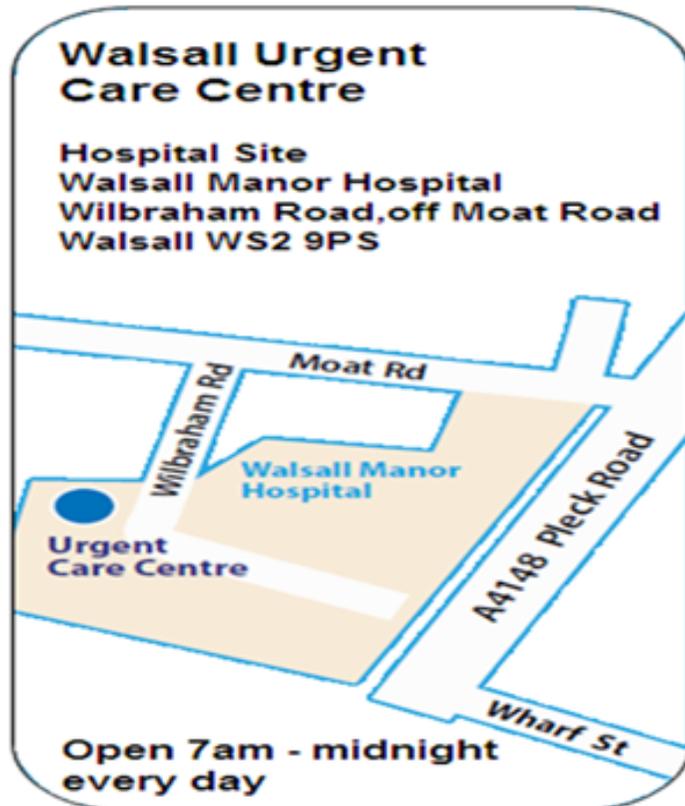


Walsall Urgent Care Centre Information

The Urgent Care Centre will provide health advice and treatment for illness or injuries which are not life-threatening, but are too urgent to wait for a routine appointment with your GP practice.

**The Urgent Care Centre
Walsall Manor Hospital
Willbraham Road
Walsall
WS2 9PS**

The Urgent Care Centre in Walsall is located:



Palfrey Health Centre

**Milton House
151 Wednesbury Road
Walsall
WS1 4JQ**

Telephone: 01922 627788

Fax: 01922 628250

www.palfreyhealthcentre.co.uk

Opening hours:

Monday to Thursday: 8.00am - 6.30pm

Friday: 8.00am - 12.00pm (WALDOC: 12.00pm - 6.30pm)

NHS 111: Weekday after 6.30pm & Weekend Friday 6.30pm - Monday 8.00am

GP Principal: Dr Sohaib Siddiq BSc MRPharmS MBChB MRCP FRCGP

Practice Manager: Mr Obaid Siddiq BSc (Hons) MSc



Welcome

Palfrey Health Centre provides healthcare to the local Walsall community.

Our team includes five GPs, nurse prescriber and practice nurse, health care assistants, as well as our practice manager and administrative team.

We offer a full general practice service and run specialist clinics for all ages. We also work closely with other health care services locally.

At Palfrey Health Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

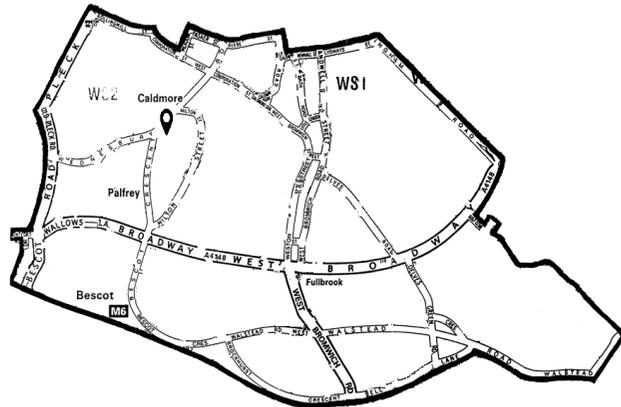
This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Registration

The Practice welcomes all prospective patients and does not discriminate on the grounds of: race, gender, age, sexual orientation, social class, appearance, disability or medical condition.

Residential areas served by the practice include Palfrey, Caldmore, Pleck, and Delves. When registering, please bring a Proof of I.D including a Utility Bill or Bank Statement, and Proof of Address. You will need your NHS number (from your previous GP), and complete a registration form and new patient questionnaire. If you move out of the practice area, you will need to register with a new practice.

We are located at 151 Wednesbury Road, Walsall, WS1 4JQ, and serve the area within the practice boundary.



