

## **Practice Boundary**

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The practice covers Norton Canes and Heath Hayes, we would be happy to register any patients who live within the practice boundaries.

Patients from outside area can request to register depending on availability, but will need to make their own arrangements as no home visits or emergency call outs will be available.



**DR P K JALOTA**  
**Norton Canes Medical Centre**  
**Brownhills Road**  
**Norton Canes**  
**Cannock**  
**Staffs**  
**WS11 9SE**

**Telephone : 01543 279500**  
**Email: [jalotas.surgery@nhs.net](mailto:jalotas.surgery@nhs.net)**  
**Website:**

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### ***Opening Hours***

*Monday - 8.00am to 7.00pm*  
*Tuesday/Wednesday / Thursday - 8.00am to 6.30pm*  
*Friday - 7.30am to 6.30pm*

**Introduction**

The Practice was formed in 1998 and has been in our current location since 2008.

The practice is committed to providing high quality, evidence-based patient care in a caring and supportive environment.

**The Staff**

Dr Parvin Kumar Jalota (Male)	MBChB (Wales), DRCOG, FP Cert
Clare Banner	Practice Manager
Janet Miller	Practice Nurse
Clare Banner	Health Care Assistant
Lisa Reynolds	Receptionist
Leanne Howells	Receptionist
Lauren Arnold	Receptionist
Joy Cooper	Receptionist

**Surgery Hours—subject to changes**

Surgery doors open at 8.00 am. Doctors clinic times are:

Monday	8.30 - 12.30	4.30 - 7.00 pm
Tuesday	9.30 - 12.30	2.30—5.00 pm
Wednesday	8.30 - 10.00	1.30 - 4.00 pm
Thursday	11.30 - 13.30	
Friday	7.30 - 10.30	13.30 - 15.30 pm

**Useful Telephone Numbers**

Norton Canes Medical Centre.....	01543 270500
Bains Pharmacy.....	01543 279415
Co-op Pharmacy .....	01543 277777
Nucare Pharmacy.....	01543 279327
Cannock Hospital.....	01543 572757
County Hospital.....	01785 257731
Walsall Manor Hospital.....	01922 721172
New Cross Hospital.....	01902 307999

**Useful Websites**

- Care Quality Commission (CQC) ... [www.cqc.org.uk](http://www.cqc.org.uk)
- Department of Health..... [www.dh.gov.uk](http://www.dh.gov.uk)
- General Medical Council..... [www.gmc-uk.org](http://www.gmc-uk.org)
- Health Protection Agency..... [www.hpa.org.uk](http://www.hpa.org.uk)
- NHS Direct..... [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Cannock Chase Clinical Commissioning Group**

Number 2 Staffordshire Place, Stafford, ST16 2LP

Telephone 01785 221050  
[www.cannockchseccg.nhs.uk](http://www.cannockchseccg.nhs.uk)

- Helping staff to review the care they provide to make sure it is of the highest standard.
- Looking after the health of the general public, ie The Health Protection Agency uses anonymous information to continue to protect the health of the population as a whole, ie identify or investigate infectious diseases, hazardous chemicals, notifiable diseases (eg Food poisoning, measles and tuberculosis).

The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

Social Services, the Benefits Agency and other may require medical reports on you from time to time. Failure to cooperate with these agencies can lead to patients' loss of benefit or other support. However, if you have not given your signed consent we will not normally disclose information about you.

You have the right to request access to your health records.

If you wish to see your notes there are 3 steps:

Step 1 - Speak to the Practice Manager who will explain the procedure.

Step 2 - View your records. A private room will be made available for you.

Step 3 - Opportunity to speak with your doctor to discuss any queries you may have.

A charge of 35p per sheet will be made for any photocopies / computer printouts requested.

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## Appointments

Appointments can be made by telephoning after 8.30 am or a routine appointment can be made well in advance (maximum three months). Online services are available for appointments.

If you are unable to keep your appointment please cancel it as soon as possible.

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## Home Visits

Home visits are available for the elderly, terminally ill or housebound patients. If you require a home visit please contact the surgery before 11.00 am

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## Emergencies outside Normal Working Hours

Your call will automatically be transferred to the out of hours service when the surgery is closed. Advice can also be sought from NHS Direct on Tel: 111 or [www.nhs.uk/111](http://www.nhs.uk/111) or in an emergency dial 999.

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## Repeat Prescriptions

Requests for repeat prescriptions can be made in person at the surgery, or email [jalotas.surgery@nhs.net](mailto:jalotas.surgery@nhs.net) or registering for online services—During the current pandemic prescription requests are also being taken by telephone.

**PLEASE ALLOW 48 HOURS BEFORE COLLECTING YOUR PRESCRIPTION.**

Unless you have expressed a wish to have your prescription remain at the surgery for you to collect, it will for sent electronically to your nominated pharmacy.

