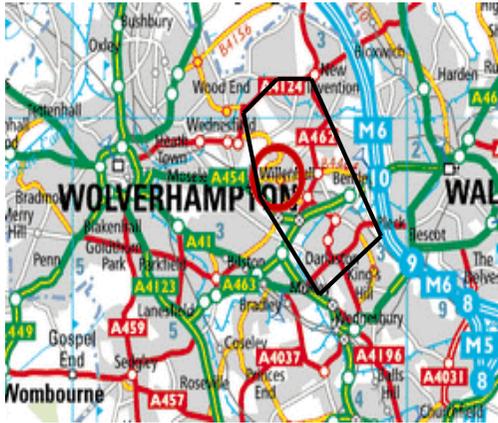


Practice Outer Boundary Area



Out-Of-Hours service providers

DIAL 111 From 6.30 pm until 8.00 am -when it is less than an emergency. Advice, home visits or an appointment given at your local centre. (FREE FROM LANDLINES AND

MOBILES)

WALDOC: On half days and training days between 12.30 pm & 6.30 pm **01922 501999**



Information correct on published date: 01.01.2016

LOCKSTOWN PRACTICE

INFORMATION BOOKLET FOR PATIENTS

Willenhall Medical Centre Gomer Street Willenhall West Midlands WV13 2DR ☎Tel: +44 (0) 1902 600833 ☎Fax: +44 (0) 1902 600835	65 Fisher Street (BRANCH) Willenhall West Midlands WV13 2HT ☎Tel: +44 (0) 1902 366194 ☎Fax: +44 (0) 1902 633938
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✉ Email: lockstownpractice@walsall.nhs.uk

🌐 Web: www.lockstownpractice.co.uk



Feeling Unwell?

It doesn't have to be A & E
There's a range of free NHS services on your do
Or step.

Hangover, Grazed knee, sore throat, cough	Take care of yourself. For tips visit www.direct.gov.uk/keepwarmkeepwell	
Flu symptoms	Call the National Flu Line 0800 1 513 100 or visit www.pandemicflu.direct.gov.uk	
Diarrhoea, runny nose, painful cough, chicken pox	Go to the Pharmacy, for opening times visit www.walsall.nhs.uk	
Medical assistance	If you require medical assistance which cannot wait until the surgery opens, call 1-1-1 Calls to the NHS 111 service are FREE from landlines & mobiles	
Toothache, gum problems, swollen face with pain	Call your own Dentist or a Dental Access Centre on 01922 443750 or out of hours: 07976 246 404	
Ear Pain, stomach bugs, backache	Call your GP 01902 600833 or 01902 366194	
Cuts, sprains	Walsall Walk-in Health Centre 01922 858550 OR Wolverhampton Walk-in- centre 01902 444015 Or 111 for advice	
Serious or life- threatening conditions	Accident and Emergency (A & E) Call 999	

Would you like to advertise in our Practice Booklet? Call 01902 600833

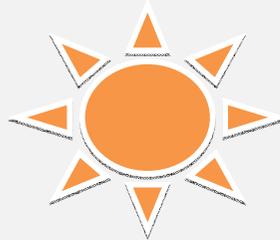



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Advertise in this space for
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Minor Common Ailments

Chicken Pox

Symptoms: A slight fever, stomach ache and feeling generally run down. This starts a day or two before a flat, red spotty rash appears. The rash normally begins on the scalp, face and back but can spread anywhere. Itchy, watery blisters will follow and fresh red spots are usually seen next to blisters and crusts.

If exposed to the chicken pox virus, you will develop chickenpox 7 to 21 days later. The virus spreads quickly and will mainly last less than 2 weeks. You will be infectious until the last spot has crusted over.

Recommended: A tablespoon of bicarbonate of soda in bath water helps with itching and to dry up the blisters and take paracetamol for any temperature.

Colds and flu

Symptoms: Runny nose, sore throat, fever, aches and pains, and a phlegmy or dry cough and sneezing.

