



Wychbury Medical Group

Wychbury Medical Centre

121 Oakfield Road, Stourbridge, DY9 9DS

Chapel House Surgery

Chapel House Lane, Halesowen, B63 2JW

Cradley Road Medical Practice

62 Cradley Road Surgery, Cradley Health, B64 6AG

www.wychburymedicalgroup.co.uk

Appointments: 01384 322310

General Enquiries: 01384 322333





Dudley Clinical Commissioning Group

Dudley CCG is the local health organisation responsible for commissioning and managing health services in your local area. They work with local authorities and other agencies that provide health and social care to ensure the community's needs are being met.

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

Telephone: 01384 322777

Email: dudleyccg.contact@nhs.net

Information about medical services in your area i.e. GPs, dentists, opticians can be obtained from:

Primary Care Support Services
NHS England
PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Notes:



The Practice Team

Wychbury Medical Group is a non-limited partnership. Partners and Associates are detailed below:

Partners

Dr Susan J Hyne *B.Med Sci 1985, BM Nottingham 1987, DRCOG, MRCGP*
Dr Karen A Hegarty *MB ChB Birmingham 1993, DRCOG, GPwSI in Urogynaecology*
Dr Steven Coates *MB ChB Sheffield 1998, DRCOG, MRCGP*
Dr Stephanie Tunmore *MB ChB Leicester 2000, MRCGP, DCH, DRCOG, DFFP*
Dr Adam Hardie *MBChB, MRCGP, DRCOG Birmingham 2005 Honorary Senior Lecturer, University Birmingham School of Medicine*
Dr Rebecca Willetts *MBChB, MRCGP Birmingham*
Dr Eleanor Brodie *BMedSci, MBChB, DCH, DRCOG, MRCGP, DFSRH, LoC SDI, LoC IUT*
Dr Elizabeth Mullins *BSc, MBChB, MRCGP*

Associates of the Practice

Dr Susan R Anderson *MB ChB Sheffield 1982, MRCGP, DRCOG, F.P Cert.*
Dr Gemma Matthewman *BSc, MBChB, MRCGP, DRCOG MSc, MChem*
Dr Kiran Dhillon *MBChB (Hons), DRCOG, DCH*
Dr Gaurav Shemar *BSc, MSc (Distinction), MBBS (Distinction in Clinical Sciences)*
Dr Ciedhra Anwar *MB ChB 2011 University of Birmingham*

Emergency Care Practitioner

Mr Gary Beasley *BSc, Non-Medical Prescribing*



Advanced Nurse Practitioners

They are based at Wychbury Medical Centre and Cradley Road Medical practice and offer a service for patients who feel they need an appointment that is urgent for the same day of request.

Appointments can be made in the normal way at reception.

They can see most patients with the exception of mental health related problems, pregnancy related problems or a problem that is ongoing for which you have already seen a doctor.

They have completed training which qualifies them to assess, diagnose, treat and initiate further tests and/or referrals as indicated the same as the doctor can. They are able to prescribe medication.

They are:

Kanwal Hayre RN, ENB901, ENB998, Independent/supplementary prescriber, MSc Specialist Practice and Diploma in Asthma, Diabetes, Coronary Heart Disease and Family Planning 998

Sharon Jackson RGN 1994, ENB N49, ENB 998, ENB 931, ENB 978, BSc Special Community Practice Nursing, Non-Medical Prescribing, COPD, Asthma, Diabetes and IHD Diploma

Helen Marsh RGN, ENB 998/N49, Diploma Diabetes, Women's Health. Diploma Module Asthma, Research Methods. Degree Module, Management of Long Term Conditions, Triage Skills in Practice, Non-Medical Prescribing



GP Registrars

On occasions we have doctors in training, as we have been appointed to help introduce hospital doctors to General Practice. This is a compulsory experience for any doctor who wishes to become a G.P. These fully qualified doctors work in the practice for varying periods.

They do the same work as our regular doctors, but are carefully supervised. Sometimes, as part of their training and to assess their progress, they may be required to video consultations.

Patients involved will always be asked for written consent (and if this is withheld the video will not take place and the patient will not be disadvantaged in any way). All video recordings are treated with the same level of confidentiality as patient notes.



Local Health Services

Dudley Urgent Care Centre

The Urgent Care Centre offers **non-emergency care for walk-in patients** who have minor illnesses and injuries that need urgent attention. The Urgent Care Centre is staffed with GPs and nurse practitioners 24 hours a day, 7 days a week. This service is based at Russells Hall Hospital, Emergency Department. During surgery opening hours you may be directed back to the Practice

NHS 111 Service

You can telephone 111 when you need medical help, but it is **not an emergency**; this service provides confidential health advice and information 24 hours a day, 365 days a year, calls from land lines and mobiles are free. The lines are staffed by nurses and professional advisors. This service replaces NHS Direct.



