

KINGSWINFORD

Medical Practice

The Health Centre, Standhills Road, Kingswinford, West Midlands DY6 8DN

Tel: 01384 271 241 Fax: 01384 297 530

Out of hours telephone: 111

www.kingswinfordmedicalpractice.nhs.uk

Practice Information Leaflet



We are on Facebook



Providing NHS Services



INTRODUCTION

The Doctors and staff would like to welcome you to Kingswinford Medical Practice.

Doctors Butler and Evans are Partners of the non-limited partnership called “Kingswinford Medical Practice” (“The Practice”).

We are a well-established, comprehensively equipped training and teaching practice, serving the communities of Kingswinford, Wall Heath, Pensnett, Brierley Hill, Wordsley, and the nearby villages of Swindon and Hinksford.

PRACTICE POLICY

Our staff are an enthusiastic team of hard-working professionals who aim to provide the best service possible to all our patients. The practice prides itself in encouraging a positive attitude towards good health and will always try to be flexible and accommodating to patients’ needs.

CLINICAL TEAM

GP PARTNERS

Dr Louise Butler

MBChB (Dundee 1996); MRCGP; DFSRH; Loc LuT

Dr Rebecca Evans

MBChB (Birmingham 2003); MRCGP (Dist); DRCOG

SALARIED DOCTORS

Dr Tracy Halls

MBChB (Hons) (Birmingham 2011); MRCGP; DRCOG

Dr Catherine Field

MBChB (Birmingham 2003); MRCGP (Dist)

GP REGISTRAR

The Practice has been providing GP Registrar training for many years. We are committed to ensuring high standards of training. Our current GP registrars are:

Dr Kate Lowe (Female)

Dr Lilian Tang (Female)

ADVANCED NURSE PRACTITIONER

Mel Allen

RGN; MSc Advanced Clinical Practice, Non-medical prescribing, BTEC Level 2 First person on the scene.

Mel is a registered nurse who has acquired the expert knowledge base, complex decision-making skills and clinical competencies for expanded practice.

PRACTICE NURSES

Elizabeth Hale

RN Dip HE; Diplomas in Asthma, COPD and Diabetes; Nurse prescriber.

Maxine Simms

RN Dip HE; Diplomas in Asthma, COPD and Diabetes

Helen Willetts

RN Dip HE; Diploma in COPD; BA (Hons) Clinical Practice

Gillian Ridley

BSc (Hons) Midwifery; RN Dip HE; Diplomas in Asthma and COPD; Diploma in Higher Education Nursing; Nurse prescriber.

Our Practice Nurses hold surgeries by appointment each day between the hours of 07:30 – 18:00. They can help with: review of long term conditions, cervical smears, childhood immunisations, travel advice and vaccinations, dressings, removal of stitches, health checks, ear syringing, smoking cessation and family planning.

HEALTH CARE ASSISTANT

Joanne Cresswell BMed Sci (Hons) Medical Science

Our Health Care Assistant holds surgeries by appointment. She can help with health checks, blood pressure checks and ECGs.

PRACTICE TEAM

PRACTICE MANAGEMENT

Victoria Evans	FCA; FABRP; BSc Econ (Hons)	Practice Business Manager
Emma Drew		Deputy Practice Manager

Victoria and Emma look after the day-to-day running of the Practice.

RECEPTIONISTS

Our receptionists are your first point of contact with our Practice. They will try and meet all your requirements and are available to make appointments to see the doctors and nurses. Please remember that if you are kept waiting or are asked some seemingly awkward questions, it is because of our policy aimed at the smooth and safe running of the Practice.

Alison Sibley (Team leader)	Louise Jenkins
Lisa Evason	Jemma Stokes
Pamela Jones	Louise Sparry

ADMINISTRATION STAFF

Jayne Hall	Results Clerk / Secretary
Lisa Jones	Secretary
Steven Bryan	Long Term Conditions Administrator and IT lead
Katie Timmins	Document Flow Administrator (Team leader)
Lynn Fisher	Document Flow Administrator
Amy Harper	Document Flow Administrator
Louise Sparry	Document Flow Administrator

Although we may not always get things right, or be able to meet your needs, we do try our best. Our staff are often working under pressure and under the directions of management and doctors, so please do not take out your frustrations on them, please speak to our Practice Business Manager, Victoria Evans or Deputy Practice Manager, Emma Drew.