Recommended: Paracetamol every 4 hours, increase the amount of fluids, your pharmacist can advise on medication to help soothe a cough or sore throat and just rest!

Colds and flu are caused by viruses and antibiotics do not work on viruses so will not cure colds or flu!

Toothache/Dental Abscess

Symptoms: Swollen face and/or Pain!!!! Which can quickly become worse? It can be severe and throbbing; swelling of the gum which can be tender, swelling of the face and the gums can become red and inflamed.

Recommended: See your dentist and not your doctor. We are unable to treat any dental problems. If your dentist is closed, they will still provide an out-of-hours service the same as your doctor. Telephone your dentist for this number. Take paracetamol every 4 hours (dispersible is better) and see your dentist as soon as possible.

Welcome to LOCKSTOWN PRACTICE A Partnership and Training Practice

This booklet is designed to inform you of the medical and other services available at the surgery. Please read the contents carefully and keep it in a safe place for future reference. It will be particularly useful if you or one of your family are ill and want to know what action to take, or how to get professional advice.



The Practice Team

General Practitioners

Dr. Rajibuddin Mandal

Language: English, Bengali
Hindi & Urdu

(Male) Registered

Calcutta 2000. MBBS MRCGP, DFSRH

Dr Wasima Mandal

Language: English

(Female) Registered

London 2000, MBBS, MRCGP, MRCS, DFSRH

Dr Galaa Fayed.

Language: Arabic

(Male) MB ChB, FRCS

GP Registrars

Practice Manager

The Practice Manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. They support GPs and other medical professionals with delivering patient services and also help to develop extended services to enhance patient care. The Practice Manager also enables the promotion of good practice across the local health community and some work across a group of practices. Often receptionists will refer to the practice manager or other senior administrative staff if they cannot help you with your enquiry or if you are upset about something and want to raise a concern. The practice manager is usually the first port of call for receiving written complaints.

Practice Nurses

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. Practice nurses usually run clinics for long-term health conditions such as asthma or diabetes. Nurses can have additional skills and train as nurse practitioners. Some nurses can prescribe medication and are called nurse independent or supplementary practitioners. Other nurses may run minor ailment clinics and most practice nurses carry out cervical smears.

Healthcare Assistant

Healthcare assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient checks. They may act as a chaperone when a patient or doctor. They may also perform extra duties such as ECG's, general wound care and removal of stitches.

Attached Staff

Health Visitor

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. (Based at Willenhall Health Centre, Field Street, Willenhall)

Community Midwife

A Community midwives provide antenatal care for expectant mothers, during pregnancy, the birth or home births and postnatal care. They are available by appointment only.

Community Practice Pharmacist

Pharmacists working in primary care will work closely with GPs, practice nurses and community pharmacists and other health care professionals, and many are involved in offering advice to GP practices on good prescribing. They also review patient's medication and offer advice on compliance and changes.

Primary Mental Health Nurse

Looking at assessment and treatment of common mental health conditions ie. Depression, anxiety states, stress relates issue etc. Available in-house by appointment only.

CALL 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.



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

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way. For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, a walk-in center or urgent care center, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If you need an ambulance, one will be sent just as quickly as if you had dialed 999.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

Typetalk or textphone

If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling 18001 111.

Calls are connected to the TextDirect system and the textphone will display messages to tell you what is happening. A Typetalk Relay Assistant will automatically join the call. They will talk back what you've typed to the NHS 111 adviser and, in return, type back the adviser's conversation, so you can read it on your textphone's display or computer.



