

Practice leaflet

Primary Care Services

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Wash your hands with soap and warm water and dry thoroughly. Use hand gel, if provided, in care facilities.
- If you have symptoms of diarrhoea and vomiting stay at home and do not visit relatives that are vulnerable in hospital or in residential care. You will spread the illness.
- Keep the environment clean and safe. Let's work together to keep it that way. Prevention is better than cure.

Name: Ettingshall Medical Centre

Address: Herbert Street

Ettingshall

Wolverhampton

WV14 0NF

Telephone: 01902 446788

Fax: 01902 446790

Useful Information:

Secretaries Extension: 6836

E-mail us on: wolccg.ettingshallscripts@nhs.net

Website: www.ettingshallmedicalcentre.co.uk

Practice Catchment Area:

If you are unsure whether your address is within the practice catchment area, please call the practice and we can confirm.

Partners

Lead GP: Dr. G. Chobanyan

Dr. I. Dowell

Dr. C. Chintea

Surgery Staff

Practice Manager: Mandy Hands

Medical Secretary: Louise Webb

Practice Pharmacist: Zoheeb Saeed

Senior Receptionist: Elaine Smith

Reception Staff: Janet Roberts, Emily Otim, Oluwatabi Oduwole,
Raj More

Apprentice: Lydia Harrison

Surgery Hours

Monday: 8:00am - 7:30pm

Tuesday: 8:00am - 6:30pm

Wednesday: 8:00am - 8:00pm

Thursday: 8:00am - 6:30pm

Friday: 8:00am - 6:30pm

We offer an evening surgery on a **Monday evening between 8:00am - 7:30pm**, and **Wednesday evening between 8:00am - 8:00pm**. For further information please contact main reception.

You may contact the surgery to make an appointment during the opening hours listed above.

Home Visits:

Please come to the surgery if possible. **Except in an Emergency.** Requests for home visits should be made by 11.00am.

Home visits are strictly for those patients who are medically not fit to travel. (It is the patient's responsibility to arrange transport to the surgery).

Vertical Integration

We are now part of your local hospital at The Royal Wolverhampton NHS Trust.

Our aims are for:

- ✓ Better communication between the practice, the hospital and community nurses
- ✓ Better access to appointments
- ✓ Better patient experience

Giving you the right care at the right time, in the right place from the right health professional.

This new way of working will not affect your ability to choose the hospital you wish to attend for treatment.

For more information visit <http://www.royalwolverhampton.nhs.uk/primarycare/>

Our Practice Charter

We aim to provide the best healthcare we can in the community within the available resources.

We aim to ensure that:

- ✓ You will be received courteously and be able to identify all staff by name
- ✓ We will endeavour to see you within 30 minutes of your appointment time
- ✓ If unforeseen circumstances delay your appointment, you will be given a reason for the delay
- ✓ We will acknowledge your religious and cultural beliefs
- ✓ We aim to be able to offer appointments with a doctor every working day
- ✓ To achieve this, some appointments will not be booked until the same day

- ✓ For medical emergencies, a service will be available, although you may not be able to see the doctor of your choice
- ✓ The practice will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability, medical condition or marital status

Your commitment to us:

- ✓ Co-operating in your medical care by keeping to the agreed treatment plan
- ✓ Advising us if you change your name or home address and enquiring if you may be registered as our patient from your new address
- ✓ Giving us 24 hours' notice if you cannot keep your appointment, enabling us to offer you another appointment, and offer your cancellation to another patient
- ✓ When arranging a home visit, or booking an appointment, please inform us if the patient is temporarily residing at an address other than their own
- ✓ Observing our No Smoking Policy
- ✓ **We do not tolerate violent or abusive behaviour.** Patients who display violent or abusive behaviour will be removed from this practice list. In extreme cases we may summon the police to remove offenders from the practice premises
- ✓ If you feel we have not reached our standards, or would like to make any suggestions about our service, please put these comments in the suggestion box situated in the waiting room

Services Available

Access - There is full wheelchair access to the building, which has toilets for disabled people.

Access to Patient Information - All surgery and attached staff i.e. Health Visitors, District Nurses and Midwives have access to patient information. Medical information will not be disclosed to a third party without patient consent. The Practice complies with the Data Protection Act and the NHS Code of Confidentiality.

Antenatal Clinic – Held on Friday mornings by appointment.

Cervical Smears – Women aged between 25 and 49 years – recommended to take a test every 3 years. Women aged between 50 and 64 years – recommended to take a test every 5 years. Please make an appointment with the Practice Nurse.

