

Essential Contact Details

Touchwood Pharmacy - 01922 682226
47 High Street, Pelsall

NHS England - 0300 311 22 33
england.contactus@nhs.net

NHS 111
24 hours a day, 7 days a week

Extended Hours Clinics - 01922 501 999
Between 6:30pm - 9:00pm, 09:00am - 5:00pm on Saturdays.

Be Well Walsall - www.maximusuk.co.uk
(Weight Management, Stop Smoking, wellbeing)

Family planning and sexual health - 01922 270 400
WISH (Walsall Integrated Sexual Health)

Drug and Alcohol help - 01922 669 840

Walsall Healthcare NHS Trust - 01922 721 172
Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS

Black Country Healthcare NHS Foundation Trust - 01922 607 000
Dorothy Pattison Hospital, Alumwell Close, Walsall

Complaints

We take complaints about our work, staff and levels of service very serious. If you are not satisfied please speak to the practice manager.
We aim to investigate and respond within 28 working days.

In the event of anyone not wishing to complain to the practice you can also contact **Time2Talk Team, Black Country ICB.**

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

Email : bcib.time2talk@nhs.net **Helpline:** 0300 311 2233

Website: <https://blackcountry.icb.nhs.uk/have-your-say/time-2-talk>

Or contact

The Parliamentary and Health Service Ombudsman
(PHSO) [Parliamentary and Health Service Ombudsman website](#)

or call 0345 015 4033

Chapel Street Surgery

1 Chapel Street
Pelsall
Walsall
WS3 4LN

Tel: 01922 685858

Dr Shubnum Fida MBChB MRCGP

Self Help
Information

Health
Apps

Repeat
Prescriptions

My Medical
Records

Patient
Engagement

Book an
Appointment

www.chapelstreetsurgerywalsall.co.uk

SCAN ME



Welcome To Chapel Street Surgery

Chapel Street Surgery is a single-handed GMS (General Medical Services) practice operating in Walsall within the Black Country Integrated Care Board (ICB).

Our lead clinician, Dr. Fida, is fully registered with the General Medical Council (GMC).

The surgery is purpose-built and designed to accommodate the needs of all our patients, including those who are elderly or infirm, with full wheelchair access and accessibility features throughout the premises.

We are committed to providing the highest standard of medical care and continuously strive to improve our services for the benefit of our patients.

This information booklet has been prepared for you to read and keep. It contains key details to help you make the most of the services we offer and to ensure you receive the best possible care from our practice

GP's

Dr Shubnum Fida
(Female)
MBChB MRCPGP



Website

Please visit our website at
www.chapelstreetsurgerywalsall.co.uk

Where you can find more information about our surgery & the services we offer as well as up to date news & details of any new initiatives.

There are also links to other websites & useful contact numbers

Disabled Access

- ♦ Disabled Parking
- ♦ Disabled WC / Baby Changing Facilities
- ♦ Induction Loop
- ♦ Wheelchair access
- ♦ Email address for Deaf and hard of hearing patients who cannot use the telephone

Armed Forces Veteran Friendly Practice

We are an Armed Forces Veteran friendly accredited GP Practice. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let us know to help ensure you are getting the best possible care.

Interpreters

If English is not your first language, we can arrange an interpreter to be present during your appointment.

Please let reception know that you will need an interpreter when booking your appointments

Our Patient Promise

- ◆ We promise to treat everyone as an individual, without discrimination.
- ◆ Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient's individual needs with dignity and strict confidentiality.
- ◆ The care given will be research-based and delivered to the highest standard.
- ◆ We will set standards of care and review them periodically, in the form of audits and we will act accordingly.

Friend's and Family Feedback

The NHS Friends and Family test is a way of gathering your feedback so we can continually review and improve our service.

Your feedback will help us learn more about what you think of your experience, preferences and improvements to our service.

You can leave feedback via text message after your appointment, in person or by completing the test on our website.



SCAN ME



Summary Care Records

A Summary Care Record (SCR) is a way of telling health and care staff important information about a person. It tells staff caring for someone about their medicines and allergies. This means they can look after the person if they are not at their usual doctor's surgery. More information about the Summary Care Record including an easy read leaflet, is available on the NHS Digital Website

www.summary-care-records

Chapel Street Surgery Opening Times

Monday	8:00am - 6:30pm
Tuesday	8:00am - 6:30pm
Wednesday	8:00am - 6:30pm
Thursday	8:00am - 6:30pm
Friday	8:00am - 1:00pm From 1pm—6.30pm please call OurNet 01922 501999

Test Results

Please only call for Test Results after 11:00am.