OUR WIDER TEAM

COMMUNITY PHARMACISTS: Rita Kainth and Hardip Kalirai

Rita and Hardip work alongside the GPs in reviewing and advising on medication. Rita is available on Tuesday afternoons. Hardip is available all day Thursdays.

COMMUNITY MIDWIVES

This service is provided by the local hospital provider: The Dudley Group NHS Foundation Trust. They can be contacted on 01384 456111.

The midwife provides care for mothers before and after delivery and care for the baby for their first 10 days of their life.

Natasha Round (Community Midwife) operates an antenatal clinic at the surgery on Wednesdays between 9am and 4pm.

COMMUNITY PHYSIOTHERAPISTS

Jonathan Behari
Adam Chamberlain
Claudine Whalley-Billau

Gareth Jones
Fiona Bashford

DISTRICT NURSES

Our District Nursing team are now based at Brierley Hill Health and Social Care Centre and can be contacted by telephoning 01384 321222 and asking for the District Nurses.

Patients who require home nursing are referred to this team by their GP or the hospital.

COMMUNITY HEALTHCARE TEAM

Health Visitors: Anne Boden
Nursery Nurse: Jennie Cox

This team provides support for expectant mothers and babies. A clinic is provided at the Practice on Tuesdays between 9:30am and 12noon.

ENHANCED PRIMARY CARE MENTAL HEALTH SERVICE TEAM

Primary Care Mental Health Nurse: Angela Francis

This team provides a range of cognitive behavioural therapy and deals with adults suffering from one of the more common mental health conditions such as stress, anxiety, depression, panic or phobias.

OPENING AND SURGERY TIMES

The surgery offers a range of early morning appointments for patients who are unable to attend during the normal clinic sessions. GP appointments are normally 10 minutes. However, if you feel that you may require a longer appointment please inform our reception staff when booking.

		Building Open	Surgery Times	
			AM	PM
Monday, Tuesday, Thursday		7:30am – 6:30pm		
Wednesday, Friday		7:30am – 8:30pm		
Monday – Friday	GP		8:00am – 12:00noon	3:00pm – 6:30pm

Mon, Tues, Thurs, Fri	ANP		7:30am – 12:30pm	3:30pm – 5:30pm
Monday – Friday	Nurse		7:30am – 6:30pm	
Tuesday, Thursday	HCA		9:15am – 2:45pm	
Wednesday	HCA		6:30pm – 8:30pm	
Friday	HCA		5:30pm – 8:30pm	
Saturday & Sunday		The surgery is closed		

The following table gives a guide to each doctor's availability (**please note that this is subject to change**)

Doctor	Mon		Tues		Wed		Thurs		Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr L M Butler	✓	✓	✓	✓	✓	✓	✓	✓		
Dr R P Evans	✓	✓			✓	✓			✓	✓
Dr T Halls	✓		✓	✓			✓	✓	✓	✓
Dr C Field			✓	✓	✓		✓		✓	✓

PATIENTS RIGHTS AND RESPONSIBILITIES

Your registration is with the Practice and you may see any doctor or nurse of your choice. Although we always do our best to offer you an appointment with your chosen doctor or nurse, at a time that is suitable, please realise that sometimes our appointments are limited. To help us with availability, please remember to cancel your appointment if it is no longer required. This will then give us extra capacity to offer to others.

Please help us by keeping us informed of any changes to your personal details e.g. a new address or phone number.

NAMED ACCOUNTABLE GP

Every patient registered at the surgery will be allocated a named GP. The purpose of this is that the GP will be responsible for your 'overall care at the practice'. If you wish to know who this is, and if you have a preference as to which GP that is, then the practice will make reasonable efforts to accommodate this request.

APPOINTMENTS

The surgery offers 'same day' appointments and advanced bookings for non-urgent appointments or follow ups. If you do require a 'same day' booking, we encourage our patients to contact the practice at 8:00am daily, where you will be offered an appointment for a time during that day.

Please note that in a medical emergency you will be dealt with on the ‘same day’

In addition to telephone bookings, the practice also offers an Online Booking System which can be accessed via the Internet or an App on your smart phone (Patient Access). Please ask at reception for details and registration.



