
PRACTICE INFORMATION

www.stpeterssurgery.com

TELEPHONE NUMBERS

Appointments - (2 lines)	(01922) 623755
General Enquiries	(01922) 612714
Fax (repeat prescriptions)	(01922) 746477

SURGERY OPENING HOURS

The surgery is open for making appointments, for ordering and collecting prescriptions and for general enquiries and accessible via telephone at the following times:

Reception open: Monday to Friday - 8:30am to 6:30pm

Telephone open: Monday to Friday - 8:00am to 6:30pm

(Surgery may close for staff training, Friday's 2:00 to 3:30pm)

Extended hours for pre-booked appointments only

Monday & Tuesday	7.30am to 8:00am
Thursday	7:30am to 8:00am

“ONLINE” SERVICES – www.stpeterssurgery.com

Our website has useful information about the surgery, our services and healthcare in general. You can register to view, book or cancel appointments, order authorised repeat medication, access medical records, leave messages and change personal details “online” via our website. This readily accessible and user friendly service is available 24 hours a day, 365 days a year.

Please note: Access to these services can be arranged via our website, or at reception, [See “Online” Services leaflet]

PLEASE NOTE

- The receptionists will be happy to provide further information on the routine availability of individual doctors and the times of specific clinics.
- Although you have been allocated a “Named GP” you are free to see any of the doctors in the practice we believe that patients benefit from being seen by their usual doctor, whenever possible, to ensure continuity of care.
- All consultations are by appointment only

MAKING AN APPOINTMENT

- Please make appointments online, via our website, by telephone or calling at the surgery during opening times.
- Please remember that an appointment is for one person only and a separate appointment should be made for any other persons attending for a consultation.
- If you feel you need extra time with the doctor please tell the receptionist who will give you a longer appointment.

- If you cannot keep your appointment or wish to cancel it, please give at least 24 hours’ notice, as this will enable the receptionists to give the appointment to someone else. Please do not waste appointments.

APPOINTMENT SYSTEM

We have four types of appointment routine, same day, telephone and urgent.

Routine appointments available to book up to 4 weeks in advance, on-line or via reception (6 months for diabetic/CHD clinics).

Same day appointments are released on the day and can be booked by contacting reception as early as possible.

Telephone appointments available for patients on a routine, same day and urgent basis and can be booked via reception.

Urgent appointments available on the day will be allocated for a single problem/condition only; a further appointment must be made for any other unrelated problem.

Please Note: Same day and urgent appointment may not be with the doctor / nurse of your choice. Sadly we cannot provide an unlimited number of appointments, please use appointments responsibly. Requests for repeat sick notes and reauthorisation of repeat medications are not good reasons for an urgent appointment you have a responsibility to book routine appointments in advance for these reasons

TELEPHONE ADVICE - If you need to speak to a Doctor or Practice Nurse, please request a telephone consultation. It may be more appropriate than a normal appointment, especially for test results

HOME VISITS - Home visits should only be requested when you are too ill to attend the surgery. Please attend the surgery for a consultation whenever possible. Should a visit be necessary please ring the surgery before 11.30am as this helps the doctors to plan their rounds, only urgent requests should be made after this time. Ill children will always be seen by arrangement if brought to the surgery, (this is usually quicker than a visit). If you move house or change telephone number, please let us know immediately. The wrong contact details can cause a significant delay on a home visit.

REPEAT PRESCRIPTIONS - Repeat prescriptions, for agreed items only, may be obtained on request by post, by fax, online or in person. We do not take requests for repeat medication over the telephone. Please allow 48 hours (two working days) before collection. Please provide a stamped, self-addressed envelope if you wish your prescription to be returned by post. If you wish to have your prescription collected by a chemist **you** must ask your chemist to collect it from the surgery. Please tell reception which chemist you have arranged to collect your prescription, please allow 48 hours’ notice.

We review all patients on long term medication. When necessary,

Practice Leaflet [Pat 02] - GMS2 V5.4 (1.8.2018)

patients will be asked to make an appointment for their medication review before any further prescriptions are issued. For further information please ask at reception for a detailed leaflet. The Practice is not a dispensing Practice.

PATIENT SUGGESTIONS AND COMPLAINTS

We have a listening to patients’ policy and welcome any suggestions for improving or extending our services. Please, make a suggestion, write to the practice manager or use the suggestion box in the waiting area, before you have to make a complaint, but if you do have a complaint please inform the practice manager who will investigate your complaint and take appropriate action, [See “Listening to Patients” leaflet].

“OUT OF HOURS” SERVICE

When the surgery is closed a recorded message will give clear advice on how to contact the “Out of Hours” Service or, if the surgery is closed for training during normal hours, a doctor.

For “Out of Hours” Service - Telephone 111

Surgery closed for training - Telephone 01922 501999

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

HEALTH CARE SERVICES

Essential healthcare for those patients who are ill, suffering a chronic disease or terminally ill, this includes relevant health promotion advice and referral as appropriate, for the duration of that condition. The Practice also provides the following services: Cervical screening; Contraceptive advice; Pre-conceptual Advice; Maternity (ante-natal & post-natal) care; Child health surveillance, inc. child vaccinations and immunisations; Travel Vaccinations; NHS Health Checks; Minor surgery; ECGs, Spirometry, Wound dressing, Phlebotomy, Flu immunisations and NHS Vaccination Programmes. For details on the times of clinics please contact reception.

