

# Welcome to Tudor Medical Group

We have four sites:

**Main site:** Tudor Medical Centre open Mon-Fri 8am -6:30 pm except Thursdays (7am -6:30pm) and Alternate Saturdays (8am-12pm)

**Branch sites:** Wellington Road Surgery, Leicester Street Medical Centre and Owen Road Medical Centre are open Monday -Friday 8am to 6:30pm except Thursdays (8am-1pm)

## Clinical team:

We have a multidisciplinary team consisting of:

- **General Practitioners**

1. **Dr Reetu Agrawal (f)**  
*MB ChB 2006 University of Birmingham. GP Partner*
2. **Dr Sumit Agrawal (m)**  
*MB ChB 2004 University of Manchester. GP Managing Partner*
3. **Dr Poonam Panesar (f)**  
*MB ChB 2009 University of Birmingham*
4. **Dr Adebisi Ogundipe (f)**  
*MB ChB 2009 Obafemi Awolowo University*
5. **Dr Adam Ashmore (m)**  
*MB ChB 2016 Keele University*
6. **Dr Adrian Fletcher (m)**  
*MB BS 1996 University of London*
7. **Dr Daniel Ndukwe (m)**  
*MB BS 1999 University of Nigeria*
8. **Dr Aun Raza (m)**  
*MB BS 2004 University of Health Sciences Lahore*

- **Practitioners**

- **Pharmacist practitioner**

- **Sharanveer Sangha (m)**

- (MPharm), (IP PGDip), PGDip Advanced Clinical Practice*

- **Physician Associates**

- **Nicola Sleigh (f)**

- MSc PA-R*

- **Kirandeep Woodroffe (f)**

- MSc PA-R*

- **Nikita Boshle (f)**

- MSc PA-R*

- **Faisal Saadat (m)**

- MSc PA-R*

- **Saydur Rahman (m)**

- MSc PA-R*

- **Nursing team**

- **Nurses**

- **Zoe Bird (f)**

- RN Dip HE*

- **Emilia Talmacel (f)**

- BSc(Hons)*

- **Karen Parsons (f)**

- RGN*

- **Nurse Practitioner**

- **Riki Kumar (f)**

- Nurse independent/Supplementary Prescriber*

- **Health Care Assistants**

- **Jagir Kaur**

- **Lynda Walton**

- **Pharmacy Technicians**

- **Jagdeep Dail**

- Level 3 NVQ Pharmaceutical Science (Buttercups)*

- **Mohammed Arshad**

- btec level 3*

- **Kiranjeet Barrah**

- Btec level 3 in pharmaceutical science*

- **Physiotherapist**

- **Kiranjit Bhullar (f)**

- MSC, BSC, MAACP, MSOMM*

- **Midwifery team**
  
- **Diabetes Nurse Specialists**
  - **Mel Gray (f)**  
*RGN*
  - **Ignatius Chiano (f)**  
*Post graduate certificate in diabetes management*
  
- **Health& Wellbeing Coach**
  - **Anne-Marie Cooper (f)**
  - **John Walker (m)**
  
- **Mental Health Practitioner**
  - **Thomas Nkwanyuo (m)**  
*PCMHP*
  
- **Cancer Care coordinator**
  - **Esmin Powner (f)**

**Admin Team:**

- Includes receptionists, Practice Care coordinator, Secretary and Managers

**Registering at Tudor Medical Group:**

The doctors welcome new patients who live within our practice area. As it often takes some time for records to be forwarded from your former practice all newly registered patients will be asked to complete a health questionnaire and are offered a consultation with the Nursing team to have their New patient health check done. We have 4 sites. Tudor Medical Centre, Wellington Road Surgery, Leicester Street Medical Centre and Owen Road Medical Centre. There is disabled access at all sites.

The new patient forms are available on the website or at reception.

## Catchment Area



On registration all patients are assigned to a named accountable GP. Your allocated accountable GP may not be necessarily be the one you see regularly, please be assured that the continuity of your care will not be changed.

### Appointments

We have various appointments available across all four sites (both telephone and face to face)

- Online (you can ask to be registered for online access or download the NHS app)-patient can book themselves and order repeat medication
- Online triage please follow link <https://www.tudormedicalcentre.nhs.uk/> appointments given with 48-72 hours- mainly telephone appointments only
- Routine appointments available 2 weeks ahead (telephone and face to face)
- Book on the Day for Urgent appointments only (accessible by calling/coming into the practice at 8am)
- Extended hours (Every Thursday 7am -8am and Alternate Saturdays 8am-12pm only at Tudor Medical Centre)

- Home Visits
  - If possible please try to telephone reception before 10:00 am if you require a home visit.
  - A clinician may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.
  - House visits are only available for patients who are housebound because of illness or disability.
  - Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

### **CHAPERONES / INTERPRETOR**

All patients are entitled to have a chaperone present or if they don't speak English ask for an interpreter for any consultation on request. Please speak to a member of staff to request this prior to your scheduled appointment.

