

WATERFRONT SURGERY

BRIERLEY HILL HEALTH AND SOCIAL CARE CENTRE

VENTURE WAY, BRIERLEY HILL

WEST MIDLANDS DY5 1RU

TEL: 01384 481235 FAX: 01384 481928

Email - M87010.docman@nhs.net

Website - www.waterfrontsurgery.co.uk

OPENING HOURS

MONDAY TO FRIDAY—8.00AM -6.30PM

EXTENDED HOURS Tuesday, Wednesday,

Thursday & Friday 6.30PM – 7.00PM



Dr T Chung MBChB, MRCGP, DRCOG (Male)

Dr K Kanhaiya DFFP, MBBS, MRCGP, MS(Gen-Surg), FRCS (Male)

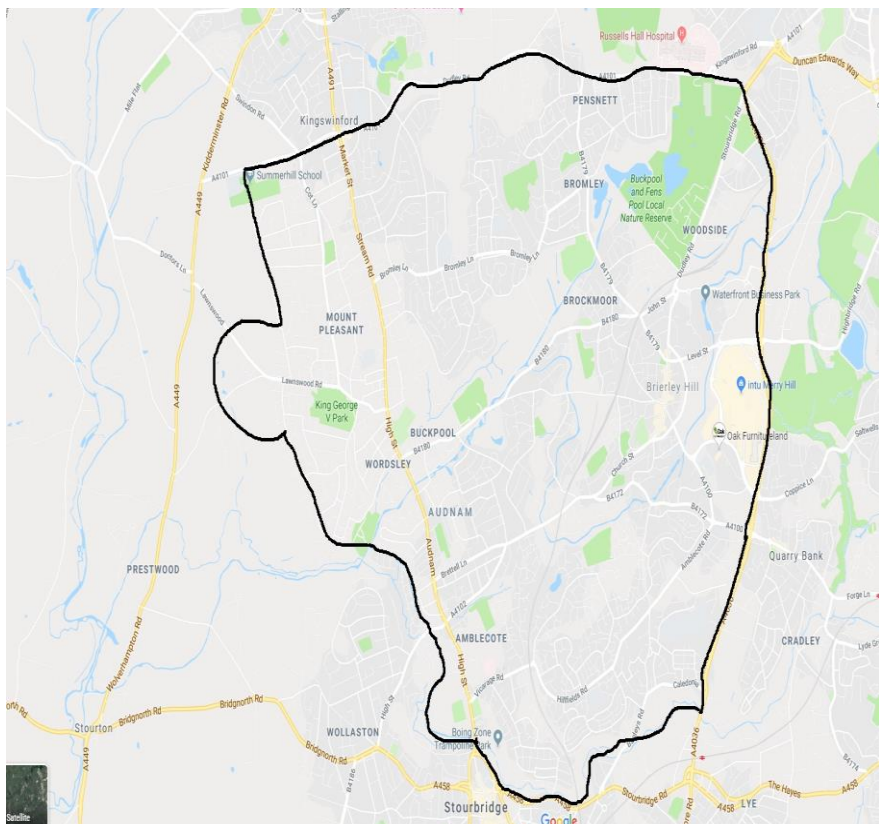
DR N K Sharma MBBS, MRCP, DRCOG, MRCGP (Male)

Dr D Ratra MBChB, MRCGP, BSc, DFFP, DRCOG, PgDip Diabetes

Updated 22.8.23

PRACTICE AREA —Kingswinford, Pensnett, Wordsleys and Brierley Hill areas that are within our practice boundary (some parts of the mentioned areas may not be in our boundary)

Please check on www.nhs.uk where you can find your nearest GP by entering your postcode.



EMERGENCY ADVICE & OUT OF HOURS CARE

URGENT MEDICAL ADVICE is available 24 hours a day, 7 days a week, every day of the year.

Call **111** . . .

- ❖ *If it's out of hours and your doctor's surgery is closed.*
- ❖ *If you need medical help or advice quickly but it doesn't need a 999 ambulance.*
- ❖ *If you think you should go to A&E or another urgent care centre, but you're not sure.*
- ❖ *If you don't know who else to call.*
- ❖ *If you need health advice, information or re-assurance about what to do.*

Your call will be answered by a fully trained advisor, supported by experienced nurses and paramedics. They will call a '999' ambulance if it is necessary or advise you whether to visit an out of hours surgery or your regular doctor.

**IF IT'S NOT LIFE THREATENING
EMERGENCY
CALL 111 AT ANY TIME**

URGENT CARE CENTRE (UCC)

Your journey to the Urgent Care Centre starts at the Emergency Department at Russell's Hall Hospital. You cannot access the UCC via any other route. The Urgent Care Centre offers non-emergency care for walk-in patients who have minor illnesses and injuries that need urgent attention and is staffed with GPs and nurse practitioners. Your local Urgent Care Centre is situated at:
via Russell's Hall Hospital Emergency Department, Dudley DY1 2HQ.
24 hours a day, 7 days a week

A&E OR 999

Accident and Emergency department should only be used in a critical or life-threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or who are badly injured. Dialling 999 and stating a medical emergency will result in a response vehicle being sent to your location.

