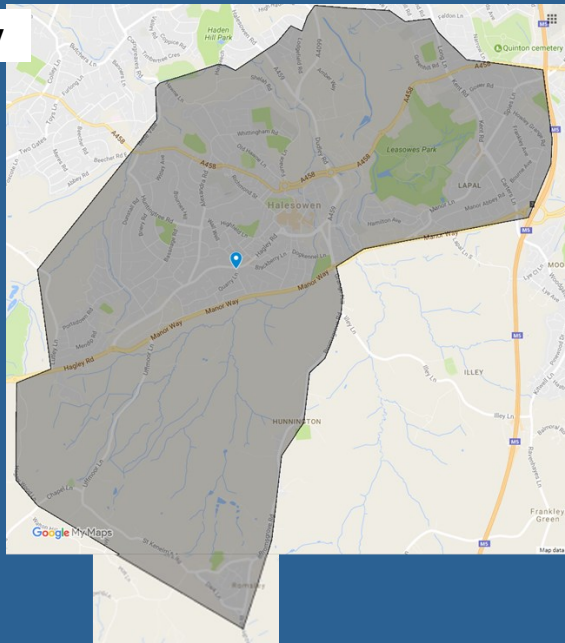


Practice Boundary



Useful Contacts

Hospitals

Dudley Group	01384 456111
Queen Elizabeth	0121 472 1311
Alexandra	01527 503030
City	0121 544 3801
Birmingham Women's	0121 472 1377
Kidderminster	01562 823424
Sandwell	0121 552 1831
Worcester	01905 763333
Birmingham Children's	0121 333 9999
Out of Hours Service	111

Dudley Clinical Commissioning Group	01384 322777
Venture Way	
Brierley Hill	
DY5 1RU	

Social Media Links

Find us on Facebook! facebook.com/HalesowenMedicalPracticeGP

Follow us on Twitter! twitter.com/HMPPracticeGP

NHS Choices www.nhs.uk



St Margaret's Well Surgery
2 Quarry Lane
Halesowen
West Midlands
B63 4WD

Tel: 0121 550 4917 Fax: 0121 504 0140
Email: enquiries@halesowenmedicalpractice.com

www.halesowenmedicalpractice.com

Halesowen Medical Practice, 2 Quarry Lane, Halesowen, West Midlands, B63 4WD
Tel: 0121 550 4917 Fax: 0121 504 0140 Email: enquiries@halesowenmedicalpractice.com

Welcome to Halesowen Medical Practice

We are a long established training practice looking after approximately 9,750 patients in the Halesowen area which encompasses Dudley Health Authority. We offer a wide variety of up-to-date diagnostic and therapeutic services in a modern setting and friendly environment. The practice premises in Quarry Lane were purpose built and first occupied in 2001.

We hope you will find the information in this booklet useful.

New Patients

The practice welcomes new patients from within the practice area. Should you wish to join the practice you will need to collect the appropriate registration forms from reception. Although you will be registered with an accountable GP (who you may specify if you wish), you are free to consult any of the doctors or the practice nurses. You may wish to consult with the same doctor for a specific spell of illness in order to receive continuity of care, although this is not essential. It is most important that we obtain details of your past medical history, medication you may be taking and information regarding allergies. Consequently, when registering, you will be offered an appointment for a registration check-up with one of our nurses or healthcare assistant.

An interactive tool and more information about joining the practice can be found at:

www.halesowenmedicalpractice.com/joiningus.htm

The General Practitioners

Dr Gillian Mary Love	(Female)	MBChB MRCGP (Birmingham 1991)
Dr Claire Fiona Halford	(Female)	MBChB MRCGP DRCOG DCH (Sheffield 1987)
Dr Sarah Margaretta Allen	(Female)	MBChB MRCP (Wales 1989)
Dr Jonathan Henry Darby	(Male)	MBChB DA (Birmingham 1984)
Dr Bryony Moore	(Female)	MBBS MRCGP iBSC DFRH (London 2011)
Dr Ekta Lal	(Female)	MBBS MRCGP BMedSci (London 2007)

This practice is a limited partnership. All GP practices are required to declare the mean earnings for GPs working to deliver NHS services to patients at each practice, this information is available upon request or on our practice website. The Partners of this practice are Drs Love, Halford and Allen.

The Practice Staff Practice Manager

The practice manager is responsible for the administration of the practice. If you have any questions about administration or non-medical aspects of your treatment, she may be able to help you.

