

REGISTERING AT THE PRACTICE

New patients wishing to be registered must complete a GMS form and health check questionnaire at reception. Forms can also be downloaded from our website

<https://www.fordhousesmedicalcentre.nhs.uk>

TEMPORARY RESIDENTS

Patients who are not registered with the Practice but are UK residents and staying away from home for no more than 3 months, can be seen as a temporary patient

ROUTINE-APPOINTMENTS

Routine Appointments The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone, online or at reception. Routine appointments, with the doctor of your choice, can be booked up to two weeks in advance (subject to that doctor's availability). Please remember, appointments are 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.

URGENT-APPOINTMENTS

If you need to be seen on the same day, please let the receptionist know when you call. Emergency appointments are dealt with each morning, so please phone at 08:00am. If you need an appointment on the day, the receptionist will ask some basic information about your problem, so the doctor can see the most urgent cases first. You will be given a time to attend the surgery that morning, but please note due to the nature of medical emergencies, you still may have a wait to be seen. In urgent cases, we cannot guarantee an appointment with the doctor of your choice.

CANCELLATIONS

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient

HOME VISITS

We ask our patients to come to the surgery if at all possible, where we have better facilities. However, we can visit you at home if your condition means you cannot attend the surgery. Please ring before 10am to arrange a visit which will be at the discretion of the GP. If your condition is urgent please inform receptionist.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be requested online via the patient access website, in writing at the Practice or by dedicated email - bcicb.fmcprescriptions@nhs.net. Please allow 2 working days for collection.

RESULTS & ENQUIRIES

Please telephone between 2pm and 4pm when we have more time to deal with your enquiries. We would appreciate this, as the telephones are extremely busy in the mornings.

Health Checks- NHS Health Check and Over 75 Yearly Health Checks.

We offer health checks to all patients over the age of 40, as well as general health advice.

For Patient over the age of 75 we offer Annual Health Check. These are pre-bookable appointments.

C LINICS AND SERVICES

Clinics and Services Available
Contraceptive Services, Childhood Immunisations, Childhood Health Surveillance, Vaccinations and Immunisations, Minor Illness, Minor Surgery, Spirometry, Case Management For Patients With Long-Term Conditions, e.g. Asthma, Diabetes, Hypertension, Epilepsy, Heart Disease And COPD, Ante-Natal Clinic, Mental Health Support, Cancer Care and Support Service, Cytology (Smear) Clinic, Travel Vaccine Advice, and chargeable Non NHS Services e.g. HGV Medicals/insurance reports etc. (see website for more details)

CARERS SUPPORT

Please let us know if you are looking after an elderly, sick or disabled person and need help obtaining an assessment or advice on claiming benefits.

BABY CLINIC FOR VACCINATIONS

Please make an appointment with Practice Nurses by appt. We also offer appointments over the weekend at our local PCN Practice

TRAVEL CLINIC

Please make an appointment with at least 6 weeks before you travel. You must also complete a travel form before your appointment. Paper and electronic versions of the travel form are available. Please ask Receptionist for the most relevant one. Please be aware there is a charge for some vaccinations

ITEMS FOR WHICH THERE IS A CHARGE

All charges are in line with the recommended BMA rates. For details please ask at reception. There is a charge anything classed as non-nhs work like private letters.

YOU CAN HELP US BY:

- Being on time for your appointment.
- Letting us know if you need to cancel an appointment.
- Calling for a home visit or urgent appointment before 10am.
- Informing the receptionist if you wish to discuss more than one problem to enable us to give you a longer appointment.
- Phoning for results of tests after 2pm

COMPLAINTS & SUGGESTIONS

We are very interested in your views of the service we are providing. If there is something that we are doing well and you would like to tell us about it – or something that you think we could be doing better – speak to a receptionist or ask to see the Practice Manager. If you would like to make a formal complaint, you can do this in writing or by speaking with the Practice Manager – in person or by email. Ask at reception for more information about how to make a complaint (we have a separate leaflet) or to pick up a complaint form.