HOSPITALS	
Walsall Manor Hospital	01922 721 172
New Cross Hospital	01902 307 999
Nuffield Hospital	01902 754 177
Little Aston Hospital	0121 353 2444
LOCAL USEFUL NUMBERS	
Age Concern	01922 638 825
Alcoholics Anonymous	0845 769 7555
PALS	01922 618 358
Red Cross	01922 721 604
Registrar Births/Deaths	Walsall 01922 652 268
	W-hampton 01902 554 989
Relate	01922 626 004
Social Services	W-hampton 01902 553 635
	Walsall 01922 402 520
Samaritans	01922 624 000
Health Visitors	01902 435 603
Community Midwives	01922 721172 EXT 6248
Citizens Advice Bureau	01922 700 600
Walsall Stop Smoking Service	01922 444044
www.walsallhealthcare.nhs.uk	

Receptionist's and Administrative Staff

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, dealing with financial claims, dealing with patient records and carrying out searches and practice audits.

The receptionists are here to help you. They are trained and qualified for their post and represent a very important part of the primary healthcare team. **They act on doctor's instructions.** When phoning for medical attention they may ask you for some details that the doctor needs to know, so that he/she can help you in the most appropriate way. Please be patient with this part of our system.

Locums or Sessional Doctors

A locum or sessional doctor is a fully qualified GP who works at the practice on a temporary basis to cover the regular doctors when they are away from the practice, for example on holiday or on maternity leave.

Additional Services

EXTENDED HOURS

We currently provide 2.5 extended surgery hours. This applies to hours of service provided outside of our core contracted hours.

MINOR SURGERY

Minor surgery clinics are currently run by Dr Mandal with the help of our Health Care Assistant. A referral from your GP is needed to generate an appointment. At present we offer, removal of warts, Verruca's, skin tags and general lumps and bumps. Complex procedures will still be referred to the hospital.

CONTRACEPTION

We offer IUCD (Coil) fittings/removals and Sub-dermal implants (Nexplannon).

YELLOW FEVER

We are a registered yellow fever vaccination clinic. Please ask for prices and details with reception staff or access our website for full information.

General Consultation Times

Subject to change

Gomer Street

Day	Morning	Afternoon
Monday	9.00-11.50	3.00-5.50
Tuesday	9.00-11.50	3.00-5.50
Wednesday	9.00-11.50	*****
Thursday	9.00-11.50	3.00-5.50
Friday	9.00-11.50	3.00-5.50

Fisher Street

Day	Morning	Afternoon
Monday	9.00-11.50	3.00-5.50
Tuesday	9.00-11.50	3.00-5.50
Wednesday	9.00-11.50	*****
Thursday	9.00-11.50	3.00-5.50
Friday	9.00-11.50	*****

We also have GP Registrar's. A GP Registrar or GP trainee is a qualified doctor who is training to become a GP through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior GP or trainer.

Nurse Triage

When patients telephone requiring an appointment that same morning, we have a nurse triage process in place. The receptionist will take a telephone number for the nurse to contact you on. The nurse will discuss symptoms with you and either give telephone advice or arrange for you to see an appropriate clinician.

Repeat Prescriptions

A repeat prescription is medication that you have been given for a period of time or for long-term usage.



To enable the surgery to offer an efficient and effective service to patients we ask that the following points regarding repeat prescriptions be followed:

1. ** 24 hours' notice is required for all repeat prescriptions (not including weekends).
2. It is the patients responsibility to organise the ordering and the collection of prescriptions
3. Repeat prescriptions can be requested:
 - * In writing at any time during opening hours
 - * By fax at anytime
 - * On line -By registering with patient access (ask at reception to be registered for this service)
 - * By presenting the printed counterfoil
 - * By post
 - * By telephone **NOT AVAILABLE.**
 - * By contacting a pharmacy that offers a collection/order service
4. Patients are requested to send a stamped addressed envelope if they require the prescription to be posted.
5. Prescriptions can be collected from the surgery any time during opening hours. If required, some chemists offer a collection and delivery service. You may arrange this **yourself** with a chemist of **your choice.**
6. In the case of lost prescriptions or medication, duplicates will only be issued at the doctor's discretion.
7. Prescriptions *may be* repeated for up to six months without an appointment. If there is any medication you require that is not on the computer or on the printout, then an appointment must be made to see the doctor.
8. The reception staff may check the patients or their representative's identity before issuing a prescription.
9. Prescriptions will not be handed to children under the age of 13 years old.
10. Only in the case of an emergency or any special circumstances will repeat prescriptions be issued the same day. **Such prescriptions will be organised at a time convenient to the practice.**
11. We will keep prescriptions for 1 month once ordered.



