Kingswinford
Medical Practice

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

Tel: 01384 271 241 Out of hours telephone: 111

www.kingswinfordmedicalpractice.nhs.uk
kingswinford.medicalpractice@nhs.net

Practice Information Leaflet



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1 – November 2026

INTRODUCTION

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

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

The partnership provides NHS Services under a NHS England General Medical Services Contract.

We are a well-established, comprehensively equipped training 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.

SAFE SURGERY

We are proud to be a ‘Safe Surgery’ for everyone in our community. All are welcome.

Everyone in the UK has the right to free care from a GP. If you don’t have proof of ID or address, you can still register. Immigration status or nationality don’t matter – reception won’t ask for immigration documents and won’t share your information with the Home Office unless serious crime is involved.

DOCTORS OF THE WORLD UK
SAFE SURGERIES

VETERAN FRIENDLY SURGERY

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

Armed Forces veteran friendly accredited GP practice

CLINICAL TEAM

GP PARTNERS

Dr Louise Butler (F)	MBChB (Dundee 1996); MRCGP; DFSRH; Loc IuT
Dr Rebecca Evans (F)	MBChB (Birmingham 2003); MRCGP (Dist); DRCOG
Dr Catherine Field (F)	MBChB (Birmingham 2003); MRCGP (Dist)
Dr Tracy Halls (F)	MBChB (Hons) (Birmingham 2011); MRCGP; DRCOG
Dr Lloyd Baron (M)	MBChB (Warwick 2014); MRCGP; BSc (hons); PGDip

GP REGISTRARS

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 Haidar-Ali Nasir (M)
Dr Afiq Zainuddin (M)

PCN GP

Dr Reuel Heng (M)

ADVANCED NURSE PRACTITIONER ("ANP")

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

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

PARAMEDIC

Our Paramedic holds surgeries by appointment. She can help with a variety of minor illnesses, skin problems, undertake home visits, prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice.

Harriet Pearman	BSc (Hons) Paramedic Science; Non-medical prescriber

PRACTICE NURSES

Our Practice Nurses hold surgeries by appointment. They can help with: long term condition reviews, cervical smears, childhood immunisations, travel advice and vaccinations, dressings, removal of stitches, health checks, ear syringing and family planning.

Gillian Ridley	Nurse prescriber; BSc (Hons) Midwifery; RN Dip HE; Diplomas in Asthma and COPD; Diploma in Higher Education Nursing
Helen Willetts	RN Dip HE; Diploma in COPD; BA (Hons) Clinical Practice
Jackie O'Leary	RN Dip HE; Diploma in COPD; BSc in Healthcare – LTC
Maxine Simms	RN Dip HE; Diplomas in Asthma, COPD and Diabetes
Elisha Mattu	BSc Nursing (Adult)
Leah Noble	BNurs (Hons) in Adult Nursing and Advanced Diploma in General Practice Nursing

MUSCULOSKELETAL PRACTITIONERS

If you contact us about a muscular or joint problem, you may be offered an appointment with one of our Musculoskeletal Practitioners without having to speak to a GP first. They can offer detailed assessment, arrange a follow up or liaise with one of our GPs regarding further management.

James Johnson	BSc (Hons) in Physiotherapy Member of the Chartered Society of Physiotherapy (MCSP) National Diploma in Sports and Applied Science
Callan Masrani	BSc (Hons) in Sports Therapy; MSc in Pre-registration Physiotherapy; MSc for First Contact Practice in Primary Care Member of the Chartered Society of Physiotherapy (MCSP) Member of the Health and Care Professions Council (HCPC)

PCN PHARMACISTS AND PHARMACY TECHNICIANS

Our pharmacists work alongside the GPs in reviewing and advising on medication. They are happy to speak to patients on the telephone with respect to any medication queries or concerns.

Karan Bassi
Shalini Madhara
Jaspreet Virk
Mohammed Sajad

Claire Downing
Rachael Lever
Deepti Paul

PCN FRAILTY TEAM

Our frailty Nursing Associate team visit our housebound patients in their homes to carry out health reviews. Our Occupational therapist works with people with physical, mental or social disabilities to help them do everyday activities.

Karen Bunn — Occupational Therapist

PCN HEALTHCOACH

Health coaching is a supported self-management intervention. It focuses on supporting people to make more informed and conscious choices about their health. It enables people to develop the knowledge, skills, and confidence to take opportunities to become active participants in their care.