If you do not want to raise your concern directly to the practice you can alternatively contact the Time2Talk service by Black Country ICB

This service is contactable via post, email and telephone.

Telephone: [0300 0120 281](tel:0300 0120 281) and select Option 4

Email: bcicb.time2talk@nhs.net

Address: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Operational hours: Monday-Friday (excluding Bank Holidays) 9.00am – 5.00pm

USE OF INFORMATION ACT 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

ACCESS TO MEDICAL RECORDS

All patients are entitled to have access to their medical records. If you wish to see your notes, please ask for a form at reception. All information about you is strictly confidential. Information may be shared with other healthcare professionals on a 'need to know' basis regarding your continuing care. We will always seek your written consent before releasing information.

PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. 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 care. All patient information is treated in strict confidence. Access to all records is limited to the people caring for the patient, including medical secretaries. Sometimes other professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/DPA and Caldicott Principles in the use of information

EQUALITY AND DIVERSITY

FORDHOUSES MEDICAL CENTRE strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff are treated fairly and with respect. Please contact the Practice Manager if you have any concerns that Equality and Diversity issues have not been respected.

PRACTICE PREMISES

The practice premises have disabled access and complies with the Disability Discrimination Act.

ONLINE PATIENT SERVICES

We offer patients access to online appointment booking and repeat prescription ordering via the national Patient Access website. Patients can also view selected information on their medical records including medications, allergies & immunisations. Please go to our website:

<https://www.fordhousesmedicalcentre.nhs.uk>

to register for an online account.

ZERO TOLERANCE

Our staff are here to help you and we aim to treat all our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

GP Team

Dr R Kharwadkar (f) (GP Principal) MB BS (1989 India), M.D., FRCOG, MRCGP, DFSRH, Cert Med Ed Menopause Specialist

We have **locum GP** clinicians working alongside the GP principal, on a regular basis, to enable us to provide good quality care to the patients.

Joelle Williams-Jones (f) RGN
Practice Nurse

Laura Hunt (f)
Healthcare Assistant -Level 3

Chloe Hall (f)
Healthcare Assistant -Level 2

Sandeep Khokar Kapur (f)
Clinical Pharmacist

Mrs Sundeep K Reelh (f)
Practice Manager

PRACTICE CATCHMENT AREA

You can register with us if you live within the Practice boundary. The Practice Boundary mainly covers Pendeford, Fordhouses, Oxley, Bushbury, Low Hill and Coven. Alternatively, the postcodes we cover are WV8, WV9, WV10 and part of WV11. The Please see a detailed map on our website. If you move outside of the practice area you should register with a new practice. If you would like to register please come into the surgery and complete the relevant registration forms.

FORDHOUSES MEDICAL CENTRE Practice Leaflet

Main Site - 68 Marsh Lane Fordhouses
Wolverhampton WV10 6RU
Tel – 01902398111

Branch Site Pendeford Health Centre,
Whitburn Close,
Pendeford,
WV9 5NJ
Tel: 01902398008

<https://www.fordhousesmedicalcentre.nhs.uk/>

PRACTICE OPENING TIMES

Monday 08:00 – 18:30

Tuesday 08:00 – 18:30

Extended Hour - 18:30 – 19:30

(Marsh Lane Site)

Wednesday 08:00 – 18:30

Thursday 08:00 – 18:30

Friday 08:00 – 18:30

Please note – Pendeford Site is opened at 08:30 and closes at 18:00 Monday to Friday. Except on Tuesday and Thursday Pendeford Site is closed at 13:00pm.

OUT OF HOURS

Fordhouses Medical Centre has got a BC ICB Commissioned Out of Hours Service which can be accessed by dialling 111. Our surgery is part of [Wolverhampton Total Health Primary Care Home](#) you can see their website for further details