** If you are expecting a local pharmacy to collect or deliver your Prescription, a further 24-48 hours should be allowed. Please consult your pharmacy for their procedures.

Disabled Access



Willenhall Medical Centre has wheelchair access to both floors and disabled toilet facilities on the ground floor. If you need help, our reception staff will be happy to assist. We also have a hearing Loop in reception

Parking



Parking facilities are available for all patients at the front of the building and disabled parking spaces are for blue badge holders only. We have a clamping service in operation to protect our disabled spaces. CCTV covers all areas.

Baby facilities

Baby changing facilities are situated in the disabled toilet.



Please ask should you require a quiet/private place for breast feeding your baby.

Test Results



Results of investigations will not be given to any other person than the patient concerned; this being for the welfare and confidentiality of the patient. It helps us if you telephone for results:

- **Between 11.30-1.00 & 2.00-6.00 pm. It is the patient's responsibility to enquire for their results, we will not contact you.**

We are happy to give advice over the telephone. However, if you need to speak to a doctor or nurse it may be necessary to telephone back at a more convenient time.

Practice Area



Please ask at reception if we cover your address or the address you are moving to, or see our interactive map on our web site for our catchment area. If we keep you as a patient after moving out of our catchment area, we will not be responsible for visiting you at home if needed.

How To See Your Doctor

Appointments may be made by telephone during normal opening hours or on-line by using patient access (please ask at reception to register for this service). All urgent appointment requests are dealt with from 8.00 am – 11.30 am Mon-Fri. (i.e. same day appointments) **Please do not congest the telephone line during this period with non-urgent/routine requests.** For routine matters you should make your appointment with your regular doctor where possible. However, your doctor may not always be available and you may have to be seen by one of the other partners. We do not make doctor's appointments for more than **2 weeks** in advance. All routine health monitoring and check-ups will be undertaken by the practice nurses. **Please note: 1 problem requires 1 appointment, should you wish to see the doctor for multiple problems, please make a double appointment. Your doctor may ask you to re-book if necessary.**

Emergency appointments (same day requests) will be screened by the reception staff and justifiable request criteria must be fulfilled. You will be given an appointment time and allocated to a GP of our choice on arrival.

Please let us know if you cannot keep your appointment so that it can be offered to someone else. **We currently operate a Non-attendance Policy.**

If you require a home visit please telephone the surgery before 10.30 am. This enables your doctor to plan his/her day more efficiently.



For out-of- hours calls.
(6.30 pm – 08.00 am)
Telephone **NHS 111**



If you require medical assistance which cannot wait until the surgery is open, please use this service. Your call will be taken by the out-of-hours NHS service provider, who will triage your call and assess your needs. This NHS service is totally **FREE** from a landline or mobile phone. You will receive either:

- Advice from a doctor or nurse
- An appointment at the Out Of Hours Centre or,
- A doctor to visit you at home where it is necessary.
- Or your call will be diverted to 999 emergency services.

ALL CALLS ARE RECORDED AND DOCUMENTED

Before you call our out of hour's services:

1. **Self-Care:** can you treat yourself at home?
2. **Pharmacist:** Have you visited your pharmacist or chemist?
3. **NHS Choices:** www.nhs.uk
4. **Dial 111:** For anything that is less than an emergency.
5. **A & E/ 999:** For a life threatening medical emergency (severe chest pain, extreme loss of blood, loss of consciousness, suspected or broken bones, serious accidents etc).