Brenda Lehki

PRACTICE TEAM

PRACTICE MANAGEMENT

Victoria Evans	FCA; FABRP; Bsc Econ (Hons)	Practice Business Manager
Emma Drew		Administration Manager

RECEPTIONISTS / PATIENT ADVISORS

Our receptionists are your first point of contact with our Practice. They will try and meet all your requirements and are available to request or make appointments to see the clinicians. 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.

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.

Doreen Azzopardi	Jasbinder Badyal	Angela Eveson
Olivia Nock	Alison Sibley (Team leader)	

ADMINISTRATION STAFF

Steven Bryan	Long Term Conditions Administrator and IT lead
Mihaela Day	Administrator
Amy Harper	Docflow Administrator
Louise Jenkins	Administrator – Results
Lisa Jones	Medical Secretary
Emily Meese	Medical Records Administrator and Document Co-ordinator
Sharon Parker	Personal Assistant
Ella Thompson	Administrator
Katie Timmins	Docflow Administrator (Team Leader)

OUR WIDER TEAM

COMMUNITY MIDWIVES

This service is provided by 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.

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

COMMUNITY PHYSIOTHERAPISTS

The doctors can refer patients to our local physiotherapy service at Kingswinford Physiotherapy Clinic.

DISTRICT NURSES

Our District Nursing team are based at Brierley Hill Health and Social Care Centre and can be contacted by telephoning 01384 321506 Monday to Friday 8am to 6pm. Outside of these hours, please contact Russells Hall Hospital switchboard on 01384 456111.

COMMUNITY HEALTH VISITING TEAM

This team provides support to all parents or carers of every child 0 to 5 years of age. They can be contacted on 01384 324989. Clinics are provided at the Practice as well as other locations throughout Dudley.

OPENING AND SURGERY TIMES

The surgery building is open from 7:30am Monday to Friday, it closes at 6:30pm on Monday, Tuesday and Thursday and 8:00pm on Wednesday and Fridays, during these times a Receptionist / Patient Advisor will be available.

		Surgery Times	
Monday	GP	8:00am – 6:30pm	
	ANP	7:30am – 12:30pm	3:30pm – 5:30pm
	Nurse	7:30am – 6:30pm	
	Paramedic	8:00am – 6:00pm	
Tuesday	GP	8:00am – 6:30pm	
	ANP	7:30am – 12:30pm	3:30pm – 5:30pm
	Nurse	7:30am – 6:00pm	
Wednesday	GP	8:00am – 8:00pm	
	Nurse	8:00am – 8:00pm	
	Paramedic	9:30am – 7:30pm	
Thursday	GP	8:00am – 6:30pm	
	ANP	7:30am – 12:30pm	3:30pm – 5:30pm
	Nurse	7:30am – 6:00pm	
Friday	GP	8:00am – 8:00pm	
	Nurse	8:30am – 8:00pm	
	Paramedic	8:00am – 6:00pm	
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			✓	✓	✓		✓	✓	✓	✓

Dr L Baron	✓	✓			✓	✓				
Dr R Heng (PCN)						✓				

PATIENTS' RIGHTS AND RESPONSIBILITIES

Your registration is with the Practice. When registering, you have a right to express a preference to be seen by a particular GP. Where possible, you will be allocated appointments with that clinician, however, please realise that sometimes our appointments are limited. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

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 AND ACCESSING PRACTICE SERVICES

To make an appointment to see your GP or any member of our healthcare staff, or to access any of our practice services, you can contact us in one of three ways: online via our website at https://kingswinfordmedicalpractice.nhs.uk/, by telephone on 01384271241, or by visiting the practice in person during our opening hours.

If you are unable to access the website, please ring 01384 271241 and a member of our staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

We now operate a triage model with respect to our appointment system. This means that every patient contacting the practice first provides some information on the reasons for contact, this is then reviewed by a GP who decides what the best course of action is.

This system ensures that those patients in most need of a same day appointment are prioritised and allocated an appointment with the most appropriate clinician.

Where necessary, we might ask you to answer a few additional questions to help our doctor prioritise those patients who need more urgent care.

To request an appointment please complete this form or contact our Reception team who will complete it on your behalf.

GP appointments are normally **10 - 15 minutes**. However, if you feel that you may require a longer appointment, please inform our reception staff when booking.

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.

If for any reason you are unable to attend your appointment cancel your appointment through the reminder text or by telephoning the practice on 01384 271241.

Text messages

We offer a text messaging service to remind you about your appointments. 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)

A chaperone is a trained member of our team who may be present during a consultation or physical examination. Their role is to support both the patient and the clinician and to help maintain a professional and respectful environment.