Violent or Abusive Behaviour: Zero Tolerance Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. Anyone attending the surgery, or during a home visit, abuses the GPs, staff or other patients be it verbally, physically or in a threatening manner, will risk removal from the practice list. In extreme cases we may call the police to remove offenders from the practice premises.

As a practice what we expect from you as a patient:

- That you adhere to practice policy regarding the making and keeping of appointments.
- That you are on time for your appointment.
- That if circumstances prevent you attending for your appointment, you notify the reception office as soon as possible.
- Only request an emergency appointment or home visit if appropriate.
- GP's and staff are treated with respect (Our GP's operate a **Zero Tolerance Policy** regarding violent or abusive behaviour).
- You advise the receptionist of any change of address/telephone numbers.

As a patient with the practice what you should expect from us:

- Your right to privacy and that the strict rules on confidentiality surrounding your medical and personal details be maintained at all times.
- To be dealt with in a respectful and efficient manner at all times.
- To have, within a reasonable timescale, a full and clear explanation (by a clinician in the practice) on matters concerning your health and your medical treatment if you so request.
- You have the right to see your medical records subject to the limitations of the law.
- To be notified of changes concerning the day to day functioning of the practice by the practice leaflet.
- Your repeat prescription will be ready for collection within 48 hours of your request.
- Your suggestions and comments about the service we offer will be considered sympathetically and any complaint dealt with quickly and in accordance with the practice protocol.

Other information

Training health care professionals

The practice offers education & training opportunities for university medical students and GP registrars, qualified doctors wishing to specialize in general practice, they work in conjunction and under the supervision of practice staff.

Patients with particular needs

The practice has a lift facility for mothers with children, elderly and wheelchair users, an induction loop is also in operation. The practice is compliant with regulations that relate to public accessibility. If you have any special needs, please let us know and we will try to help.

Data Protection

We respect your right to privacy and keep all your health information confidential and secure. This information is protected by the Data Protection Act 2018, and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.

Anonymised patient information will also be used at local and national level to plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Patient Confidentiality

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please contact our practice manager.

How to comment, compliment or complain

Palfrey Health Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. You can speak to the practice manager or write to us, we aim to address concerns promptly and in the majority of cases complaints can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised, as you would wish, you can contact:

Complaints Team, NHS England, PO Box 16738, Redditch, B97 9PT.

Tel: 0300 311 2233

email: england.contactus@nhs.net

Named & Accountable GP

All new and existing patients will have been assigned a named & accountable GP for their care. For patients over 75yrs it will be Dr Siddiq, for under 75yrs it will be Dr Ahmed

Clinics

Our GPs and practice nurse see patients during our normal opening hours. From Monday to Thursday you can see a GP/nurse in the morning or evening. On Fridays you can book to see a GP/nurse in the morning until 12pm but in the afternoon the practice is open for urgent calls only.

We are unable to see patients on a "walk-in" basis so you will need to book an appointment in advance by telephone or at the reception desk. You can speak to reception staff to confirm which GP you would prefer to see when making an appointment.

You can see a GP, Practice Nurse or other health care professional, for general health problems as well as check ups. The practice offers a range of services including, Cervical Screening, ECG, Wound management care, 24 Hour BP checks, Spirometry, Glucose checks, Travel Immunisations, Smoking cessation, Preconceptual & Contraceptive advice, Over 75yrs health check & NHS health check. As well as general surgeries we have a range of specialist clinics.

Antenatal (Every Wednesday & Friday)

This clinic is run by the midwives. If you become pregnant, you will be given a 'booking appointment' with our midwife who will then plan the care for the remainder of your pregnancy. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Child health & Immunisation (Every Tuesday & Thursday)

All new babies are invited for regular check-ups from eight weeks old. Health visitors work alongside a GP and our practice nurse during these sessions. We offer all parents immunisation for their children in line with current national guidelines.

Diabetes Clinic (Monthly sessions on Monday)

Led by specialist Diabetes nurses from Walsall Manor Hospital, this clinic offers advice and general health check ups for diabetic patients. A dietician is also present to offer specialist advice.

Ultrasound & Audiology Service (Fortnightly on Wednesday/Friday)

The team provides patients with access to ultrasound and audiology diagnostic services upon referral by a GP at the practice.

Flu Vaccination (October—January Annually)

The practice will contact you if you need a flu injection.

Appointments

Appointment may be made in person, by telephone or online.

Non urgent appointments with a GP or practice nurse are available up to 1 week in advance. To arrange a routine appointment visit reception, or call during the following times by telephone, **01922 627788**.

Mon to Thurs: 8.00am-11.30am, 12.30pm-3.00pm or 4.00pm-6.30pm

Fri: 8.00am-11.00am

Sat: 10.00am - 11.00am & 9.00am - 11.00am extended hours (alternate weeks pre booked appointments)

If you feel you need to be seen urgently please inform the reception staff and they will put you through to a GP, depending on availability, who can discuss your problems with you and arrange an appropriate 'same day' emergency appointment. Please note that only the GP can give a 'same day' emergency appointment.