Your local A&E department is situated at:

Russell's Hall Hospital, Dudley DY1 2HQ
24 hours a day, 7 days per week
01384 456111
Website: www.dgoh.nhs.uk

OUT OF HOURS CALLS For emergency and acute conditions only please telephone 01384 481235 and listen to the answer phone message which will advise you of the correct number to ring. Face to face consultations will be at Primary Care OOH's (e, g, Urgent Care Centre) and home visits will continue to be carried out by Prime Care between 6.30pm and 8.00am Monday to Friday + all day Saturday, Sunday and Bank Holidays. Dudley Commissioning Group responsible for commissioning OF the Out of Hours (OOH's)

HOW TO REGISTER – As long as you reside in our practice area, you can register by, attending the surgery and filling out a registration form from reception. You can also do this on our website. Please bring two forms of identification with you— a proof of address and a photo ID.

This practice is open for all registered patients, offering a complete range of services. You are able to book appointments by reception, telephone into the surgery or online.

Although you have registered with a specific GP you may specify if you wish to consult any of the doctors or nurses at the surgery.

All patients new and existing will have an accountable GP. If you would like to know yours please contact the surgery and our staff will be happy to provide this information.

OUR RECEPTIONISTS—Reception staff will be at the surgery during the above hours, to make appointments, deal with repeat prescription requests and any queries that you may have. Anne Marie Johnson is our reception manager over the team.

OUR SECRETARY – If you have any queries regarding referral letters, or if you are concerned about your out-patient appointment, please ask to speak to Leanne or Sharan, who will be happy to assist you. The practice now offers Choose & Book. If you have any queries or problems arising from this service, please speak to either of the above.

OUR PRACTICE MANAGER—Louise Bunce - deals with the smooth and efficient running of the practice and any complaints that may arise and queries from patients.

PRACTICE NURSES –Amanda Sutton RGN.

Appointments can be made with the Practice Nurses or HCA for - Childhood Immunisations, Blood Pressure Checks, Wound care and removal of sutures etc., ear syringing (subject to doctors' advice), Well Person checks, Health promotion advice, Cervical Smears and annual reviews for Long Term conditions.

CLINICS - Our doctors and nurses run a comprehensive service incl -
Asthma & COPD Clinic—Practice Nurse,
CHD & Hypertension Clinic—Practice Nurses
Childhood immunisations—Practice Nurses
Diabetic Clinic - Dr /Practice Nurse
CPN – Community Psychiatric Nurse
Health Promotion & Family Planning.
Minor Surgery—Dr Kanhaiya and Nurse Assistant
Postnatal – Practice Nurse and Dr
Antenatal – (Midwife)

ECG's and 24 hour BP monitoring is also carried out at the surgery

CERVICAL SMEARS

Ladies can we please remind you of the importance of keeping up-to-date with regular smear tests. Please call and book in with one of our nurses at reception.

VIOLENT AND ABUSIVE PATIENTS

Please note this Practice operates Zero Tolerance to violence and aggression towards Doctors and staff. Patients will be removed from the list immediately.

COMPLAINTS/SUGGESTION/ENQUIRIES

Complaints will be dealt with promptly. The surgery does have an in-house complaints procedure. Information can be obtained from the Practice Manager or reception staff. We encourage all complaints to be directed to the surgery at the first available opportunity to be able to us resolve the problem first.

Write to: Time2Talk Team, Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH Email for complaints: bcicb.time2talk@nhs.net Call: 0300 0120 281

If you would like any independent support in pursuing your complaint you are entitled to seek free assistance from the NHS Complaints Advocacy Service, who can be contacted on the following number 0300 330 5454

However, if you feel the practice have not been able to address your concerns, you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed.

The address is:

The Parliamentary & Health Services Ombudsman,
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 0154033

Email: phso.enquiries@ombudsman.org.uk

Please refer to our Complaints and Comments Leaflet in reception.

PATIENT CONFIDENTIALTY

- All practice staff have to sign a confidentiality agreement. Breach of this confidentiality agreement can lead to instant dismissal.
- All staff has their own passwords to log on to our computer systems, which must be changed every month for security purposes.
- Only certain staffs are allowed the use of consultation mode and other delicate information on the system, such as the doctors and nurses.
- All health care workers, e.g. Doctors, Community Nurses, Chiropractors, Physiotherapists etc., have access to the health records of patients – all consultations are in the strictest confidentiality, except on a need to know basis, with other health care professionals.
- All visitors who are not known to the staff must complete a confidentiality form, indicating all relevant details, e.g. what organisation they are from.
- All patient records are stored in fireproof cabinets, which are closed at the end of each working day.
- The Data Protection Act covers the practices. This Act covers both paper and computer records and is renewable every year.
- Information about you is only given out if a consent form has been signed e.g. Insurance Companies and Solicitors.