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

In accordance with NHS guidance, all patients under the age of 18 must have a chaperone present during any intimate examination.

If you have any questions or concerns speak to a member of our team. Further information about chaperones is available on our website.

TRAINING

The practice is a teaching practice and occasionally trainee GPs or other healthcare professionals e.g. nurses, physiotherapists, pharmacists may, as part of their training, be required to sit in with their GP trainer or a qualified healthcare professional during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

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

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

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues.

Should you require a home visit, please call the surgery as soon as possible (preferably before 11:00am). All visit requests are dealt with by a GP. They may telephone you to discuss the request then determine the urgency or necessity of a home visit.

Home visits are usually carried out between 12:00pm and 2:00pm Monday to Friday.

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.

PATIENT DATA AND CONFIDENTIALITY (YOUR PRIVACY)

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorized disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

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

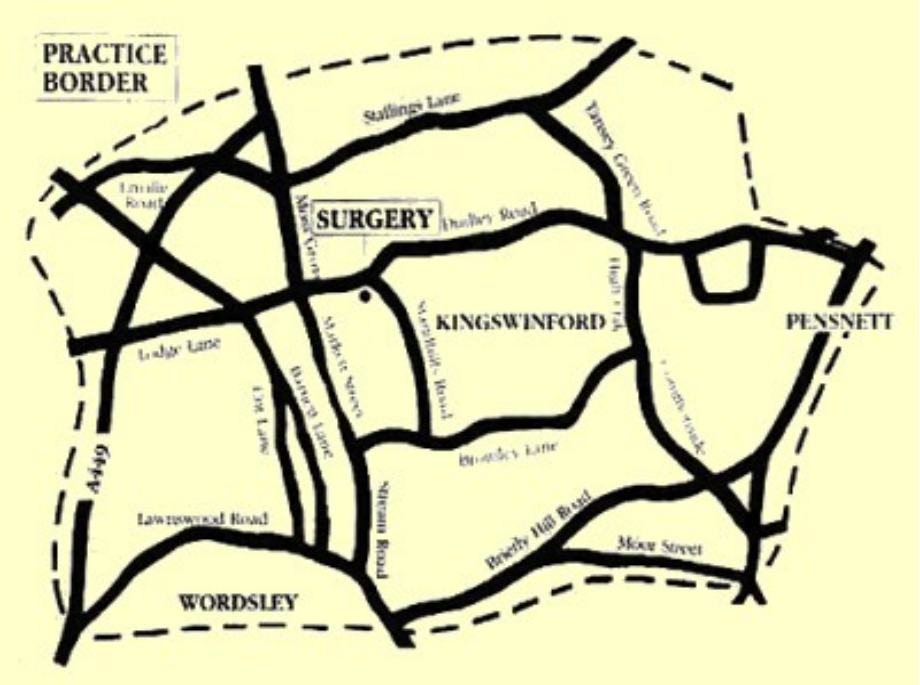
If you agree, your relatives, friends or carers may be kept up to date with progress of your treatment. Please complete a ‘Consent for Release of Medical Information’ form. Once this is returned, we will add a message to your records.

ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records. We encourage our patients to contact reception on 01384 271241 to register for online services in order to have access to a variety of services and to be able to view their medical records via the NHS App or NHS website. Alternatively, patients can request a copy of their medical records by calling 01384 271241 option 3 or emailing us (kingswinford.medicalpractice@nhs.net).

NEW PATIENT REGISTRATION

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown below and on the website. If you are unable to use the website, please contact the practice for information about how to register.



Once you have registered you will be invited to attend a 'New Patient Health Check' with our 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.

PRESCRIPTIONS / REPEAT PRESCRIPTIONS

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Via the NHS app or the NHS website – if you are not registered, please ask reception for details
- In person – By ticking the required medications on your prescription and placing it in the outside letterbox
- Online – Please log in and order via our website

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

RESULTS

Most test results are available within 7 to 10 working days, however, some may take longer. We also provide a dedicated results line for patients. Please contact the surgery by selecting OPTION 2 between the hours of 9:00am and 12:00noon (Mon, Tues, Thurs and Fri) and between the hours of 2pm and 5pm (Wednesday).

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.

THREATS OF VIOLENCE OR ABSUE TO OUR STAFF

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

SERVICES AVAILABLE TO PATIENTS

Along with routine appointments the practice offers the following services:

NHS HEALTHCHECKS:

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 to have your blood pressure checked, receive advice on diet, smoking, alcohol and lifestyle.