Patient Participation Group

Wychbury Medical Group has an active virtual patient group. If you are interested in finding out more about the group or would like to attend the next meeting please check out the notice board in the surgery waiting room or visit the surgery website www.wychburymedicalgroup.co.uk and follow the link to Wychbury PPG.

There is also a list of common patient questions and answers, useful material to download, links and latest news from the practice.



Accessible Information Standard

The Practice has put in place arrangements which ensure there are effective communications systems for all our patients.

In line with this requirement please let us know if we can improve communication for you; this may be through information being provided in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language or translation services please let us know, so we can record your preference. You can call us on 01384 322300.



Named Accountable GP

From April 2015 all practices are required to provide all their patients with a named GP. The allocated named GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice as you currently do.

If you wish to change the named doctor allocated to you and have a genuine concern that this doctor will not be best placed to undertake the responsibilities assigned; then you can ask to be reallocated to another doctor.



Health Checks

Patients aged 75years and over

Patients over 75 years are eligible for an annual health check. Please book an appointment with the practice nurse.

Patients not seen in 3 years

A registered patient who has attained the age of 16 years but has not attained the age of 75 years and hasn't attended a consultation within a period of three years may book an appointment with the practice nurse for a health check.



The Practice Nurses

The nursing team offer a range of skills and knowledge to provide evidence based nursing care. They are committed to continued development within the practice.

Practice Nurses

Kathleen Watson

RGN 1998, ENB 998, ENB 100, Diploma Modules Asthma, COPD, Spirometry, Allergy, Non-Medical Prescribing

Juliana Harper

RN (Dip) HE

Kelly-Marie Cutler

RN (Dip) HE

Amanda Down

RN (Dip) HE

Mandy Harrison

DipHE (Adult Nursing)

Charlotte McEwan Showell

RN, Specialist Practitioner in District Nursing

Nursing Associates

Zoe Hickman

NVQ Level 3 Health and Social Care

Foundation Degree for Nursing Associate Role

Healthcare Assistants

Kay Robertson

NVQ Level 3 Health and Social Care

Sam Pelling

Care Certificate



Other Staff

Practice Manager

Sarah Reid is the Practice Manager and she is responsible for the administration of the practice. She is happy to hear your views and suggestions about the service offered by the practice.

Receptionists and Administration

The reception team is managed by **Maria Heathcock** and **Sonia Simmonds**. The staff at reception will assist you in making emergency and routine appointments, answer various queries; offering help and assistance at all times. It is a legal requirement that confidential information relating to patients' records and other aspects of patient care is maintained by all staff, every member of the team is trained in all aspects of information governance.

Our administration teams are managed by **Karen Clarke**, the teams include secretaries, prescription clerks and data management clerks.

Medical Students

We currently have 1st - 4th year medical students from Birmingham University. They study within the practice 1 day each week. This provides a wide experience of medical practice. Medical students may observe partners whilst they consult, this would only be with the patient's agreement and patients have the right to refuse.

All students sign a confidentiality agreement. Occasionally students need to see patients on an individual basis in order to understand their medical condition or may need to look at patient records whilst studying various medical conditions. If you would be interested in helping the students please leave your name and telephone number at reception or speak to the student co-ordinator.

Attached Staff

There are community nurses, health visitors and midwives attached to the Practice. Teams can be contacted by telephone:

- Community Nurses - 01384 323766
- Health Visitor, Dudley - 01384 323201
- Health Visitor, Sandwell - 0121 612 5021



Further Information

Zero Tolerance Policy

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS.

The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

Complaints Procedure

We operate an in-house complaint procedure as part of the National Health Service complaints system. Should you have any dissatisfaction with our service, we would welcome the chance to discuss this with you.

All such complaints and queries should, in the first instance, be addressed to the appropriate team manager this can be by telephone, face to face or in writing.

A leaflet detailing how to make a complaint is available in the waiting room or on the practice website www.wychburymedicalgroup.co.uk.

Disabled Facilities

Wheelchair access is available at Wychbury Medical Centre, Cradley Road Medical Practice and Chapel House Surgery, although patients are advised that toilet facilities for disabled patients are only available at our Wychbury and Cradley Road site.

We have installed a loop system at the reception desks for people with hearing difficulties.





