfield Surgery but are living out of our catchment area (please ask at reception if you are unsure) you will no longer be able to request a home visit. A form will be given to you agreeing to this, if you do not wish to sign in agreement to this you will be advised to register at a practice closer to your residence.

New Patients

We accept patients who live within the practice area as long as the list size allows. All new patients, on registering with the practice, will be offered an appointment with the practice nurse for a simple health check.

GP/Nurse Led Clinics

Our nursing team manage the patients with the following chronic conditions: Diabetes, Asthma, Heart Disease, Stroke, High Blood Pressure, Obstructive Pulmonary Disease, Epilepsy and Hypothyroidism. Other tasks include travel advice and immunisation, childhood vaccinations, cervical smears, dressings and suture removal, dietary advice, family planning and health checks.

Minor Surgery

Minor surgery is undertaken at this practice by our Orthopaedic Surgeon—Mr. A. Bahaa, which includes removal of skin lesions and other benign lumps and injecting joints. Many of these are performed using a local anaesthetic.

Attached Staff

We work closely with all members of our primary health care team, particularly our district nurses, health visitors and midwives. Ask at reception for details regarding attached clinics.

Access For The Disabled

We provide full access for disabled persons. Our surgery has disabled car parking, an automatic door and it is also equipped with toilet facilities for disabled patients.

**Do you suffer from CHD, Diabetes, Asthma, COPD??
HAVE YOU BOOKED IN FOR YOUR ANNUAL REVIEW??**

The Customer Care Department/Team offer:

- Advice & guidance to patients regarding NHS services.
- Help to resolve concerns raised
- A point of contact to be heard, whether you have concerns, suggestions or queries.
- Explanation of the complaints process & advice about accessing independent support.
- Sign-posting to the most appropriate person or source of information in regard to your query or concern.

To contact the Walsall Customer Care Department/Team please write, telephone or email:

Customer Care Team
NHS Walsall
Jubilee House
Bloxwich Lane
Walsall
WS2 7JL

Telephone: 01922 618358

Email: customer.care@walsall.nhs.uk

Information Sharing

On certain occasions the surgery is required to share information from your medical records with other organisations. The surgery holds a policy on Confidentiality and Sharing of Information which gives further details on how we share your information. This policy may be viewed at your request.

PALS (Patient Advice And Liaison Service) Manor Hospital

This is a confidential service to all patients within the NHS offering help when you need information, have concerns or want advice on health services at the Manor Hospital.

PALS can:

- Help sort out your concerns or problems quickly
- Offer advice and support

To talk to a PALS representative please ring 01922 656463.

Email: patientrelations@walsallhealthcare.nhs.uk

Data Protection & Confidentiality

We take patient confidentiality extremely seriously. Patient information is held under legal and ethical obligations of confidentiality. Patients seeking treatment entrust sensitive information to those who provide their healthcare. They do so in confidence and have the legitimate expectation that their privacy will be respected, and that their health records will be used by the health service to support their healthcare. Everyone working for the NHS has a legal duty to keep all information about you confidential. We need to keep personal information so that you can receive appropriate health care and treatment. This information is only passed to other healthcare professionals or organisations if it is in Your best interests. For example:

- With the consent of the patient, e.g. you require a medical report or your records are to be sent to a third party such as a solicitor or insurance company.
- When letters are sent to other medical personnel, i.e. when a referral to a hospital or specialist is made. However, they will also keep your information totally confidential.
- If the law requires it, e.g. in notifying certain illnesses in order to protect the health of the public generally.
- If you have signed a Power of Attorney.
- If you are receiving care from other people (such as social services) as well as from the NHS we may all need to share information so that we can work together for your benefit.
- Your relatives or carers should be kept up to date with the progress of your treatment—**but only with your consent.**
- If the information to be shared is with the best interests of the patient or child's welfare.
- Safeguarding issues will be shared with other agencies in the best interests of the child/adult.

Customer Care Department/Team

If you are worried, confused or unhappy about the care you are Receiving from any NHS Walsall Primary Care Services (E.g.—GP's, Dentists, Opticians, Pharmacists etc), then you can contact Walsall's Customer Care Team. The customer care team offer a free, confidential service and can provide advice or liaise with services on your behalf to resolve concerns raised.

Appointments

As from 19.09.2016 we are now operating to a 'GP First' appointment system. We will be offering more clinicians telephone consultation appointments to be booked on the day. Patients will be offered a GP or Nurse Practitioner telephone consultation and if the clinician feels that you need to be seen or issued a prescription they will arrange this for you. Routine and follow up appointments will be available at the discretion of the clinician. Please inform the surgery as soon as possible if you cannot keep your appointment to enable us to offer it to someone else. If you arrive 10 minutes late for an appointment you may be asked to re-book.