Patient Services Team

The team are your first point of contact with the practice. When contacting the surgery, please provide as much information as possible and do not be worried about

2

Halesowen Medical Practice Patient Panel

All registered patients are invited to join the surgery Patient Panel Group. The purpose of the patient panel is to provide a working partnership between patients, GP's and other medical staff with the aim of involving patients in decisions which effect the range and quality of services that we provide.

For more information, please visit our patient panel webpage:

www.halesowenmedicalpractice.com/patientpanel.htm

Do It Yourself

Nowadays everyone is into DIY. Why? It saves money! Equally you should be able to undertake some DIY medicine for the same reasons. You can buy drugs over the counter at the pharmacist often cheaper than the cost of a prescription and the pharmacist will always be willing to give you advice if you don't know quite what to do. With this in mind, below you will find a list of what we think you should be keeping in the medicine chest at home. You may alternatively seek advice for minor conditions/ailments from NHS Direct or www.patient.co.uk

Suggested Medical Chest

- Paracetamol tablets
- Soluble aspirin tablets (soluble paracetamol for children under 12)
- Thermometer
- Crepe bandage (ideally three inch)
- Cotton wool
- Gauze swabs
- Elastoplast tape
- Selection of sticking plasters
- Antiseptic solution (TCP, Savlon etc) and antiseptic cream
- Sun creams (factor 8 for adults and 15 or more for children)
- Caladryl (a calamine cream)
- Simple linctus (ask the pharmacist for this)
- An inhalant (menthol crystals, Vicks vapour rub etc)
- Indigestion mixture (Gaviscon, Asilone, milk of magnesia)
- Re-hydration solution (Rehidrat, electrolade or Dioralyte)

We hope you find this information useful.

Notes:

Please note that medical reports for insurance companies can take up to three months to complete dependent upon the doctor's workload. You should plan with your broker or agent well in advance of the date that you wish cover to start. For more information on costs and the services we provide, please visit the following webpage:

www.halesowenmedicalpractice.com/privatework.htm

Patient Choice

Should you need to be referred for secondary care treatment, you will have the option to select which hospital or secondary care centre to have this. Patients are advised to speak to the referring GP who will be able to provide you with the options that are available. Please note that this may not be possible for all specialties.

Personal and Medical Identifiable Information

If you move or change your name, get married or divorced please let us have your new details. Always let us know your current telephone number and mobile phone number. We also need to know if your Occupational Health Centre at work has carried out any tests and would be grateful if you could ensure that they copy the results of any tests carried out to the practice.

Our Responsibility To You

Our practice will endeavour to offer you the best service that we can. No member of our practice may discriminate against or treat unfairly any other member of the practice, a patient or member of the public attending the surgery on grounds of gender, race, nationality, ethnic origin, colour or creed, age, marital status, disability, medical condition, social background or sexual orientation.

All information about our patients is treated as strictly confidential. Personal data kept by the practice complies with the Data Protection Act. We will only release information containing your personal data with your explicit consent.

We believe that respect and dignity are the right of everyone, staff, patients and members of the public.

Patients' Responsibilities

In return we expect that you as patients will respect our rules, our premises and our staff. We strongly support the NHS policy on zero tolerance and will not allow rudeness or aggression towards any of our staff, doctors or other patients. Any such incidents will be recorded and may result in your being removed from our practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Smoking is not allowed in the surgery. We also request that you do not eat or drink in the building. We would ask that you do not use your mobile phone during your appointment with a clinician and that you are respectful of other patients in the waiting room at all times.

what you divulge as they are bound by the same rules of confidentiality as doctors and nurses and any information given to them will only be passed to other health professionals on a need-to-know basis.

Advanced Nurse Practitioners

We have 2 Advanced Nurse Practitioners, Christine Cross and Michelle Lowe. Our Advanced Nurse Practitioners are trained in managing acute minor illness and are qualified to prescribe medication for the treatment of minor illness and also long term conditions. Our ANP's assist with home visits and the management of patients in nursing homes within our practice area.

Practice Nurses

The practice nurses include Sharon Sutton (Senior Nurse) RN Dip HE, Independent Nurse Prescriber, Rachel Jasper RN Dip HE (adult) and Nicola Heath RGN (adult). Emily Barker and Danielle Priest are our Health Care Assistants.