Further Information

Fitness for Work and Self-Certification

Form SC2 can be completed by you to cover a period of absence from work; this is available from your employer. If you are sick for more than 7 days your employer may ask you for a **Fit Note** from your doctor, in this case you should advise the receptionist **before** booking an appointment as a telephone consultation may be sufficient.

If you are self-employed or unemployed and have been sick for 4 days or more you may be entitled to benefits, further information can be obtained by calling 0800 055 6688 or visiting Job Centre Plus.

Test and X-ray Results

Please phone for these results **between 11:00am - 3:00pm** when staff will have more time to help you. Please be aware that x-ray reports can take up to 14 days to arrive from the hospital.

Repeat Prescriptions

For the safety of patients it is our policy that requests by telephone for repeat prescriptions will not be accepted.

Methods of ordering repeat prescription:

- On-Line (internet) ask at reception to register for this service
- Drop it into the surgery
- Order via your local pharmacy - ask your pharmacist how to do this
- Electronic Prescribing Service - you need to nominate a pharmacy where you would like your prescription sent to. Please speak to reception or your pharmacist about this service.

Please allow **3 full working days** before your prescription is required, prescriptions can be ordered up to **2 weeks in advance**.

If you have a query about your medication we operate a prescription medicines enquiry line between 9:00am - 4:00pm, Monday to Friday.

Telephone: 01384 322333 and select option 2.

When your prescription is first issued, the doctor will place a limit on the number of times that the prescription can be issued as a repeat.

After the limit is reached you may be asked to consult with a doctor before having your repeat prescription re-authorised.

Private Services

Private fees are payable for certain services, including certain types of medical examination, passport signatures, holiday cancellation forms and private insurance notes. The fees payable are displayed in the waiting room or at www.wychburymedicalgroup.co.uk. Payment is accepted by cash and cheque.

Clinics

The practice offers a number of services and specialised clinics on site. For more information please contact our reception desk.

- Antenatal Clinic
- Postnatal Clinic
- Child Development Checks
- NHS Health Checks/Well Person Clinics
- Family Planning
- Phlebotomy Service
- Minor surgery
- Steroid Injections
- Cryotherapy
- Long Term Condition Review
- Carer's Health Check

Nurse-run Clinics

- Patients Over Seventy-Five Years
- Smoking Cessation
- Travel Advice
- Immunisations
- Cervical Screening
- ECG
- Flu Vaccinations
- Pneumococcal Vaccinations
- Asthma/COPD (Chronic Obstructive Pulmonary Disease)
- IHD (Ischaemic Heart Disease)
- Diabetes
- Long term condition reviews e.g. hypertension



Surgery Times

Each doctor has his or her own consulting times, but the surgery is open between 8:00am - 6:30pm Monday - Friday. We allow patients to book appointments up to **four weeks** in advance. Please specify to the receptionist whether your appointment is **urgent or routine** so it can be dealt with appropriately. Patients requiring urgent treatment will be seen the same day, although it may not be with your preferred doctor.

Wychbury Medical Centre

| | |
|-----------|------------------------------------|
| Monday | 8:00am - 6:30pm |
| Tuesday | 7:00am - 6:30pm |
| Wednesday | 8:00am - 6:30pm |
| Thursday | 7:00am - 8:00pm |
| Friday | 8:00am - 6:30pm |
| Saturday | 9:00am - 12:00pm (alternate weeks) |
| Sunday | Closed |

Chapel House Surgery

| | |
|-----------|-----------------|
| Monday | 8:00am - 6:00pm |
| Tuesday | 8:00am - 1:00pm |
| Wednesday | 8:00am - 6:00pm |
| Thursday | 8:00am - 1:00pm |
| Friday | 8:00am - 1:00pm |
| Saturday | Closed |
| Sunday | Closed |

Cradley Road Medical Practice

| | |
|-----------|------------------------------------|
| Monday | 8:00am - 6:30pm |
| Tuesday | 7:00am - 6:30pm |
| Wednesday | 8:00am - 8:00pm |
| Thursday | 8:00am - 6:30pm |
| Friday | 8:00am - 6:30pm |
| Saturday | 9:00am - 12:00pm (alternate weeks) |
| Sunday | Closed |



Other Types of Consultation

Telephone Consultations

If you would like to speak to one of our clinicians and don't feel a face to face appointment is necessary you can book a telephone consultation; they are available Monday - Friday with all working clinicians.

Home Visits

Please do not ask for a doctor to call unless the patient is too ill or infirm to come to the surgery. Remember that the doctor can see four patients at surgery in the time it takes to make one home visit and there are better facilities for examination and treatment at the surgery.