LONG TERM CONDITIONS HEALTHCHECKS / CHRONIC DISEASE MANAGEMENT

We offer annual long term condition health checks for patients with conditions such as Diabetes, Asthma, COPD, hypertension, CKD etc to help improve the health of our patients and provide education.

WELL-MAN and WELL-WOMEN CLINICS

Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population.

MINOR SURGERY

Our GPs 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.

FAMILY PLANNING

All our GPs and the practice nurse offer a full range of family planning services.

CERVICAL SCREENING

For women aged 25 to 65 years. These tests are undertaken by the nursing team.

NHS VACCINATIONS

The nursing team administers vaccines for both adult and child immunisations. Further information on NHS vaccines can be found here.

Your baby or child will be offered immunisations at the recommended ages. You will receive a call from a member of staff to book an appointment, but if you have any queries, please telephone the surgery.

HEALTH COACHING
Health coaching is a supported self-management intervention. It focuses on supporting people to make more informed and conscious choices about their health. It enables people to develop the knowledge, skills, and confidence to take opportunities to become active participants in their care. If you would like to see the health coach, please contact Reception to book an appointment.

COUNSELLING
We currently have counsellors based at the practice who volunteer their services. The services they provide help patients with general problems and worries. All referrals to this service are made by the Clinician following an initial consultation.

SMOKING CESSATION
If you wish to stop smoking, our Clinicians are available to refer you for the necessary help and guidance. Alternatively, you can self-refer to Health Dudley (01384 732402).

We also offer the following clinics and checks: antenatal, baby, post-natal, counselling for drug and alcohol addiction.

Certain services are provided on a private basis, for example, private sick notes, HGV medicals and private insurance claims. Please visit non-NHS work on our website for a full list of fees.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

PATIENT PARTICIPATION GROUP (PPG)

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online here. Alternatively, you can email bcicb.kmpppg@nhs.net and a member of the PPG will contact you.

If there are any issues you wish to be included in PPG meetings, please complete a suggestion card and leave it in the PPG suggestion box situated on the reception desk.

If you wish to join the PPG then please contact reception on 01384 271241, ask one of the reception staff for details or email bcicb.kmpppg@nhs.net.

SUPPORT FOR CARERS – Do you take care of someone?

Carers are people who look after a family member or friend with a long-term illness or disability. This can vary from a few hours a week to full time care. Please inform the practice if you take care of someone. The practice keeps a register of all carers to make sure we can support you in this role.

We have two carers' champions (Mel Allen and Angela Eveson) who can provide support and signposting if needed.

Dudley Carers Initiative offers information and support to carers. It sends out a regular newsletter and offers advice about services. If you are not sure if you are a carer, would like more information or wish to go on the mailing list contact the Carer's co-ordinator on 01384 818723.

RESEARCH

The Practice is registered as a Research Practice, and you may be invited from time to time to participate in studies suitable for you. You can of course opt out of this.

COMMENTS, COMPLAINTS AND SUGGESTIONS

If you would like more information about any of the services we provide, please ask a member of staff, telephone or visit the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service, we welcome 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.

Complaints can be sent to the Practice Business Manager, Victoria Evans via the practice or by email to kingswinford.medicalpractice@nhs.net or NHS Black Country ICB (Time2Talk), via telephone: 0300 0120 281, email: bcicb.time2talk@nhs.net or post: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH.

WHEN WE ARE CLOSED

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999.

If it is not life-threatening, contact NHS 111 online or by calling 111.

Helpful information with respect to 111 and other health services can be accessed via www.nhs.uk

NHS Black Country ICB commission the Out of Hours services on behalf of practice.

NHS ENGLAND CONTACT

Kingswinford Medical Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233 Email: england.contactus@nhs.net



USEFUL TELEPHONE NUMBERS

Dudley Group NHS Foundation Trust	01384 456111
Royal Wolverhampton NHS Trust	01902 307999
NHS 111	111
Urgent Mental Health Support	111
Dudley Social Services Department - Adults	0300 555 0055
Dudley Social Services Department – Children	0300 555 0050
Dudley Social Services Department – 5pm-9am	0300 555 8574
Birmingham Children's Hospital	0121 333 9999
Black Country Integrated Care Board	0300 0120 281

ATTACHED SERVICES

District Nurse Team	01384 321506
Community Midwife	01384 456111
Family Nurse Partnership	01384 366662
Health Visitor Team	01384 324989

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