Cancelling Appointments

We lose large numbers of appointments each week because of people not attending. Cancelling your appointment means we can offer that appointment to someone else and, therefore, reduce waiting times overall.

If for any reason you are unable to attend your appointment, please contact the surgery on 01384 271241, Option 1 as soon as possible.

Text messages

We offer a text messaging service to remind you about your appointments. If for any reason you are unable to attend you can cancel the appointment by replying to the text.

We also use this service to invite patients to attend health checks, notify patients of any important information and to gather feedback from patients. Please ensure you keep your mobile telephone number up to date in order to utilise this service.

CHAPERONES (Your Dignity)

If you wish for a chaperone to be present during your consultation, please advise our reception team, clinician or manager who will arrange this for you.

TEACHING AND TRAINING

We are involved in the training of GP Registrars as part of their ongoing training and education. You may be offered an appointment from time to time with one of these fully qualified doctors who are training to become GPs. They are fully supported by the practice GP partners.

Any fellow health care professional may also be invited to sit in with one of the practice doctors or nurses. If either applies to your consultation you will be informed beforehand. Please exercise your right to ask them to withdraw if you would prefer.

WAITING TIMES

All effort will be made to see patients on time in surgery. However, surgeries can run late for a number of reasons. If clinics start to run late by 20 minutes or more we will aim to let you know on attendance. Please bear with us.

Unfortunately, if patients are more than 10 minutes late for an appointment the healthcare professional may not be able to see you and you may be asked to re-book your appointment.

HOME VISITS / TELEPHONE ADVICE

We appreciate that sometimes it is not possible to get to the surgery, so as part of the service provided at the practice, we often have to carry out Home Visits or provide information by the telephone.

Should you require advice from a Doctor, please call the surgery preferably before 10:00am or as soon as possible. All visit requests are dealt with by a doctor for that day who will determine the urgency or necessity of a home visit. Please realise that if a patient can attend surgery there is specialised equipment plus a full support service. This would obviously not be available in the home environment.

Please note that home visits are usually reserved for terminally ill and housebound patients. However any patient in genuine need of a home visit will not be refused.

The surgery also provides a telephone triage service for patients who require advice. Your message will be recorded by a member of the reception team who will then pass it on to a Doctor or Practice Nurse.

PATIENT INFORMATION AND CONFIDENTIALITY (YOUR PRIVACY)

We recognise that there may be times when you wish to discuss sensitive matters. If you are not comfortable at the front desk, we will find a private area for this discussion.

The practice uses computers in almost all aspects of its day to day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records are held on the computer in accordance with the guidelines of the *Data Protection Act 2018* and the *General Data Protection Regulations 2016*.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example, to notify a birth. The *NHS Central Register for England and Wales* contains basic personal details of all patients registered with a GP. The Register does not contain information about your health.

The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you agree, your relatives, friends or carers may be kept up to date with progress of your treatment. Please complete a 'Consent for Release of Medical Information' form. Once this is returned we will add a message to your records.

ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records. All such requests must be made in writing

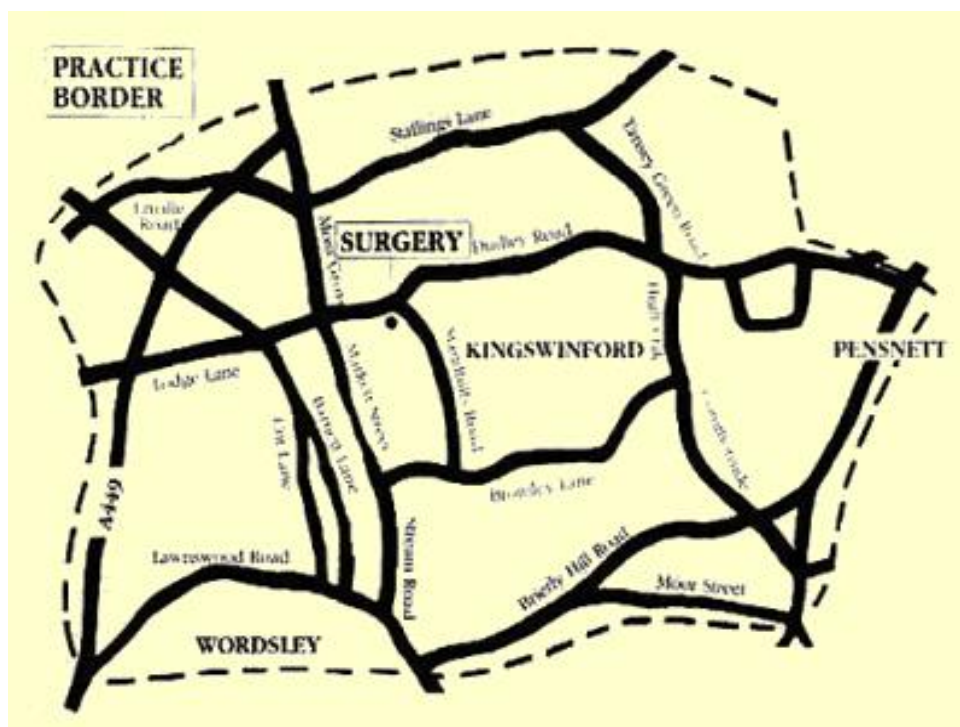
to Mrs Victoria Evans, Practice Business Manager. Photo ID must be seen prior to approval for this, and there may be a cost associated with this.