Patients' rights to General Medical Services

Patients have the right to:

- ✓ Be registered with a General Practitioner
- ✓ Change doctor if desired or change back to a previous GP
- ✓ Be offered a health check on joining the practice or,
- ✓ If you have not been seen at the surgery for 3 years (or 1 year for those over 75) you can request a health check appointment
- ✓ Receive emergency care
- ✓ Receive appropriate drugs and medicines
- ✓ Be referred to a specialist or second opinion if they and the GP agrees
- ✓ Have the right to view their medical records; subject to Acts and to know those working for the NHS are under legal obligation to keep the contents confidential.
- ✓ You have to right to express a preference of practitioner

With these rights come responsibilities and for the patient this means:

- ✓ Turning up for appointments or cancel them within reasonable time.
- ✓ Appointments are for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
- ✓ Respecting others rights by being courteous to all staff.
- ✓ Expressing your right to only see one GP will not be applicable for emergency appointments.
- ✓ Letting us know when you change your address or telephone number.
- ✓ Only requesting a home visit when it is truly necessary for medical reasons – when a patient is too ill or immobile to get the surgery. Please give sufficient details to the problem so that we can give priority to the most urgent cases.
- ✓ Only requesting a home visit before **10.30 am** so that we can plan our day efficiently. Emergencies are seen whenever they occur but otherwise visits requested after 10.30 am may not be dealt with until the next day. **It is not a patient's right to demand a visit; the decision for a visit belongs to your doctor.**
- ✓ **Use the out-of-hours service responsibly, remembering that it is for genuine emergencies only. It is not for social convenience or repeat prescriptions and we monitor all patients using this service incorrectly.**
- ✓ Observing the no smoking (including e-cigarettes) and no mobile phone policy
- ✓ Do not try to order medication that is not on your printed Prescription list unless you have a written, signed request from the hospital or District Nurses. **Refusal often offends. Please make an appointment and ask your GP.**

Data Protection & Confidentiality Issues

General Principal

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.



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 interest. For example:

- 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.
- It has to be passed on by such law as to notify the birth of a baby.
- 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.

However, information about you is only passed on if there is a genuine need and is in yours and everyone's interests to do so. Whenever possible all details which identify you are deleted. No information will be discussed or divulged to relatives, partners or friends without your consent.

Do not ask us to break the law



Everyone working within the NHS has a legal duty to keep information about you confidential. **Anyone** who receives information about you from the NHS also has a legal duty to keep it confidential. Your GP does not use personal information for direct marketing purposes.

We operate an "Access to Health Records Policy". Any requests for the release of information must contain a signed authorisation from the patient. This form and further information is available from the Receptionists.

We ask that you help us to keep your personal information up to date by;

- Giving us accurate information
- Telling us as soon as possible if there are any changes, such as a new address or telephone number including mobile numbers

How to get the best from your doctor

Before you go

Before you visit your doctor it is a good idea to think through all the information you believe your doctor needs to know, for example,

- When did the symptoms start
- have symptoms changed
- How your life is affected and most importantly,
- tell your doctor how you feel. Don't be afraid to say what you think is causing your problem or making things worse.



Make a list

Write down your questions making sure the list is concise and clear. Prepare a copy to hand to your doctor so that you may run through the list together. If the list is longer than two or three points and it is obvious to you that you are not going to get through it at one appointment, it is possible to arrange a double appointment or another one a few days later.

Take a friend

Take a relative or friend with you if this will make you feel more comfortable. Briefly ask if your doctor would mind more than one person being present.

Make notes

Listen to what your doctor says. If you don't understand, or if you feel that he or she has not answered your questions, do not be afraid to ask again. Note down important points in writing. Check your list at the end of the appointment to make sure that you have covered all the points you wanted information on. If you feel you still need to discuss your concerns, make a further appointment.

