

# 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](http://www.kingswinfordmedicalpractice.nhs.uk)  
[kingswinford.medicalpractice@nhs.net](mailto:kingswinford.medicalpractice@nhs.net)

## Practice Information Leaflet



Providing NHS Services



## 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.



## 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.



## CLINICAL TEAM

### GP PARTNERS

Dr Louise Butler (F)  
Dr Rebecca Evans (F)

MBChB (Dundee 1996); MRCGP; DFSRH; Loc lUT  
MBChB (Birmingham 2003); MRCGP (Dist); DRCOG

Dr Catherine Field (F)  
Dr Tracy Halls (F)  
Dr Lloyd Baron (M)

MBChB (Birmingham 2003); MRCPGP (Dist)  
MBChB (Hons) (Birmingham 2011); MRCPGP; DRCOG  
MBChB (Warwick 2014); MRCPGP; 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 Lauren Jones (F)  
Dr Niloy Sarma (M)  
Dr Dina Saker (F)

## **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

## **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

## **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  
Sahlini 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  
Marteena Jones

Occupational Therapist  
Nurse

## **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  
Emma Drew

FCA; FABRP; Bsc Econ (Hons)

Practice Business Manager  
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  
Katie Edwards  
Lois Kelly

Jasbinder Badyal  
Angela Eveson  
Lynne Masters

## 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
Sam McClay	Administrator
Emily Meese	Medical Records Administrator and Document Co-ordinator
Sharon Parker	Personal Assistant
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, Tues, Thurs	GP	8:00am – 6:30pm
Wednesday & Friday	GP	8:00am – 8:00pm

Mon, Tues & Thurs	ANP	7:30am – 12:30pm	3:30pm – 5:30pm
Monday – Friday	Nurse	7:30am – 6:30pm	
Monday	Paramedic	8:00am – 5:30pm	
Wednesday	Paramedic	9:30am – 7:30pm	
Thursday	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	✓	✓			✓	✓				

## 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 other of our practice services, please visit our website at <https://kingswinfordmedicalpractice.nhs.uk/>

Should you be 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 **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, completing this [form](#) or 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)**

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.

### **TRAINING**

The practice is a teaching practice and occasionally trainee GPs or other healthcare professionals e.g. 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 will 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 unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

We recognise 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 [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](mailto: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.





## **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 ABUSE 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.

## **HEALTHCOACHING**

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 Practice Nurses and Health Care Assistant 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](mailto: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 complete this [form](#), ask one of the reception staff for details or email [bcicb.kmpppg@nhs.net](mailto: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](mailto:kingswinford.medicalpractice@nhs.net) or NHS Black Country ICB (Time2Talk), via telephone: 0300 0120 281, email: [bcicb.time2talk@nhs.net](mailto: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](http://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](mailto:england.contactus@nhs.net)

## Are you using the right service?

<b>SELF-CARE</b>  What's in your medicine cabinet? Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	<b>PHARMACY</b>  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	<b>NHS 111 (24/7)</b>  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
<b>GP ADVICE</b>  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	<b>WALK IN CENTRE</b>  Minor injury or illness Symptoms not getting better and you cannot see your GP	<b>A&amp;E or 999</b>  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

## 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 Childrens' 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 333333
Health Visitor Team	01384 333333