ACCESS TO PATIENT INFORMATION

The treatments of all patient information both manual and electronic will adhere to the Data Protection Act 2018 as well as to strict practice guidelines under Caldicott2 protocols. No information will be passed to a third party without the written consent of patients or their representatives.

NEW PATIENT REGISTRATION

We are happy to take on new patients residing within our practice area.



If you would like to register at the surgery, please speak to one of our reception staff who will be happy to help and provide you with guidance on the registration process and the necessary forms for completion.

Once you have registered you will be invited to attend a 'New Patient Health Check' with our Health Care Assistant or a Practice Nurse. This involves them asking a few questions regarding your current and past medical history.

TEMPORARY RESIDENTS

At times you may need to be seen by a doctor if you are away from your home such as visiting friends, family or if you are on holiday. The practice offers this service should a person require medical treatment or advice. If the level of treatment required is outside the scope of the health professional at the surgery the patient will be sent to hospital.

REPEAT PRESCRIPTIONS

If you are taking regular medication on a long term basis you may not need to see a doctor for your repeat prescriptions. If this is the case the surgery offers a repeat prescription service.

You can make your order requests by:

- In person by bringing in the written request or right hand side of the previous prescription.
- By fax to 01384 297530
- Internet access – ask receptionist for details

Please allow 48 hours for your request to be processed. For example if you place your order on a Monday before 14:00pm your prescription will be ready for collection after 15:00pm on Wednesday.

If you have your prescriptions collected by a local Pharmacy please inform the staff when ordering your requests so that they can place your prescription in the relevant chemist box.

RESULTS

Most test results tend to take at least a week to arrive and hospital letters often take longer. We provide a dedicated results line for patients, please contact the surgery by selecting **OPTION 2** between the hours of 9:00am – 12:00noon (Mon, Tues, Thurs and Fri).

OUT OF HOURS

If you have tried to contact the surgery when it is closed you will need to redial NHS 111 service who then divert you to the Out of Hours services if necessary.

This NHS 111 service is available for information and advice for problems not necessarily needing the help of a doctor. This service is available on line:



<http://www.nhs.uk/NHSDirect/pages/symptoms.aspx?sat=InitialAssessment>



A trained operator will take details from you and action will be taken accordingly. You may receive advice over the telephone via a trained paramedic or, if where necessary, by a doctor.

Attendance at the Out of Hours centre is offered as an alternative to a Home Visit. Home Visits are normally carried out for seriously ill and bed-bound patients.

Urgent Care Centre

The Urgent Care Centre is located and accessible via the Emergency Department at Russells Hall Hospital, Pensnett Road, Dudley, DY1 2HQ. The service is commissioned by Dudley CCG provided by GP led, Malling Health who will continue to offer 'walk-in' appointments for patients in need of **urgent** advice or treatment.

DISABILITY ACCESS

Disability access and facilities are available at the surgery. The practice has designated parking

spaces for cars displaying blue badges. There is easy access to the building and wheelchair access to most rooms. Designated toilet facilities are available. We have a loop system available for hard of hearing patients.