### **Building Accessibility**

- Step free access
- Disabled Parking
- Disabled Toilet
- Translating service available upon request

**Results:** Please call the Practice after 2pm for your results (it usually takes 1 week) if you had been for a recent blood test or any investigations

**Referrals/Private work:** To speak to the secretary to discuss any referrals or private work, please call between 10:30am and 12pm. There is a fee for private work.

### **How to Request a Repeat Prescription**

- **Via the NHS App** – official access to a range of NHS services on your smartphone or tablet (iOS and Android).
- **NHS Online Login** – You can view your repeat medication and order online.
- **Via your [Patient Access](#) account** – alternative way to order your medication online.
- **In Person** – Tick the boxes on your green repeat medication slip, OR, write a note stating what medications you would like and drop it off or post it to the Practice.

### **Complaints/Compliments**

Reception staff will be able to help, if unresolved, please email [m92016wolverhampton@nhs.net](mailto:m92016wolverhampton@nhs.net) for the Practice Care coordinator to speak to you to resolve the issue or bring it to the attention of the Managers.

Alternatively, you can contact the Time2talk Team

The Time2Talk Team is available Monday to Friday and can be contacted as follows:

- Telephone: 0300 0120 281

- In writing: Black Country ICB, Wolverhampton City Council Civic Centre. St Peter's Square, Wolverhampton, West Midlands WV1 1SH
- Email: [time2talk.blackcountry@nhs.net](mailto:time2talk.blackcountry@nhs.net)

### **NHS Zero Tolerance**

We strictly adhere to the NHS Zero tolerance policy of all violence and aggression to protect staff and other patients

### **Lateness policy**

You may not be seen if you are more than 10 minutes late for your appointment.

### **Clinical Lateness**

The practice is committed to clinics running to time where possible, yet also acknowledges that from time to time, delays will occur. The receptionist will inform each patient in reception if there is a delay. There is also a poster in the waiting area asking patients that have waited for more than 20 minutes to be seen to inform the reception staff as soon as possible.

### **DNA (Did not Attend)**

If you are unable to attend your appointment please give enough notification for the appointment to be offered to other patients as a DNAs cost the NHS a significant amount of money.

### **Other Clinics**

- Joint Injection
- Minor Surgery
- Contraception
- Menopause
- Travel Vaccinations
- Childhood Immunisations
- Long Term Conditions (Asthma, Diabetes, COPD etc)
- NHS Health Checks

- **OUT OF HOURS**

When the surgery is closed please contact NHS 111 For urgent medical help or advice that is not life threatening. Black Country ICB commissions out of hours services on behalf of the Practice.

- **THURSDAY AFTERNOON CLOSURE**

All of our surgeries are closed from 1pm on a Thursday afternoon with the exception of Tudor Medical Centre which is open until 6:30pm. For any other time use NHS111.

- **URGENT CARE CENTRE**

(New Cross Hospital)  
Wednesfield Way, Wolverhampton WV10 9ST  
Open 24 hours per day  
TEL: 111  
[www.wolverhamptonurgentcare.nhs.uk](http://www.wolverhamptonurgentcare.nhs.uk)

- **EMERGENCY DEPARTMENT**

The local Emergency department is at New Cross Hospital. This should be used for emergencies only.

**If you suspect you may be having a heart attack, stroke, severe acute illness or you have had a serious accident then please dial 999 and you will be advised accordingly. If you are well enough to attend the Emergency Department yourself then please do so.**

- **To obtain details of all primary medical services available within Wolverhampton please contact:**

NHS England, Primary Care Service Team, Jubilee House, Bloxwich Lane Walsall, WS2 7JL.01922 603150

### **Training Practice**

We are an accredited training practice and believe in helping the future of healthcare and for that reason from time to time we have Medical Students at the centre & help them with the development in a variety of skills you will always be informed and asked for consent for them to be part of a consultation and you do have the right to decline.

### **DATA PROTECTION ACT 2018**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. This act protects data held on the computer system.

### **PPG (Patient Participation Group)**

A Patient Participation Group (PPG) is a group of people who are patients of the Practice and meet on regular basis to discuss practice issues and patient experience to help improve the service.

Please contact reception or email [m92016wolverhampton@nhs.net](mailto:m92016wolverhampton@nhs.net) if you would like to be part of PPG.