District Nurses

The district nursing team, employed by Dudley Group of Hospitals, provide nursing services primarily to housebound patients. Examples of nursing care provided include: wound care, pressure area care, continence support and administration of injections. The palliative care team provide care and support for terminally ill patients.

Other

Counsellors, midwives and phlebotomists also provide services within the practice.

General Practitioner Registrars

Our practice is a training practice. Our registrars are fully qualified doctors. These doctors are GP's in training and will be with the practice between 6-12 months. They are at all times encouraged to seek advice when required from the practice partners.

Some surgeries are videoed but always with patients' consent.

Surgery Times

We run a full appointment system:

Monday to Friday 8.00am - 6.30pm

We also offer appointments some week day evenings between 6.30-8pm, Saturday morning and Sunday telephone appointments on a rotational basis as part of the Halesowen Locality Extended Access Scheme. Please ask the receptionist for details.

Patient Access

Patient Access is an online system where you can manage your appointments, request repeat prescriptions and view a limited version of your medical record. This service is provided free of charge to all registered patients. If you would like more information about this or would like to register for this, please ask at reception.

<https://patient.emisaccess.co.uk>

Appointments

Appointments may be made by telephoning the surgery or by booking online through patient access. We offer appointments up to 6 weeks in advance. If you cannot keep an appointment, please inform us as soon as possible.

You may at times be offered an appointment with a doctor who is not your usual GP. It is always helpful if you can be flexible about whom you see as your preferred doctor may not necessarily be available. Please be assured that all of our doctors will have access to your medical records. Patients requiring an x-ray as a result of an injury, or anyone with a wound requiring stitches should go to the Accident and Emergency Department at the hospital, as we cannot provide such facilities at the surgery.

We would ask that you telephone the surgery to cancel your appointment should it no longer be required. You can also cancel your appointment online (see receptionist for details). This ensures that the appointment can be offered to someone else and clinical time is not wasted.

When you need to be seen on the same day

The practice operates a triage system for patients that feel they need to be seen by a clinician on the same day. Patients are added to a triage list and are called back and assessed over the telephone by our Advanced Nurse Practitioner or on call GP. If following the triage the patient needs a same day appointment they will be offered a time slot with either a GP or the Advanced Nurse Practitioner. Please provide a reason for the same day appointment so that your problem can be given the correct priority for a call back.

Telephone Consultations

The clinicians are usually available for telephone consultations during the day in instances where you wish to talk to either a doctor or nurse but do not necessarily require a face-to-face appointment. Please ring the surgery and the receptionist will take a message for the doctor to phone you back. Interruptions during surgery are inconvenient for both doctors and patients and, for this reason, the receptionists have been asked not to interrupt the doctor. We therefore cannot provide a specific time when the doctor will be able to return your call, so we would ask that you make yourself available all day and ensure that if your contact number is a mobile telephone, it is switched on all day. If the doctor is unavailable at that time, the receptionist will take a message and ask the doctor to call you back.

Home Visits

If any of our registered patients are not able to get to the surgery, then requests to see a doctor must be made by telephoning the practice and providing information about the problem to the receptionist. The on call doctor or Advanced Nurse Practitioner will triage these requests and will contact the patient to determine the most appropriate course of action. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Patients can also be examined more thoroughly in a surgery environment.

Emergencies

If you are confronted by a serious problem such as acute chest pain or severe

4

bleeding, call an ambulance (tel: 999) before calling the surgery.

Car Parking

We have car parking facilities available for patients with a section for doctors and staff. We would ask that patients do not use the Staff Parking Area which is clearly marked. If a patient has parked in this area and is blocked in by a staff member then they may have to wait until the staff member is free to move their car. CCTV - The car park is monitored by CCTV. Recordings are for practice use only and copies or sight of the recordings can not be requested by members of the public.

Complaints and Compliment Procedure

We always try to provide the best services possible, but there may be times when you feel that this has not happened. All complaints should be addressed preferably in writing, to the practice manager at the surgery address. Compliments can be made in writing to the practice manager or you can leave a message on the NHS Choices website:

<http://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=42117>

Confidentiality

We ask for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is sometimes shared between members of the team.

It is sometimes necessary to share information about our patients with other organisations. Reasons for this include for the purpose of NHS audit, the investigation of complaints, training of health and social care staff and to plan for future health care needs. Personally identifiable information will only be shared with your prior consent unless the law requires information to be passed on to improve public health or where we are required to report certain information to the appropriate authorities such as the notification of new births, or where a formal court order has been issued.

