

# 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, 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](http://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—August 2018)**

### 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, DFSRH (Leicester 1996)

**Dr S Atwal** (Female)

MBBCh, MRCP (UK)

(Long Term Locum)

**Dr M Saroja** (Male)

(Long tem Locum)

**Dr M Rashid** (Male)

(Long Term Locum)

**Dr A Anwar** (Female)

(Long Term Locum)

**Dr S Hashmi** (Female)

GP Registrar

**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)

**Angela Goodwin**

Practice Nurse

**Debra Tonks**

Health Care Assistant Level 3

### 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

01922 656285

(GUM Clinic)

Police (Non Emergency)

101

Samaritans

01922 624000

#### 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](http://walsallccg.nhs.uk)

## **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

## **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**

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, community CPN's and midwives. Ask at reception for details regarding attached clinics.

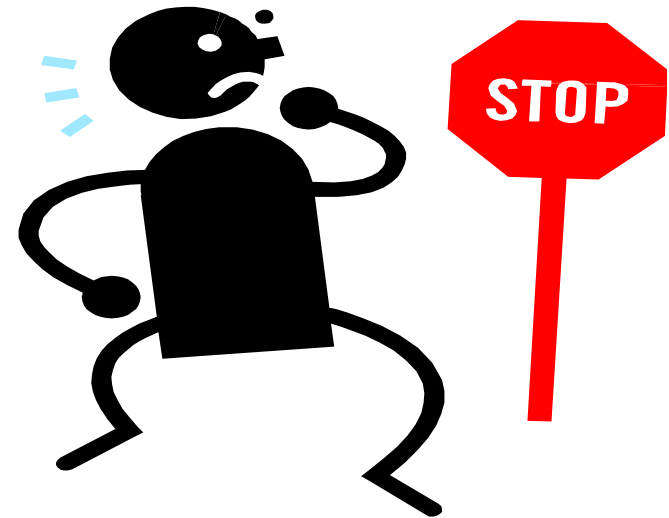
### **Access For The Disabled**

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.



### **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.

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](mailto: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](mailto:patientrelations@walsallhealthcare.nhs.uk)

### **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

## 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.

## 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 inform Reception.