You can also call to speak to the doctor to discuss queries and test results. A GP is available to take telephone calls everyday:

Mon to Thurs: 11.30am - 12.30pm & 3.00pm - 4.00pm

Fri: 11.00am - 12.00pm

The GPs or Practice Nurse will usually only see one patient per appointment. If you would like other family members seen, then they will also need to make an appointment. Note: If you have not been seen at the surgery for 3 years (or 1 year for those over 75 years) you can request a 'check up' appointment.

Online, using our website www.palfreyhealthcentre.co.uk. You will need to register first, when applying bring photographic identification to reception. They will provide you with instructions and login details.

Appointments can be cancelled by visiting us at reception, by telephone 01922 627788, or online. You can also send a text message including your name, address and date of appointment to 07855473260.

Repeat prescriptions

If you take medication on a long- term basis, you can order a repeat prescription. Written requests for medication can be placed in the prescription box. Alternatively, you can use the tear off slip on your most recent prescription. You may also order medication online.

Please allow **2 working days** for us to deal with your request. If a medication is not given, it will be because the doctor may feel you need a review before issue. This is usually for safety reasons.

Cuts

Thoroughly wash and dry the wound. A dressing can be applied whilst putting pressure on the cut to prevent bleeding. A tetanus vaccination may be needed, and should be given within 24 hours.

Head injuries

If the occurrence results in vomiting, drowsiness, loss of consciousness, blurred or double vision, difficulties in walking or a severe headache. It would be advisable for you to immediately attend the local casualty department.

Constipation

As we get older we eat less nor do we exercise as much. Often medications can lead to constipation also, such as water tablets or painkillers. Its not important that you use the toilet every day or even twice a week. Its ensuring the motions are not hard. Eating fibrous foods such as brown bread, cereals, vegetables and drinking plenty of water people can usually manage comfortably. If your bowel habit changes suddenly or its persists for more than 3 weeks your GP must be contacted.

Chicken pox

Chicken pox is caused by a virus. Initially a rash would appear, this would develop into clear blisters. Calamine lotion would be advised to use, only to ease the itching. The child should be kept cool also, taking cool baths every 3-4 hours would reduce the itching.

Insect bites and stings

Anti-histamine tablets can be obtained from the local pharmacist. Calamine or anti-histamine cream eases the itching. If you are stung by a bee, do not squeeze it try and scrape it away.

Thrush

Is a very common cause of an itchy thick white creamy vaginal discharge in women. It can be triggered by antibiotic treatment and sometimes associated by the pill or pregnancy. Should it become a recurrent problem you should make an appointment with the doctor, as there may be an underlying cause.

Sunburn

Sun block creams only prevent skin cancer in later life. Use sun block cream of factor greater than 15. Calamine lotion can be used to cool down the skin or cold water can be used to reduce sun burn effects.

Burns and scalds

A burn or electric shock may make you shortness of breath, immediately telephone 999. If the burn area is larger than your face or hand contact NHS 111. If none of the above apply, you should begin to treat by bathing it in large quantities of cold water for 15 minutes. If any blisters develop do not burst them.

Self treatment of some common illnesses

For advice contact NHS 111, dial 111. Website: www.111.nhs.uk

Child with a temperature

Children reach high temperatures very quickly. Whatever the cause of this, make your child comfortable by bringing down their temperature. Take off most of the clothes so heat can be lost through the skin. Use a fan, or open windows and doors to create a draught. Give cool drinks frequently.

Diarrhoea and vomiting

In adults and older children regular small amounts of fluids should be consumed to replace lost body fluids. Babies tend to lose body fluids very quickly, so it is advisable to bring the baby to the health centre if they have been ill for more than six hours.

Back pains

Back pains are mainly associated with digging and lifting. Gentle exercise and pain relief with aspirin, ibuprofen or paracetamol are usually sufficient.

Nose bleeds

Sit in a chair leaning forwards and pinch the nose just beneath the bone for about ten minutes. You must also breathe through your mouth. Avoid blowing your nose or taking hot drinks for 24 hours.

Strains and sprains

Treat with a cold compress containing ice for 15-30 minutes to reduce swelling. Then firmly apply a crepe bandage and give the sprain plenty of rest.

Rashes

If the rash does not fade once a tumbler glass or a finger is pushed against it dial 999 for immediate help. Other rashes associated with coughs or runny noses are usually due to a viral rash. The child should be kept cool at all times. Avoid dehydration. If the rash develops into blisters this could be chicken pox.

Colds and runny noses.