ABUSIVE AND VIOLENT PATIENTS

This Practice operates a Zero Tolerance policy towards violence. Any patient who demonstrates violent behaviour towards doctors, nurses, other staff members or any other person within the Practice premises will be immediately removed from our patient list. Any patient who becomes verbally abusive, will be sent a written warning about their behaviour. This will state that should such behaviour continue they may be removed from our list.

PATIENT PARTICIPATION GROUP (PPG)

We currently have an active Patient Participation Group working with the doctors and the management on behalf of all patients. If there are any issues you wish included in our meetings or if you wish to join the panel yourself then please ask one of the reception staff for details or send them an email kmp.ppg@nhs.net

SERVICES AVAILABLE TO PATIENTS

We offer the whole range of medical and health promotion services to our registered patients. Patients will be offered examination, treatment and medication as well as advice on the further management of their condition. If patients require further investigations outside the scope of the Practice, then they are referred on to specialists within secondary care.

NHS HEALTH CHECKS

This is a national initiative for patients aged 40-74 years old, who are not currently diagnosed with a chronic disease such as diabetes, heart disease, stroke etc. Every 5 years you will be offered an opportunity to have a free health check at the Practice. Please make an appointment with a Practice Nurse to have your blood pressure checked, receive advice on diet, smoking, alcohol and lifestyle. Further information is available at <http://www.dudleyhealthcheck.co.uk>.

We also offer regular Diabetic, Asthma and COPD clinics to help educate and improve the health of our patients.

CONSULTATIONS

Patients Aged 16-74

Patients aged between 16 and 74, who have not been seen at this practice within the last three years, have the right to a consultation with a doctor / health care professional at which time lifestyle enquiries and examinations may be undertaken, as appropriate. Please ask at reception for such an appointment.

Patients Aged 75 and over

Patients aged 75 years and over, who have not been seen at this practice within the past 12 months, have the right to a consultation with a doctor / health care professional at which time

lifestyle enquiries and examinations may be undertaken, as appropriate.

Such a consultation can take place in your home, where in the opinion of the doctor / health care professional, you are unable to attend the surgery because of certain medical conditions.

MINOR SURGERY

Our GP's provide a minor surgery service to patients such as joint injections and skin tag removal. If we can help, please book an appointment with a GP who will be able to provide you with the relevant information.

SMOKING CESSATION

If you wish to stop smoking, our Practice Nurses and Health Care Assistant are available to refer you for the necessary help and guidance. Please speak to our Reception Staff who will be able to book an appointment. Alternatively, you can now self-refer to Solutions for Health, please speak to a member of our reception team for further information.



URINARY TRACT INFECTION (UTI)

If you think you have a UTI drop a urine sample in at reception and fill out a form. A member of our clinical team will test it and we will inform you of the results. Sample bottles are available from reception.

CHLAMYDIA SCREENING & TESTING

As part of the Public Health National Chlamydia Screening Programme the practice offers a free confidential screening and testing service to our sexually active under 25s. For more information or if you would like to discuss this with our nurse(s) please speak to the reception desk to book an appointment.

PREGNANCY

We provide complete antenatal care to keep you well during your pregnancy and as your pregnancy progresses we will share your care with the community midwife. Our clinics are run on Wednesdays.

CHILD HEALTH

Our doctors and our health visitors run clinics on Tuesday mornings.

IMMUNISATION TIMETABLE

2 months

- 5-in-1 (DTaP/IPV/Hib) vaccine – this single jab contains vaccines to protect against five separate diseases: diphtheria, tetanus, whooping cough (pertussis), polio and Haemophilus influenzae type b (known as Hib – a bacterial infection that can cause severe pneumonia or meningitis in young children)

- Pneumococcal (PCV) vaccine
- Rotavirus vaccine
- Men B vaccine (from September 1 2015).

