

Teaching practice

The practice is a teaching practice and occasionally trainee GPs or Student Nurses may, as part of their training, be required to sit in with their trainer GP/Nurse 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 GP/Nurse will not sit in on your consultation.

Patients' rights and responsibilities

- You have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned to a GP upon registration, but this does not mean you have to see this GP.
- You may also be offered a health check when you join the practice for the first time.
- You have the right to be treated with courtesy, dignity and respect.
- It is your responsibility to extend the same courtesy and politeness to the practice team.
- It is your responsibility not to misuse appointments that may be required for other patients.
- It is your responsibility to inform us in advance if you are unable to keep your appointment or are going to be late.
- You have the right to request a home visit if your illness or infirmity renders you housebound.
- It is your responsibility not to request a home visit unless it is strictly medically necessary.
- Your doctor has both the right and responsibility to make a final decision whether a home visit will be made.
- It is your responsibility to inform us about past illnesses, medication and hospital admissions

How to register at the practice

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

Services we provide

Along with routine appointments, the practice offers the following services:

- Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics. If you are unable to attend these clinics, please discuss with a member of our administrative staff.
- Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

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

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.

Opening hours

Mon–Friday	8:30 am	6:30 pm
Saturday	Closed	
Sunday	Closed	

Improved access/Extended hours

Mon	6.30pm	7.00pm
Tues	6.30pm	7.15pm
Thur	6.30pm	7.00pm

Are you using the right service?

SELF-CARE
What's in your medicine cabinet?
Visit NHS choices at www.nhs.uk
Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting

PHARMACY
Feeling unwell and unsure what medication is right
Need advice or help on medicines
To help you self-care

NHS 111 (24/7)
Still unsure and want more advice then dial 111
It's urgent but not an emergency
NHS 111 is available 24 hours a day

GP ADVICE
Self-care not working or persistent symptoms
Chronic pain
Long term conditions such as asthma or diabetes

WALK IN CENTRE
Minor injury or illness
Symptoms not getting better and you cannot see your GP

A&E or 999
Emergencies only
Severe bleeding
Choking
Breathing difficulties
Chest pain
Stroke

Patient Information Leaflet



Dale Medical Practice is an NHS General Practice (GP) Doctors Surgery providing healthcare in Wombourne, South Staffordshire.

Planks Lane
Wombourne
WV5 8DX

Telephone No. 01902 892209

Website: www.dalemedicalpractice-wombourne.nhs.uk

GP services are provided to the following areas:



Further information can be sought from www.nhs.uk

The practice team

Our practice aims to improve the health of those living in the Wombourne area, working closely with local community services to achieve this.

GP Partners

Dr Angus D Jones - M.B. Ch.B.
(Birmingham 1996) M.R.C.G.P., R.C.O.G

Dr Olanrewaju A Omotoso - M.B.Ch.B.
MRCGP

Dr Joanna Chan - M.B.Ch.B (Leicester
1998) M.R.C.G.P., D.R.C.O.G., D.F.F.P

Dr Christopher R Hadley - M.B.B.S.
B.Sc.(Hons) (London 1988) M.R.C.G.P.,
D.R.C.O.G

Salaried GPs

Dr Laura Wardlaw – B.M.B.S. Bsc.
(Southampton 2018) M.R.C.G.P

Nurses

Joanne Marsh - Advanced Nurse
Practitioner

Sue Hall – Practice Nurse

Donna Carter – GP Assistant

Hollie Wainwright – Nurse Associate

Management Team

Nicky Elwell - Operational Practice
Manager

Emma Small - Project Manager

Linda Smith - Business Manager

Other healthcare staff

Arinze Okonkwo - First Contact
Physiotherapist

Madeline Curtis - Adult Mental Health

Hannah Bradley - Adult Mental Health

Joanna Davies - First Contact Dietitian

Sarah Whitehouse - Health & Wellbeing
Coach

Sarah Jadowski – Cancer Care
Coordinator

Grace Williams – Care Coordinator &
Digital and Transformation Support

Jemma Sinclair – General Practice Nurse

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 log on to the patient access or our website <https://www.dalemedicalpractice-wombourne.nhs.uk/>. Should you be unable to access the website, please ring 01902 892209 and a member of our administrative 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.

Threats of violence or abuse of 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.

Patient Participation Group

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 at

<https://www.dalemedicalpractice-wombourne.nhs.uk/>

Alternatively, contact Emma Small who is the nominated point of contact for all PPG matters.

NHS England Contact

Dale 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

Prescriptions/repeat prescriptions

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

- In writing – By ticking the required medications on your prescription and placing it in the dedicated box, located in reception.
- Through your nominated pharmacy– Please call your pharmacy who will put the request in for you.
- Online – Please log in and order via patient access.

All prescription queries should be directed to our designated prescription correspondence. Our phone line is open between 10-1 alternatively you can email prescriptions.dalemedical@staffs.nhs.uk

Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Patient data

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.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into 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 provide.

Home visits

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 practice before 11am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between [12:30 pm and 2:30 pm], Monday to Friday.

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 by calling 111 or accessing via www.nhs.uk