PATIENTS PERSONAL INFORMATION

This is stored in files and on computer. Any patients requiring information as per the Data Protection Acts and Access to Medical Records Acts should contact Louise Bunce, Practice Manager. You have the right to see your health records (subject to the limitations in law), by prior arrangement with your usual doctor. All doctors and staff have a responsibility to ensure strict confidentiality is adhered to at all times.

APPOINTMENTS

Waterfront Surgery have an appointment system where appointments can be pre-booked up to six weeks in advance. If you need to see a doctor for an emergency/urgent or acute condition, then you can be seen on the same day with one of our health care professions, this will not automatically be with a doctor of your choice.

Please make sure if you don't need your appointment or can't attend please let us know by calling the surgery or replying to the confirmation text the words Cancel.

You can always telephone and ask to speak to the doctors/nurses for advice. You may be asked by our receptionists why you need to speak to the doctor/nurse so that they can prioritise your call. It may be that the doctor/nurse may call you back at a more convenient time if your call is not an emergency.

All patients over the age of 16 years who have not been seen by a doctor or nurse for any reason during the last 18 months may be asked to see our Nurse for a well person check-up. Children under 5 will be triaged by the GP the same day. Where possible we ask that all appointments for children are made for before 5pm, this will enable patient's that work more suitable appointments. Patients age 75 and over who have not been seen in the last 12 months by a doctor or nurse will be offered a review. Over accountable GP for our over 75 years is Dr Sharma.

EXTENDED HOURS

The practice is now offering an extended hours service Tuesday, Wednesday, Thursday & Friday 6.30pm—7:00pm for consultations. We also offer appointments on a Saturday which are pre bookable.

HOME VISITING POLICY

Home visits take up a great deal of the doctors' time and should only be reserved for patients who are medically unable to attend the surgery. Transport problems will not be accepted as a reason for the doctor to attend you at home. By attending the surgery the doctor has the necessary specialist equipment available to examine you, with the help of other health to register professionals if necessary.

No patient in definite need of a home visit will be refused.

If you need to request a home visit, please try and ring before 10am, enabling the doctor to call after the morning surgery.

INSURANCE FORMS/REPORTS ETC.

Please try and be very patient when waiting for your doctor to complete insurance forms etc., they are inundated with requests and the possibilities are that you may have to wait for more than 1 week.

PATIENT PARTICIPATION GROUP

Any patients interested in taking part in these group meetings at the surgery, please contact the, Practice Manager. The group runs every 6 weeks and deals with all practice issues and concerns.

MOVING HOUSE

Don't forget to advise us of your new address. If you move out of our practice area you will have to register with a new practice. Please ask our receptionists—for advice.

UP TO DATE TELEPHONE NUMBERS

Please let us have a record of your telephone number, as this is a very important part of information needed should we have to contact you, especially in emergencies.

TEXT MESSAGING SERVICE

We now offer a text messaging service to remind you about future appointments you have booked—you can cancel these appointments by replying to the text. We also use this service to notify you of any important information and use it to gather feed-back from our patients. Please ensure you keep your mobile telephone number up to date in order to utilise this service.

PATIENT ON-LINE ACCESS Electronic Booking of appointments and requests for repeat prescriptions is now available on-line. Please visit the Practice website or reception to fill out your details

PARKING

Please use the car park provided, even if it is just to pick up a prescription!

DISABLED FACILITIES there are car parking spaces, wheel chair access and toilet facilities for the disabled. We also have a Loop system in place for people with hearing aids.

INTERPRETING SERVICES

If you require an interpreter for your appointment with the doctor or nurse, please visit the Reception desk and Receptionists will be more than happy to organise this for you

HOW WE WILL LOOK AFTER YOU...

We offer an appointment system, and we try to ensure that you see the doctor who you usually see to ensure continuity of care (except on emergency or acute conditions).

If you need an appointment and your usual doctor is not available, then you will be seen by one of the other doctors if you cannot wait for your usual doctor's return.

We will endeavour to ensure that non-urgent appointments should not have to wait any longer than 2 working days.

All emergency appointments will be seen the same day.

We will endeavour to see our patients at the time designated, but if your wait is longer than 30 minutes, then you will be given an explanation by the doctor or receptionists.

All requests for visits will be dealt with on the same day by the on-call doctor for the practice. The out of hour's services will either be dealt with by the practice doctor or 111 Deputising Service.

Repeat prescriptions will always be available within 2 full working days.