Everyone working for the NHS and Social Services has a legal duty to keep information about you confidential. This legal obligation extends to anyone who receives information from us.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Any applications under the Freedom of Information Act should be addressed to the Practice Manager.

Fees

The surgery offers some services that are not covered by the NHS, for example, certain travel vaccinations, medical reports and certificates. These services may attract a fee. Details of our fees are available in reception.

Health Promotion

We encourage all our patients to share the responsibility for their health in both preventing disease and treating existing conditions. The practice nurse will be happy to discuss any concerns you have regarding family history of heart disease, stroke, high blood pressure and diabetes as well as your general health. Advice on diet, alcohol intake or smoking cessation can be given as necessary.

Patients aged 75 years and over who have not been seen by a doctor or nurse for any reason during the last 24 months will be offered a general health check either when they attend for a consultation or in some cases by written invitation by the practice nurse.

Patients between the ages of 16 and 75 who have not attended the surgery in the last three years for any reason will be offered a similar general health check when they attend for consultation or by written invite where appropriate.

Minor Surgery

The surgery routinely offers joint injections and removal of 'lumps and bumps' and some other procedures. If your doctor cannot provide the service, you may be referred to another of the partners or sent to the hospital.

Seasonal Vaccinations

In addition to Influenza Vaccinations which are available to all eligible patients during the Autumn and Winter period, the practice also provides Pneumococcal vaccine for the prevention of pneumonia and also the Shingles Vaccination. The are normally available all year round and will be given to those fulfilling the NHS criteria. The Department of Health may issue changes to the 'at risk' groups annually, so please call the surgery to check your eligibility and to make your appointment.

Carers

The practice is committed to helping those that care for others. If you are a carer or are looked after by a carer, please advise the receptionist or clinician (during your new patient check), to ensure that this information is added to your records. The practice will provide you with contact details for local support networks and advise of your entitlement to a Carer's Assessment.

The Friends and Family Test

The Friends and Family Test is a way of gathering your feedback, so we can continually review our service. The key question is the following...

“How likely are you to recommend this GP Practice to friends and family if they needed similar care or treatment? ”

Please provide your feedback by responding to our text message or completing a card in the waiting room after your appointment.

Disabled Access

Reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp at the front entrance. Patient services are provided at ground floor level.

Out of Hours

If you think you need the urgent help of a doctor outside of normal surgery hours, you should contact the out-of-hours provider, NHS 111. The out-of-hours service is commissioned by Dudley CCG and is responsible for the out-of-hours care of our patients. When the surgery is closed the phones automatically switch to the out-of-hours message. On contacting NHS 111, your condition will be assessed accordingly. Your call may be passed on to Primecare to provide clinical advice over the telephone by a qualified clinician or arrangements will be made for you to either attend the Out of hours Centre or for you to receive a home visit from the duty doctor. Please note that this will not be a doctor from the surgery.

Named Accountable GP

From April 2015, all patients are required to have a named accountable GP. This GP will take lead responsibility for the coordination of all services and ensure they are delivered to you where required. A clinician will inform you about your named accountable GP.

Dudley Urgent Care Centre

Anyone can use the urgent care centre, including commuters into the borough, visitors, and those not registered with a GP practice.

The urgent care centre offers all the services expected from a family doctor or nurse, in addition to some minor surgery, help for minor injuries (sprains, strains, cuts and bruises) and will offer specialised services for those with heart failure, diabetes and learning disabilities.

Patients, who will not need to have booked an appointment, will be seen from 8am to 8pm, 365 days a year. This is located at Russell's Hall Hospital, Dudley, DY1 2HQ

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Repeat prescriptions should be requested at least 72 hours before they are required.

Prescriptions can be ordered in one of the following ways:

- By posting your prescription counterfoil to the surgery, clearly marking the items required. We also have a box in the foyer for hand-delivered requests.
- Online, via your Patient Access account (ask for further details)
- By calling the Prescription Ordering Service (POD) on 01384 323222, the line is open Monday - Friday 9am-5pm. The POD will need your consent if you wish to allow someone else (carer/relative/friend) to order on your behalf.

For housebound patients, repeat prescription requests should be made via the patient's carer or by the appointed pharmacy.