Colds are caused by viruses and cannot be cured by antibiotics. Adults can take 2 paracetamol or 2 soluble Aspirins every 4 hours, up to a maximum of 8 over 24 hours. Children under 12 years should take the appropriate doses of Calpol advised by the pharmacist. The illness can last between 7-10 days.

Coughs

Coughing is mainly due to viral infections and can persist up to 2 weeks after a cold. This can be eased by inhaling steam with Vicks Menthol crystals or Karvol added to water. A dry cough can be helped by taking the specific Covonia cough mixture. If your cough is associated with blood, chest pains or breathlessness contact the health centre.

Home visits

If a patient is housebound or too ill they may be visited at home. The receptionist will ask for some details to allow the doctor to assess the urgency of the call. Visits are shared between the doctors so it may not be possible for you to be seen by the doctor of your choice.

Please ring before 12.00pm to speak to a doctor to arrange this.

Out of Hours Care

Our normal opening times are:

Monday to Thursday: 8.00am - 6.30pm

Friday: 8.00am - 12.00pm (from 12.00pm - 6.30pm urgent calls only)
Please call WALDOC if you need to see a doctor on a Friday afternoon, dial **01922 501999**.

For all weekday evenings (after 6.30pm) and on weekends, if you require medical advice that cannot wait until normal surgery hours, dial the NHS 111 service. Calls to the NHS 111 service are free from landlines and mobiles. If you do have a life threatening medical emergency, dial 999.

You can call **NHS 111** on **111**.

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

Alternatively, you can visit the new Urgent Care Centre in Walsall, they will provide health advice and treatment for illness or injuries which are not life-threatening, but are too urgent to wait for a routine appointment with your GP Practice. Further information can be found on the back page of this leaflet.

Specialist and hospital care

If a GP believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can then book your appointment electronically while you wait.

They can usually provide you with information to help make your decision such as expected waiting times at different hospitals. If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will then be able to book your appointment.

Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment.

Local Pharmacist

Your local pharmacist will be able to give you free health advice on minor ailments – you don't usually need an appointment.

The practice runs **Pharmacy First scheme**. This allows patients to receive medication for certain minor ailments without having to see the doctor. The GP/nurse will be able to advise you appropriately.

Walsall Clinical Commissioning Group (Walsall CCG)

The area served by Palfrey Health Centre is in the district covered by NHS Walsall. NHS Walsall is responsible for ensuring you get all the services you need. You can contact NHS Walsall at;

Walsall Clinical Commissioning Group
Jubilee House
Bloxwich Lane
Walsall
WS2 7JL

You can call Walsall CCG on 01922 618388

Email: walsallccg.getinvolved@nhs.net

NHS 111

NHS 111 offers free expert health information and advice 24-hours a day, please dial 111.

Accident and emergency/999

Accident & Emergency departments are open 24 hours a day and can assess serious injuries and provide emergency treatment.

Family planning

The local Family Planning Clinic is the Hatherton Centre which is located in Walsall Town Centre. They provide specialist family planning services.

The Beacon runs the Drugs Helpline 01922 669840. They are based at 67 Bradford Street, Walsall, WS1 3QD & 30 Station Street, Walsall, WS2 9LZ

Our Team

GPs

Dr Sohaib Siddiq (BSc MRPharmS MBChB MRCP FRCGP) & Dr Amina Ahmed (MB BS, MRCP) comprise the partnership at the practice. Patients can also make appointments with Dr Mudassir Majid (MBBS, MRCP), Dr Samra Shafi (BM BS, MRCP) and Dr Pawanjit Hare (MBChB, MRCP), or with the nurse prescriber, Ms Debbie Loftus (RN).

They are able to see any patient registered with us. However, if you prefer to see a particular doctor please ask, when making your appointment.

Practice nurse

Mrs Jotee Cassidy (RN) is an experienced practice nurse and provides general nursing care.

Health Care Assistant

Mrs Khatija Ravat & Miss Salma Jabine provide new patient health checks, blood pressure monitoring and testing, phlebotomy and the new NHS health checks programme.

Management

Mr Obaid Siddiq (BSc (Hons), MSc) is the practice manager, and is assisted by Mrs Farzana Kauser to ensure the smooth running of the practice.

Reception and Administration

Tabasam, Qudsia, Samrina, Nazana & Mehrukh are here to help you. Along with other duties they answer the telephone, deal with enquiries and repeat prescriptions. Their job is very demanding so please be patient.

Data Administration Mr Khubaib Siddiq

Their job is very demanding so please be patient.

Other team members include

Ms Jody Ross (Walsall Manor Hospital Diabetes Nurse)

Community Midwife (Midwifery Team)

Mr Vinay Kumar (Community Psychiatric Nurse)