If you have been seen at the hospital and are given a letter to say what your medication is, then it is the responsibility of the hospital to give the first initial supply. Your doctor will then carry on prescribing as per the written directions from the consultant.

You have the right to see your health records (subject to the limitations in law), by prior arrangement with your usual doctor or our practice manager. There is a charge for this service.

We will make available all information about the services we offer, updating them as necessary, via the practice leaflet, newsletter or information on the notice boards.

All doctors and staff have a responsibility to ensure strict confidentiality is adhered to at all times.

HOW YOU CAN HELP US.....

Please treat the doctors and their staff as you would be expected to be treated by them—with politeness and respect.

Please ring after 11am and before 4pm for all test results. This would include blood, urine, X-ray, cervical smears, ECG's etc.

If you have booked an appointment to see the doctor or nurse and then feel that you no longer need this appointment, please let the surgery know as there is always someone else in need of one.

An appointment is for one person only and to discuss one condition. Please let our receptionists know if there is someone else to be included, or if a double appointment is needed.

It would be helpful when booking an appointment with the nurse to say why you are seeing her as each procedure needs a different time allocation.

Please make requests for home visits before 10.00am where possible. Only request a home visit if you are too ill to attend the surgery.

When you telephone out of hours please listen carefully to the messages on the answer machines.

Please let us know about the services you receive, and if you have any suggestions on the way we may improve this service, then speak or write to the practice manager. When you telephone to speak to the doctor/nurse please give them as much information so they can prioritise the call. Please try and ring after morning surgery.

REPEAT PRESCRIPTIONS

Please remember that we need 48 working hours notice for your repeat prescriptions request and 72 hours for acute medication on repeat. Please make sure that you have ample supply to last until your new prescription is issued. In order to meet the 48 hours, request should reach the practice no later than 2pm. If later than 2pm it will be dealt with the following working day.

Please check on the copy of your repeat prescription for your medication review date and book to see your doctor.

Requests for repeat prescription can be made by –

- Register for NHS App
- In Writing and dropping into the surgery
- Online

You can also register for patient access to request prescriptions online.

Telephone requests for repeat prescriptions will only be taken for elderly and house-bound patients.

Please Note: It is your responsibility to ensure that you have an adequate supply of your medications.

SELF CERT SICKNESS FORM -Self-Certification Notes sc2's are now only obtainable from: www.hmrc.gov.uk/forms/sc2

ALTERNATIVE MEDICINES

It is important for you to check with your doctor if you are considering using alternative medicines or treatments. The doctors can advise you and also let you know if there are any side effects with the treatment you are planning to use with any medications you may already be taking.

Sometimes, but not always, the doctors may be able to give you some useful information on certain therapists in the area such as acupuncturists and chiropractors.

For internet information on all aspects of health and healthcare, go to www.nhs.uk. It allows you to check your symptoms, check hundreds of conditions and treatment and find telephone numbers and addresses for most NHS organisation, including hospitals and GPs.

PHARMACIST

Visit your pharmacy when you are suffering from a common winter health problem that does not require being seen by a nurse or doctor. Your pharmacist can provide advice on common winter illnesses and the best medicines to treat them.

Pharmacist—essential information:

To find your local pharmacy opening hours, please visit www.nhs.uk

SELF-CARE

Self-care is the best choice to treat very minor illnesses and injuries. A range of common winter illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest.

NHS CHOICES

Visit NHS Choices website at www.nhs.uk to comment about your surgery or to see how well it compares to other surgeries in the local area.

RECOVER PROPERLY

If you do catch a cold or flu, make sure you:

- Stay at home and get plenty of rest.
- Have lots of non-alcoholic drinks.
- Eat if you feel able to.
- Let a friend or neighbour know you are ill.

STAY WARM

Keep room temperatures warm and comfortable.

Wear lots of thin layers—and a hat, scarf and gloves if you go outside.

Have regular hot drinks and hot meals that include fruit and vegetables. Take regular, gentle exercise to generate body heat.

For those over 60, low income families and people with disabilities, further information is available at www.direct.gov.uk/keepwarmkeepwell

For the very young, the over 65's and people with long-term health issues, the cold weather can contribute to serious health problems.

The good news is that by following a few top tips, we can give ourselves the best possible chance of staying well this winter.

WINTER ILLNESS—IT PAYS TO BE PREPARED

Make sure your medicine cabinet is stocked up with:

Paracetamol

Anti-diarrhoeal medicine

Rehydration mixture

Indigestion mixture

Plasters

Thermometer

Remember, if you are over 65 or have long-term health problems, you can get a free flu jab from your GP.

STOP THINGS SPREADING

To prevent something you have caught spreading to others:

Catch coughs and sneezes in a tissue.

Dispose of tissues quickly and safely.

Regularly wash your hands with soap and warm water.