

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
Portobello	01902 630081
Tesco (Willenhall)	0121 407 0356
Vantage	01902 607070
Acorn	0800 024 8457

Local Useful Numbers

Al-anon	0207 403 0888
The Beacon	01922 669840
Register Births/Deaths (Walsall) (Wolverhampton)	01922 652268 01902 554989
Relate—Relationship Counselling	01922 626004
NHS Quit Smoking	01922 444044
Cancer Information & Support	03000 120245
Sexual Health & Family Planning (GUM Clinic)	01922 656285
Police (Non Emergency)	101
Samaritans	01922 624000

Contacting Walsall Clinical Commissioning 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 6:00pm every weekday and weekends, alternatively you can call 01922 501999 weekdays 6:30pm-9:00pm and weekends—10:00am—3:00pm and bank holidays 11:00am—1:00pm.

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—6:30
Thursday	7:00—6:30
Friday	8:00—6:30

PLEASE NOTE—THERE IS NO TELEPHONE SERVICE AFTER 6:00PM EVERYDAY

Lockfield Surgery is not a limited company.

Lockfield Surgery is a Training Practice.

(Leaflet reviewed—April 2019)

Clinicians

Dr Shadia Abdalla (Female)

MSc (ObsG), MB BCh, MRCOG

Specialises in Gynaecology & Is A Registrar Trainer

Dr Inderjit Blagan (Male)

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

Dr Sukhvir Atwal (Female) MBBCh, MRCGP (UK)

Dr Mallappa Saroja MB BS (Male) Long Term Locum

Dr Mansoor Rashid MRCGP (Male) Long Term Locum

Dr Afsana Anwar MB BS (Female) Long Term Locum

Dr Nilan Patel MB ChB (Male) Long Term Locum

Dr Syeda Hashmi (Female) GP Registrar

Mr Ahmed Bahaa MB BCh (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)

Angela Goodwin

Practice Nurse

Kamilah Fox

Practice Nurse

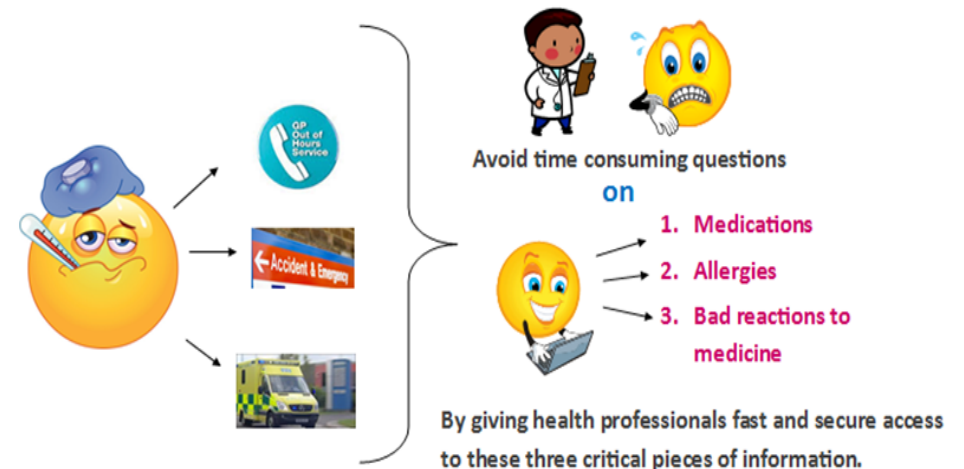
Opting out

SCRs improve care, but if you don't want to have one you can opt out, please complete a SCR opt out form which can be found at <https://digital.nhs.uk> and give it to your GP practice. Alternatively you can collect an opt out form from the surgery.



Help us to help you, Certain information will be shared with emergency services—this is called a

Summary Care Record



You have the right to opt out. – See Reception or website for form.

What is a Summary Care Record (SCR)?

The NHS **Summary Care Record (SCR)** is an electronic **summary** of key clinical information (including medicines, allergies and adverse reactions) about a patient, sourced from **the GP record**. It is used by authorised healthcare professionals, with **the patient's** consent, to support their **care** and treatment

The availability of **Summary Care Records** will improve the safety and quality of your **care**. You can choose to have an SCR or you can choose to **opt out**. If you choose to have a **Summary Care Record** and are registered with a GP practice, you do not need to do anything as a **Summary Care Record** is created for you. It is intended that this information will be shared electronically with and used by emergency and unscheduled care services, when other records are unavailable.

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.

E-Referrals & Referrals

Our Secretary deals with all referrals and referral queries. We use the E-Referral system 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. **72 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.

Over The Counter (OTC) medication will no longer be issued on prescription, however exceptions will apply at the discretion of the Doctor.

New Patients

All Patients registering with Lockfield Surgery who live outside our 3 mile radius will be able to access all of our GP services, but will not be eligible for home visits. 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, community CPN's and midwives. Ask at reception for details regarding attached clinics.

Access For The Disabled

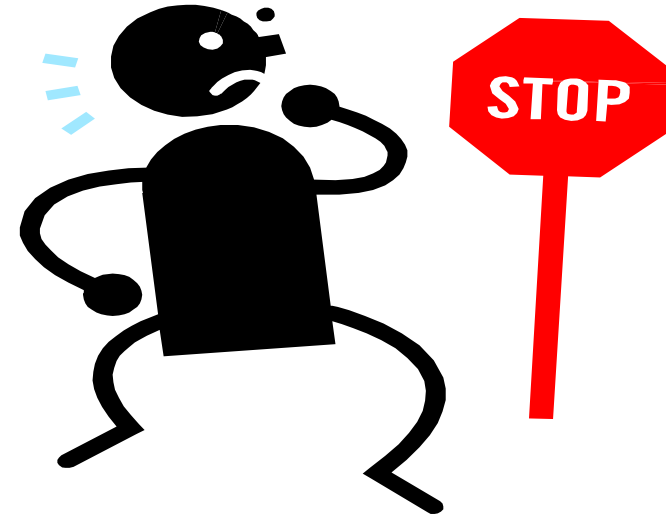
We provide full access for disabled persons. Our surgery has disabled car parking, an automatic door and it is also equipped with toilet facilities for disabled patients.

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

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.

As a patient it is your right to make a complaint directly to the surgery or to NHS England (contact details on previous page).



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 there appointments, and consecutive missed appointments could re-

Primary Care Support England (PCSE) 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.

Email: <https://pcse.england.nhs.uk/contact-us>

Tel :0333 014 2884

Address :Primary Care Support England, PO Box 350, Darlington, DL1 9QN

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.

NHS England

This is a confidential service to all patients within the NHS offering help when you need information, have concerns or need advice To talk to an NHS England representative please call **0300 311 2233**.

Email: england.contactus@nhs.net

NHS England
PO Box 16738
Redditch
B97 9PT

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.

Appointments

Since 2016 we have been 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.



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. 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

Once registered with Lockfield Surgery your accountable GP will be Dr Shadia Abdalla, but you may still see any GP at this surgery.

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

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.

Private Letters

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

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.

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.

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.

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.

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.

Patient Participation Group (PPG)

Lockfield Surgery is currently in the process of recruiting patients to help us form a new 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 old 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.

If you would be interested in joining us to form our new PPG please Ask to speak to Liz our PPG Liaison Officer.