Practice Area

Please ask if we cover your area of residence, or the area you are moving to.



Raynor Road Surgery

As many of you may already be aware Raynor Road Surgery closed down on 05.05.2016. If any patients have any queries regarding the services they may Access at Lockfield Surgery please do not hesitate to contact the practice.

Online Access

Online Access allows patients to book a telephone consultation and order repeat prescriptions online.

Online Access is a quicker and easier way to order your repeat medication and book a telephone consultation to speak to your GP or Nurse Practitioner.

If you are interested in this service please ask at reception for further information or to sign up.

Private Letters

All private letters requested from this surgery are charged at £30.00.

E- Consult

With eConsult, patients can use a symptom checker, self-manage, signpost to other services or complete an eConsult for one of 100 common General Practice conditions with their own GP at a time convenient to them, 24 hours a day, 365 days a year.

Just visit our website—www.Lockfieldsurgery.co.uk and click on "Consult Online", Find your health condition and fill out a simple questionnaire. The GP/Nurse or Admin team will get back to you with feedback and treatment options.

Useful Websites

www.carers.gov.uk
www.walsall.gov.uk
www.wolverhampton.gov.uk/carers
www.carers.org

Telephone Numbers

| | |
|-------------------------------|--------------|
| Social Services Walsall | 01922 652922 |
| Social Services Wolverhampton | 01902 555392 |

Patient Participation Group (PPG)

Lockfield Surgery has formed a PPG. This is a group of patients that meet quarterly for approximately 1-1.5 hours to discuss ways of improving the services that the surgery provides. The surgery has already implemented a few of the PPG's suggestions, including:

- Improved information boards/posters and providing information slips to patients
- Lockfield Surgery now has a new, very informative and easy to navigate website

Your views and suggestions are very important to us. Please feel free to attend our next PPG meeting (ask at reception for date and time). You can find more information on our surgery website at www.lockfieldsurgery.co.uk Or you can email us at lockfieldsurgery@walsall.nhs.uk

Automatic Arrival System

There is now no need to queue to check in for your appointments. The surgery now has a new electronic, automatic arrival system situated at the rear of the waiting room. Our new machine will not only arrive you but will prompt you to update your details at reception! If you are unsure how to use this, please ask at reception.

Pharmacy First

Do you receive free prescriptions? If so please ask at reception about registering for Pharmacy First this will enable you to have a consultation with the Pharmacist for minor illness' such as coughs, colds, sore throats etc. The Pharmacist will issue you with medication if he/she feels this is appropriate. Otherwise he/she will advise you accordingly.

Are you aged between 40-74?? If so you may be eligible for a free NHS health check. Please ask at reception desk for details.

Patients' Rights To General Medical Services

Patients have the right to:

- Be registered with a GP
- Change doctor easily and quickly
- Be offered a health check on joining a doctors list
- Receive emergency care at any time through a family GP
- Have appropriate drugs and medicines prescribed
- Be referred to a consultant acceptable to them when their GP thinks it is necessary, and to be referred for a second opinion if they and the GP agree that this is desirable.
- Have access to their medical records, subject to any limitations under the law.
- To receive services from a particular GP or Nurse but this could result in waiting longer for an appointment.

How To Register With The Practice

If you are interested in registering as a patient with us, please apply directly in person to the reception desk. The reception team will ask for your address details. The receptionist will confirm that your address is within our practice area, as submitted by the Primary Care Trust. All new patients will require a new patient health check before they can see a GP. Children under 5 do not require a new patient health check.

The practice does not discriminate against any of the following:

- Age
- Gender
- Religion/belief
- Race
- Disability/medical condition
- Social class
- Sexual orientation
- Appearance
- Length of time between GP visits

Information For Carers

If you are a carer or someone being cared for and would like to receive information of what services are available to you please inform reception staff. The surgery has useful address's, telephone numbers and websites. Reception staff will always be happy to assist you with any help or advice you require.

Keep Your Contact Details Up To Date!

It is essential that you keep your contact details up to date so that we can easily contact you with appointments, results and other important information, either by phone, text or email. If your details are not up to date please contact the surgery to update your records.

Self Service Blood Pressure Machine

The surgery has a FREE self service blood pressure machine that electronically records your BP, height, weight and BMI. The machine is available for use all day every day, so please visit the surgery, ask for a token from the front desk and have a go!

Medication Reviews

Please be aware certain medications may be declined/postponed if you are not up to date with your medication review. You will be given 2 reminders, giving you chance to organise your review. If you choose to ignore these reminders, please be aware that your medication may be declined until you attend.