## Services provided

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### Nursing services include:

- Blood tests
- INR Monitoring
- Infant and Adult Immunisations (including Travel vaccines)
- Cervical Smears
- Contraception Advice
- Dressings
- Suture removal
- New Patient Health Checks
- Blood Pressure Checks
- Chronic disease reviews such as Asthma, Hypertension, Diabetes, COPD, Hypothyroid, Mental Health and Learning Disabilities reviews

**Midwife** - A community midwife provides care for mothers before and after delivery, although they are not based at the practice.

**Health Visitors** - Can be contacted on 01543 270500 they are available to help with matters relating to children under 5 years old.

## Patient Information and Confidentiality (Your Privacy)

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We recognize that there may be times you wish to discuss sensitive matters. If you are not comfortable at the front desk please say and we will find a private room for this discussion.

The practice uses technology in almost all aspects of its day-to-day activities. The computer is used during consultations as it enables us to keep your records up to date and helps maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records are held on the computer in accordance with the guidelines of the *Data Protection Act*.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example notify a birth. *The NHS Central Register for England and Wales* contains basic personal details of all patients registered with a GP. The register does not contain information about your health.

As a practice we are registered with the Information Commissioners Office, Registration No: Z8714801

In addition to using your information for your care and treatment, it may also be needed for other reasons, such as:

### Chaperone (Your Dignity)

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If you wish a chaperone to be present during your consultation, please notify reception, the clinician or manager, who will arrange this for you. Any intimate examinations will always be booked with as a joint appointment with the Doctor and Practice Nurse.

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### Training / Teaching Practice

This service is not currently available here.

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### Dispensing Practice

We are not a dispensing practice. For your information chemists are located in the local villages and also within the Medical Centre itself.

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### Freedom of Information Act 2000

The freedom of Information Act aims to promote a culture of accountability amongst public authorities by providing people with rights of access to the information held by them. Norton Canes Surgery complies with this act.

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### Consent

Consent to treatment is the principle that a person must give their permission before they receive any type of medical treatment. For consent to be valid, it must be voluntary and informed, and the person consenting must have the capacity to make the decision. Consent can be written, verbal or implied.

### Responsibilities of the patient

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- **Keep your appointments and arrive on time** - if you are unable to keep an appointment please let us know as soon as possible so it can be offered to someone else.
  - **Value the team** - We value our team and we are trained and committed to providing the best possible care. Whilst we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We are here to help and it is not acceptable to verbally or physically abuse members of the team. Any patients who do continue to behave in this manner will be removed from the practice list.
  - **Keep personal details up to date** - please ensure that you let us know of any changes to your address or telephone numbers.
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### Registering with the Practice

As part of the registration procedure new patients, aged 5 and over are asked to see the nurse for a new patient health check. This includes checking your blood pressure, height and weight and giving advice on healthy lifestyle. The nurse will also note any current problems or allergies in your medical history.

For each person registering you will need to complete a GMS 1 form; these are available from reception or downloadable from the internet.

### Non NHS Examinations

Private medicals such as HGV are available by appointment, to registered patients only. The reception staff will make arrangements and inform you of the fee. Any fee payable is due at the time of the appointment.

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### Visit Our Website -

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The surgery website is the most effective way of giving our patients access to help and information 24 hours a day. It contains information about the services we offer and minutes of our patient participation group meetings.

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### Complaints and Suggestions

Comments or suggestion on any aspects of the practice will be received with interest. If you wish to make a complaint about the service received at the practice please put it in writing to Clare Banner, Practice Manager. If you wish to complain on behalf of a patient please ensure we have written consent from the patient concerned.

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### Patient Participation Group

We have a patient participation group which meets regularly and includes members of our practice of all ages to represent the practice population; new members are always welcome. The aim of the group is to make an important contribution to the wellbeing of the community. The group's activities includes obtaining the patient's view on practice services, carrying out surveys and health promotion. If you are interested in joining our group please contact Clare Banner, Practice Manager for further information.

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### Patient Choice

We do our best to accommodate your rights as a patient to express a preference, however, there may be occasions where this is operationally difficult. If a referral is required to another healthcare provider, we will aim to offer you a choice through the choose and book system.

### Facilities at the Medical Centre

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- We operate a No Smoking policy.
  - Toilets, including toilet for wheelchair users.
  - Automatic External doors.
  - Baby changing facility.
  - Private room for breast feeding (Please ask at reception)
  - Private room for confidential discussions.
  - There is parking, including disabled spaces at the front of the building
  - A wheelchair is available upon request from reception.
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### 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 more than 20 minutes late we will aim to let you know.

Unfortunately, if patients are more than 10 minutes late for their appointments we may not be able to see you and you may be asked to rebook.

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### Notification of Results

Patients are asked to ring the surgery 7 days following blood tests being taken to obtain the results **please phone after 1.00pm**, the doctor looks at your results and it is the comment of the doctor that the receptionist will give you. The reception staff are not medically trained so can not interpret the results for you, if you wish to discuss the results further please book an appointment with the doctor.

Results for X-ray's and Ultrasounds are usually back 7 - 10 days after being taken.