If the patient has a temperature or a rash, coming to the surgery will do no harm - if there is a possibility that the patient has an infectious illness the receptionist can arrange a safe waiting area. Please notify reception immediately upon arrival.

Except in the case of acute emergencies all visit requests must be in by **10:00am on the day that the visit is required**. Please be prepared to give some details so that the visiting doctor can assess priorities.

The advanced nurse practitioner may ring to discuss your request and to see if an alternative to a visit might be appropriate. To request a home visit telephone 01384 322333 and from the menu select option 1.

Urgent Care Doctor

Monday to Friday the surgery assigns a doctor who is responsible to deal with requests for urgent appointments, this service ensures that all patients will be seen the same day when they require an urgent appointment.

Reception will advise you of the time to attend the surgery as this is a 'sit and wait' service, so please be prepared to wait, if you feel very poorly please let reception know so they can inform a doctor.

Appointments for any of the services offered by the practice are available by speaking to reception, or why not register for on-line booking? Just ask at reception to register for this service.

www.wychburymedicalgroup.co.uk

You can also visit us on Facebook - search for Wychbury Medical Group.



Other Types of Consultation

Out of Hours Consultations

Dudley CCG commissions the out of hours services for the Practice.

If you think that the patient really cannot wait until we are next open or urgent attention is required **dial 111**, this service will provide advice and help to direct you to the appropriate provider.

The out of hours service can only deal with your immediate problems - they cannot issue sick notes, order tests or change your regular treatments and so they are not an alternative to seeing your own doctor.

If the patient is able then you may be asked to bring them to a Primary Care Centre on weekday evenings or at weekends and you may be offered advice if it seems that an immediate face to face consultation is not necessary. This is to enable efficient use of resources and is in line with National Health Service policy on out of hours care.



Patient Charter

Patient Rights

- To be offered a health check when joining the practice
- To be treated with courtesy and respect
- In an emergency you will be offered an appointment on the same day
- To have a repeat prescription ready within 48 hours of the request
- Complaints made in writing to the Practice will be dealt with quickly and the practice aim to complete the process within 20 working days.
- To see a GP of your choice
- To be offered an appointment to be reviewed if you have not been seen within 3 years and are aged between 16-75 years. If you are unable to attend the surgery you will be offered a home visit. You have a right to refuse this appointment
- To receive a home visit if you are too ill or infirm to attend the surgery
- To be referred to an appropriate specialist if considered appropriate and to be referred for a second opinion if you and your GP agree this is desirable
- To speak to a doctor or nurse by telephone



Patient Charter

Patient Responsibilities

- To treat our staff with courtesy and to be polite at all times
- To provide honest and complete information about your medical history
- If you do not wish to attend your appointment please contact reception as soon as possible to cancel or visit our website to cancel online
- To inform us if you move house or change your personal details so that we can keep our records up to date

Confidentiality

Any information given to a doctor, nurse or member of the practice team will remain totally confidential. This also applies to any medical consultation, test, investigation or treatment.

All members of staff are required to sign a confidentiality agreement when joining the practice, which lasts into perpetuity. Any outside requests for information will only be given with your written consent.

Access to Medical Records

You have the right to see your medical records subject to any limitations in the law. Patients requesting to access health information will receive acknowledgement of their request within 21 days.

If it appears likely that compliance will take longer than 40 days, the applicant should be informed and an explanation of the delay provided. All requests for information should be made to the Practice in writing.

Online Access to Medical Records

Since April 2016 the Practice has provided online access so you can view your medical records; this includes detailed information. If you wish to register for this service please ask at reception.

You will be provided with a computer login and you will create a password, which you should keep secure. If you suspect that your record has been accessed by someone that you have not agreed should see it then you should change your password immediately. If you are unable to do this please contact the practice and online access can be temporarily suspended.



New Patient Registrations

Patients registering at Wychbury Medical Group must live within the designated catchment area agreed with NHS England (see map below). The surgery operates an open list.

You will be given the option to express a preference to receive services from a particular doctor, either generally, or related to a particular condition. Your preference will be recorded and we will endeavour to comply with any reasonable preferences. If we are unable to comply with your request you will be given an explanation.

All new patients registering with the practice are invited for an initial health screening assessment. This assessment is important as it can identify any potential health problems; introduce you to the practice and the services we offer.

If you wish to register with the practice, please ask a member of our reception team for a registration pack. When returning the completed forms you will be asked to bring with you:

- Proof of identity (Passport, driving licence, utility bill)
- Any current medication you are taking

We are required by law to report certain information to the appropriate authorities. Anyone who receives information from us is also under a legal duty to keep it confidential. Please see the 'How We Use Your Information' leaflet available in the waiting area.