3 months

- 5-in-1 (DTaP/IPV/Hib) vaccine, second dose
- Rotavirus vaccine, second dose

4 months

- 5-in-1 (DTaP/IPV/Hib) vaccine, third dose
- Pneumococcal (PCV) vaccine, second dose
- Men B vaccine second dose (from September 1 2015)

12-13 months

- Hib/Men C booster, given as a single jab containing meningitis C (second dose) and Hib (fourth dose)
- Measles, mumps and rubella (MMR) vaccine, given as a single jab
- Pneumococcal (PCV) vaccine, third dose
- Men B vaccine third dose (from September 1 2015)

From 3 years and 4 months (up to starting school)

- Measles, mumps and rubella (MMR) vaccine, second dose
- 4-in-1 (DTaP/IPV) pre-school booster, given as a single jab containing vaccines against diphtheria, tetanus, whooping cough (pertussis) and polio

Your baby or child will be offered these immunisations at the ages shown. An appointment will be sent through the post, but if not please telephone the surgery.

OTHER SERVICES

Blood tests taken by the Phlebotomist are held on Wednesday between 12:00pm and 15:00pm.

Warfarin Clinics are held on Tuesday afternoons. Patients wishing to attend this clinic need prior arrangement with Russells Hall Hospital.

Medical Examinations: For insurance or employment purposes etc.

Travel immunisations: Contact the surgery at least six weeks in advance of date of travel.

The following services are also provided at the surgery and are accessed via a referral from your doctor:

- Physiotherapy
- Chiropody
- Dietician

COUNSELLING

We currently have counsellors based at the practice who volunteer their services. The services

they provide help patients with general problems and worries such as bereavement counselling. All referrals to this service are made by the doctor following an initial consultation with the patient.

OCCUPATIONAL THERAPY

Assessments for disabled/impaired patients can be arranged after consultation with your doctor.

NON-NHS EXAMINATIONS

The surgery is able to provide medical examinations, such as insurance purposes, HGV medicals and adoption medicals.

However, these examinations cannot be carried out during a regular clinic. Please inform our reception staff what kind of examination you require and the appropriate appointment will be booked for you.

A fee will be payable at the time of examination, the surgery accepts cash or cheque. All cheques should be accompanied by a cheque guarantee card.

NON NHS CHARGEABLE SERVICES – FEES

Description	Charge
Certificates <ul style="list-style-type: none"> • Fitness to fly/join gym • Accident • Claims on mortgages, loans & credit cards 	£20.00
Extract from notes	£15.00 per page copied
Gun Licence	£20.00
Holiday cancellation	£20.00
Injections <ul style="list-style-type: none"> • Rabies • Japanese encephalitis • Meningococcal Immunisation (ACWY) • Cholera 	Individual cost of injection +15% administration fee
Letters to the council/housing offices	£20.00
Medicals for HGV/PSV/Life Insurance (requiring a full medical)	£100.00
Note to be excluded from exams/jury service	£20.00
Photocopied records	£50.00

Private Sick Note (first 7 days absence from work)	£20.00
To Whom It May Concern	£20.00

COMMENTS, COMPLAINTS AND SUGGESTIONS

We are keen to provide a high standard service and welcome all comments, complaints and suggestions on any aspect of the practice.

Comments/complaints can be made in person, writing or verbally. If required, a complaint form is available from reception. Please forward all comments to the Practice Business Manager, Victoria Evans via the practice or by email to kingswinford.medicalpractice@nhs.net.

USEFUL TELEPHONE NUMBERS

Dudley Group NHS Foundation Trust	01384 456111
Royal Wolverhampton NHS Trust	01902 307999
NHS 111	111
Dudley Social Services Department	0300 555 0055
Birmingham Childrens' Hospital	0121 333 9999

ATTACHED SERVICES

District Nurse Team	01384 321222
Community Midwife	01384 456111
Dudley & Walsall Mental Health Service Experience Desk	0330 555 0535
Family Nurse Partnership	01384 366158
Health Visitor Team	01384 321222

SELF HELP GROUPS

Age Concern	01384 354508
Aquarius Alcohol Advice	01384 261267
Warehouse Drug Project	01384 426151
White House Dudley Cancer Support Group	01384 231232
Rape Counselling Service	01384 366273
Relate (Marriage Guidance)	01902 428447
Citizens Advice Bureau	01384 816222
Samaritans	01384 781118
Atlantic House (alcohol / drug)	01384 426120
CRUSE Bereavement Care	0844 477 9400



Clinical Commissioning Group

Brierley Hill Health & Social Care Centre
Venture Way
Brierley Hill
West Midlands
DY5 1RU

☎ 01384 322777

Minicom: 01384 243187

☎ 01384 366110

✉ contact@dudleyccg.nhs.uk