PATIENT RIGHTS AND RESPONSIBILITIES

All patients registered at the practice have an equal, non-discriminatory right to free access of NHS services described above in a clean and safe environment. In addition, patients have a right:

- to be treated with dignity and respect by all staff and an appropriately qualified staff delivering a professional standard of care, safely;
- to information about their examination, treatment options, risks of each option and the choice to refuse consent;
- to express a preference to receive services from a particular doctor or nurse;
- to privacy, confidentiality and to know their records are secure;

- to access their own health records;
- to complain and get a timely response and escalate to the Health Service Ombudsman.

Patients have a responsibility to:

- Take responsibility for their health, provide accurate information
- Co-operate with all practice staff in a polite manner;
- Arrive on time for or cancel your appointment, giving at least 24 hours' notice;
- Advise their family of their wishes regarding organ donation.

DATA PROTECTION & PATIENT CONFIDENTIALITY

In order to provide you with medical care and treatment we keep both paper and electronic records. We are obliged to comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 and other guidance on privacy and data confidentiality and we take this very seriously.

To ensure patients receive appropriate care, to manage our services and improve the quality of care we provide we collect, process and share necessary individual information. Our data protection privacy notice is published in full on our Practice website. A patient information leaflet on your medical records and how we use your information is also available on the website.

Your personal information is NOT shared with any third party outside the Health Service (e.g. Insurance, employer, solicitor) without your consent or agreement. However, for the purpose of a child's protection confidential information about the child or parents will be shared with appropriate authorities.

If you require printed copies of the privacy notice or patient information leaflet please ask at reception for any other information please contact the Practice Manager.

JOINING THE PRACTICE

All new patients applying to join the practice will be asked to complete a simple application form (available at reception). Accepted patients will be expected to fully complete registration and health questionnaire forms at which point the registration will be completed and you will be informed of your "Named GP". Applicants refused a place on the list will be informed of the reason. The health forms provide us with information about you before your medical records become available.

PLEASE NOTE: The practice area is can be seen in more detail on the Practice website. The practice policy for the removal of patients can also be seen at the surgery on request to the Practice Manager. Please note: Patients whose behaviour, towards doctors, staff or other persons, is violent or abusive will be removed from the Practice list.

WALSALL CCG

For further information about locally commissioned NHS services and care, patients can also contact Walsall Clinical Commissioning Group (CCG), Jubilee House, Bloxwich Lane, Beechdale, Walsall, West Midlands WS2 7JL - Tel (01922) 618388

PRO-LIFE POLICY

The Doctors here at St. Peter's Surgery are committed to a "Pro-life" policy. This means that the Doctors value each individual's life from conception to natural death. We hope you will experience this commitment through the standard of care you receive from the Practice. We provide advice on the risks and benefits of all methods of contraception. We provide the oral contraceptive pill (both combined and mini-pill) and contraceptive injection. We will refer patients to the appropriate service provider for contraceptive implant, intra-uterine device, emergency contraception and request for termination of pregnancy.

If you do not wish to consult with us about these matters you are free to contact WISH Clinic (Walsall Integrated Sexual Health Clinic) at Unit CU2, 36 Navigation Street, Walsall WS2 9LT, Walsall, WS2 9LT. - Telephone: 01922 270400. In addition, please ask at reception for details of Chemists that provide advice and free prescription of the "morning after pill".

PRACTICE AREA



WELCOME TO ST. PETER'S SURGERY



51 Leckie Road, Walsall, West Midlands WS2 8DA

PRACTICE GUIDE

WWW.STPETERSSURGERY.COM

St. Peter's Surgery is a GP Registrar training practice. The Doctors work as an unlimited Partnership, providing General Medical Services under contract to the NHS. The purpose built premises offer a comprehensive range of facilities, including parking, easy access and facilities for the disabled. All of the staff who work here are part of the health care team working for your benefit. This guide and our website are designed to provide you with the information you need to access the services and facilities we offer.

Please read it and keep it in a safe place.

DOCTORS

Dr Naresh TANDON, (Male), MBChB.

Registered Dundee 1993, **GMC No. 4048172**

Dr Kieran O'MALLEY, (Male), MB.BS, MRCPG(Distinction), DRCOG, DCH, PG (Cert. Medical Education).

Registered London 2003, **GMC No. 6074759**, GP Trainer

Dr Joo Ee TEOH, (Female). MB.BS, FRCGP, DRCOG, DFSRH.

Registered New South Wales, Australia 1990,

GMC No. 3448434, GP Trainer

Dr Jenny M LIU, (Female), BA (Hons.) (Cantab.), M.B, B.Chir, MRCP (London, 1998), DRCOG, MRCPG (2002)

Registered Cambridge 1995, **GMC No. 4154958**, GP Trainer

Dr Anne MASHILL, (Female), MBBS, MRCPG (2009), DRCOG, Registered Tamilnadu, India 1998, **GMC No. 5206329**

Dr Josephine OBOT, (Female), MBBS, MRCPG, DRCOG, DFSRH. Registered Nigeria 1995, **GMC No. 5207954.**

Dr Irene CHING, (Female), MBBS, DRCOG, DFSRH, MRCPG (2013) MRCP(2007) London. Registered Malaya 2003, **GMC No. 6071758**

NURSES & Health Care Assistants

Mrs N J Wilson, RGN

Miss A Sanders, RGN

Mrs K Jaisswar, ANP

Mrs T McCallum, RGN

Mrs B Kainth HCA