Other options

Remember that there are other health professionals available to help you who may have more time to talk through your particular problem. Most GP surgeries have a nurse, health visitor or even a counsellor who would be happy to talk to you about how you feel, about your medication or about any social benefits to which you may be entitled.

Ask your chemist

Do not forget the chemist. The pharmacist dispensing your prescription either at your local chemist or hospital will be only too happy to explain any queries you may have about the medication, such as its possible side effects, the best time and way to take it and when the prescription should be renewed. Advice on general medical matters is also available.

Patient Advice and Liaison Service (PALS)

Many local NHS hospitals now offer a new service, the Patient Advice and Liaison Service. This service has been set up to support patients, their families and carers. It can answer questions, offer suggestions and listen to your concerns. It can help resolve problems on your behalf, explain how you can obtain your personal health information and can give you information on services, organisations and help groups.



We operate a **ZERO tolerance POLICY** At this Practice.

- Abusive, racist, intoxicated, threatening and/or violent behaviour towards the doctors, their staff or other patients will not be tolerated, either on or off the premises.
- Anyone behaving in this manner is committing a criminal offence and the police will be called. Offenders will be immediately removed from the doctor's list and may be prosecuted.
- Full details will be reported to the police in all incidences.
- **Misuse of premises or services** provided by us will result in the removal of the offender from the doctor's list.
- **Non cancellation of appointments:** All patients failing to attend their appointments on three consecutive occasions within a six month period will be sent a warning letter. Further non-attendance will result in the removal from the doctors list.

CCTV covers all entries, exits and corridors within our building. We are also directly linked to the police. Please be aware that ALL activity is being recorded.



Patient's suggestions and Complaints



We aim to provide and secure quality comprehensive health care that is appropriate, accessible and to the satisfaction of patients. These services are provided by a professionally competent, contented and motivated team. We aim to continually monitor the services provided and extend the range to ensure achievement of both national and local aims and objectives.

We try to offer you the best service we can at all times. There may be occasions when you feel this has not happened.

We are very interested in hearing any constructive comments you may have and we have a suggestion box in the waiting room for this purpose. Alternatively, you can e-mail your comments to the Practice Manager at: LockstownPractice@walsall.nhs.uk

We like to handle complaints ourselves since most arise from misunderstandings. It is best for all concerned to put things right as quickly as possible. If you have a concern or wish to make a complaint, please ask to speak or write to the Practice Manager.
If you have a complaint regarding our local pharmacies, please ask for a pharmacy complaint form.

How to register at this practice

1. Collect an application form from reception (or download from our website) for each member of the family. Complete **all** questions and return to the reception desk along with any identification papers that are required.
2. You will be notified in writing by post within 14 days of your acceptance or, a reason for non-acceptance. This reason will not be based on the applicant's race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.
3. All accepted patients will be offered an appointment with the nurse for a new patient check-up. This appointment gives us chance to record vital information about your health and medications while we await your medical records.

You will not be registered until this appointment has taken place.

Fundraising

From time to time we hold fundraising events in practice, all charities are registered and receipt for monies received can be viewed on request. A little goes a long way. At present we support:



British Liver Trust
www.britishlivertrust.org.uk



Compton Hospice
www.compton-hospice.org.uk



Cancer Research UK
www.raceforlife.org

Your local Health Authority

Walsall teaching Primary Care Trust

NHS Walsall Jubilee House, Bloxwich Lane, Walsall WS2 7JL

Phone: 01922 618388

Web: www.walsall.nhs.uk

Dental Care and Treatment



Lockstown Practice will not treat dental problems such as infections, swollen gums/face and pain cause by a dental abscess. If you are in pain and do not have a regular dentist, you can access dental services from the Dental Access Centre which is located at Blakenall Meadow Health Centre, Blakenall Village Centre, Thames Road, Walsall, WS3 1LZ by calling: 01922 443750 during normal surgery hours or 07976 246404 for out of hours access.

Or visit the web site www.walsall.nhs.uk/dentists.asp