Chaperone – All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. Please make your clinician aware of your wishes at the beginning of the consultation.

Complaints – If you feel you have a justified reason to make a complaint, please address your concerns to the Practice Manager. All complaints are dealt with in accordance with the Department of Health Complaints Procedure.

Contraceptive Advice – A range of contraceptive advice is offered by Practice Nurses and GPs.

Eye Problems - The Wolverhampton Primary Eye-care Assessment and Referral Scheme (PEARS) provides assessment and treatment for people with recently occurring minor eye conditions. The service is provided by PEARS accredited optometrists (also known as opticians) across Wolverhampton who have specialist knowledge, training and skills.

If you are concerned about your eyes or eyesight, or if you are unsure whether your symptoms can be assessed and treated by the service, please contact one of the participating optometry practices who will advise you.

The closest participating Opticians to the surgery are:

Minor Surgery – This Practice offers a minor surgery service.

Full Medical Examinations – For insurance, driving medical etc. By appointment. These are **Not NHS services**; therefore the individual will be charged a fee.

Minor Ailment Scheme - This surgery and the local community pharmacy are running a new scheme to enable you to get some medicines directly from the pharmacy. If you do not usually pay for your prescription, you will still be able to get your medicine free. Ask at main reception for a voucher and information leaflet.

Out of hours emergencies – Telephone 111

Preference of a Practitioner – Patients may choose to book an appointment with a practitioner of their choice, but in certain circumstances this may result in a delay.

Patients booking a “same day appointment” or requesting a “home visit” will be seen by the first available doctor.

Private Sick Note – Fees are charged accordingly.

Registrations – The practice operates a strict practice area. If you live within this boundary you are eligible to join our list. A map of the practice area can be found in this leaflet (a more detailed map is on display in the reception area). If you live within the practice area and wish to register with the practice, please bring your medial card to reception. There, arrangements will be made for you to attend a New Patient Medical. This is offered to all new patients.

Repeat Dispensing – If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the community pharmacist. This will save you having to visit the surgery every time you need more medicine.

The first step is to talk to the person who prescribes your medicines, and ask them if you can use repeat dispensing

Repeat Prescriptions – can be obtained by forwarding the tear-off right hand side of the previous repeat prescription indicating items required. Please allow a minimum of 2 working days (48 hours) for collection. Repeat prescriptions should be collected during the afternoon surgery hours only. Patients can also arrange with their local chemist to have their repeat prescription sent electronically, this means that patients can collect their prescriptions direct from the chemist without collecting the prescription from the practice

On-line Access - Patients can register with reception for on-line access to their medical record, by doing this patients can order repeat prescriptions, view test results and book appointments

Test Results –

Training in General Practice – occasionally, medical, nurse and receptionist students spend time with us. If you do not wish a student present during your consultation, please tell the receptionist or Doctor otherwise you will be asked to sign a consent form allowing the student to remain in the room.

Travel Advice – Please contact reception

Well Baby Clinic – (Child Health Surveillance), Tuesdays
Babies who are unwell should NOT attend this clinic.

Immunisation Clinics
Smoking Cessation Clinics
CHD Clinics
Diabetic Clinics

Minor Surgery
Respiratory Clinics
Coil Fitting / Implant Clinics
Hypertension Clinics

How Does Our Surgery Run?

Making Appointments:

If you want to see a particular Doctor, you can book an advanced appointment to see the Doctor of your choice.

You will be given advice, answers to your query or an appointment with an appropriate person.

There are no appointments on the day for a named GP. If you need to be seen on that day, you will be given an appointment time and the next available GP will see you.

You can still see the Doctor of your choosing if you book an advanced appointment. Only the same day appointments will be seen by the next available GP.

Are you a carer?

To further patient care, the practice holds a register of all patients who are carers. If you are a carer, please let us know and we will add you to this register.

Booking In:

We do not have a touch screen. Please report to reception and inform of your arrival

What do I do if I'm not well enough to work?

For the first seven days of incapacity, a patient should complete a "self certificate", to provide evidence of medical incapacity. Our receptionists will be happy to provide you with one of these forms. For more information a poster is situated in our main reception.

Freedom of Information – Publication Scheme

The FOI Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the classes of information the practice intends to routinely make available. The scheme is available from reception.

Accessible Information

Please inform a member of staff if you have any communication support needs. You need to help us make sure we get things right for you.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowałiby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。