Patients on repeat prescription are required to see their doctor/practice based pharmacist for review of their treatment/medication at least every six months. Should the doctor wish to see you for a review then a message will be attached to your prescription asking you to make an appointment before we can issue you with a further prescription.

Patients on repeat prescription are required to see their doctor/practice based pharmacist for review of their treatment/medication at least every six months. Should the doctor wish to see you for a review then a message will be attached to your prescription asking you to make an appointment before we can issue you with a further prescription.

Should you wish your repeat prescription to be posted to you, please forward a written request and enclose a stamped addressed envelope.

The surgery now offers the ability of electronic prescription services (EPS). This is where your medication will be sent directly to a nominated pharmacy through a secure electronic gateway.

Blood Tests, X-rays and Other Laboratory Results

Blood test results are normally returned to the practice within 72 hours but the results of x-rays and some other laboratory tests take up to 10-14 days. Please ensure that you telephone the surgery for results after 11am when the receptionists will have more time to help you. Please be aware that except where the patient has provided expressed consent, results will not be divulged to anyone other than the patient.

A hospital outreach phlebotomy service is provided at the practice and appointments are made through the hospital by telephoning 01384 244330 between Monday and Friday 9:00 am—5:00pm. Alternatively you may visit the hospitals below, where no appointment is necessary.

Russell's Hall Hospital	Mon & Wed	8.00am – 7.30pm
	Tues	5.00pm – 7.30pm
	Thur & Fri	12.00pm – 7.30pm
	Sat	8.00am – 10.00am
(Children under 10)	<u>No children after 4.30pm on weekdays</u>	
Corbett Hospital	Mon – Fri	8.00am – 6.00pm
Guest Hospital	Mon – Fri	8.00am – 1.00pm

All details will be on the blood test request form.

Clinics

Antenatal

During your pregnancy your immediate care will be undertaken by the midwife attached to the practice from Dudley Group of Hospitals, ask at reception for details.

The midwife will explain your antenatal care and arrange your booking appointment at your chosen hospital. She will also arrange first scans, blood tests and give you information books and leaflets.

Following this appointment you will then be seen at various intervals during your pregnancy by the midwife, the doctor or the obstetrician depending on your specific care plan. For all appointments, we ask that you bring with you your antenatal notes.

Postnatal Appointments

Your postnatal check will be arranged for six weeks following the birth of your baby and will be carried out at the surgery by either Dr Allen or Dr Halford. During this appointment the doctor will also examine your baby for his/her first developmental check.

Please bring the baby's 'red book', which you will have been given by the Health Visitor. If you have not received your postnatal appointment within 4 weeks of your baby's birth, please telephone the surgery as soon as possible.

Child Health Clinic

The child health vaccination programme is managed by the Child Health Department who will contact you with invitations for your baby's vaccinations which are held in clinic here at the surgery, ask at reception for further details.

Cervical Smears

Ladies aged between 25 and 64 will be invited to attend for a cervical smear every three years. Smears are undertaken by the practice nurse at the surgery. If you do not receive an invitation (and you are not currently pregnant or have not had a hysterectomy) then please telephone the surgery.

Family Planning

The practice offers a range of contraceptive services including the fitting of intrauterine devices during normal clinic times. These procedures will be carried out by either a doctor or nurse.

Travel Advice, Immunisations/Vaccinations

We provide a full range of travel vaccinations (excluding Yellow Fever). When visiting some countries, malaria prophylaxis may be necessary; this will be discussed during your appointment. Please note that whilst some malaria medication can be purchased directly from the chemist, others require a private prescription and cannot be obtained on the NHS. If you are planning a holiday where immunisations are required, it is best to make an appointment to discuss your requirements and a schedule can be arranged for you in good time for your holiday, ideally 16 weeks or so beforehand. Some vaccinations carry a charge and fees will be payable prior to the vaccination appointment.

Long Term Condition Management

The practice provides a comprehensive package of care for patients with Long Term Conditions such as Diabetes, Respiratory or Cardiovascular disease. Clinics are run by the Nursing Team and overseen by the doctor. The practice has a recall system in place to invite patients for review either once or twice per year.

Lifestyle Support Services

Patients can now self refer for all Lifestyle Support Services to include Quit Smoking, Weight Management and Exercise Advice. Please ask one of the team for further information. The practice offers NHS Health checks to all eligible patients aged 45 years and over.