GPs	
Dr Shubnum Fida (F) MBChB MRCGP	
Practice Manager	
Jennifer (F)	
Management Support	
Hayley (F)	
Nursing Team	
Sarah (F) Advanced Nurse Practitioner	Julie (F) Practice Nurse
Healthcare Assistant (HCA)	
Hayley (F)	
Secretary	
Kay (F)	
Administrative Team	
Amanda (F) Tracey (F)	Sharron (F) Zoe (F)

Patient Confidentiality and Data Protection

We keep records to provide your care, mainly on secure computer systems. We comply with the Data Protection Act 1998 and all confidentiality guidelines.

To manage and improve our services, we may share limited, often anonymous information with the Black Country ICB and local hospitals. By law, we must share certain details, such as infectious disease notifications.

We do not share information with anyone outside the NHS (e.g. insurance companies) without your clear consent.
If you have any questions, please contact the Practice Manager.

Patient Responsibilities

You have a right to expect a high standard of care from our practice and we will try at all times to provide this to you.

In order to assist us in this we require that you take responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep appointments and follow medical advice given.

We aim to treat all our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

Rights:

- ♦ Patients aged 16 to 75 who have not seen a doctor/nurse in the previous 3 years may request a health check with a HCA.
- ♦ Patients aged over 75 and have not seen a doctor/nurse in the previous 12 months may request a health check with a HCA.
- ♦ Patients have the right to see their own health records subject to limitations.

Responsibilities:

- ♦ Arrive on time for your appointments
- ♦ Inform the practice of your intention to cancel an appointment in good time
- ♦ Show the courtesy to staff you would yourself, expect to receive
- ♦ Violent or aggressive patients may be removed from the list and referred to a specialist service.
- ♦ All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required.

Fees For Non-NHS Work

Some services are not covered by the NHS and are provided privately for a fee. These include:

- DVLA reports
- Insurance reports (e.g. life assurance or critical illness)
- Fostering or adoption medicals and reports
- Police requests for firearms/shotgun licences
- Employer or occupational health forms and letters
- Holiday cancellation forms
- Other forms, reports, medicals, or certificates

This list is not exhaustive. Fees may vary depending on the request.

Please allow up to 28 working days from payment for completion.

A charge applies in all cases, and the doctor cannot waive fees. Please note, we do not have a card machine — payment must be made by cash or other accepted methods.

Zero Tolerance—Violent and Abusive Patients

We do not tolerate any form of verbal or physical abuse, bullying or any other form of intimidation.

Any patients displaying behaviour of this nature towards staff, doctors or other patients will be removed from the list with immediate effect and if appropriate the matter will be reported to the Police and the ICB



Locum Doctors

In addition to Dr Fida we also have locum doctors. They are not here regularly as they operate on a sessional basis when required by us. Some are here more often than others. An individual locum doctor may be at the surgery as much as a few times a week or as little as once every few months.

Accountable (Named) GP

From 1st April 2015, all of our patients have been allocated a named GP. Your named GP will have overall responsibility for the care and support that our surgery provides to you.

This does not prevent you from seeing any GP in the practice, as you may currently choose to do. Neither does it guarantee you will see your named GP every time you visit the surgery or give you priority access over other patients to your named GP. It is important to note that access to GPs will be via our normal appointment system and will continue to be subject to the availability of individual doctors.

We aim to offer “GP of choice” appointments where possible.

Joining The Practice (How To Register)

We welcome new patients who live within our practice area. To check if you are a resident within our practice area and so eligible to register with us, **please check your address against the map on the next page.**

Anyone wishing to join the practice can do so by calling into the practice or can complete the registration forms via our website.

Register Online

We are using a new online service called Register with a GP Surgery that makes it easy to register with this GP Surgery. Just fill in this quick online form to start the process. You do not need proof of address or immigration status, ID or an NHS number.

The service is designed and run by the NHS, so your personal information is safe. It cuts our administrative workload and makes it easier for you to register.

You can contact our reception team in person or by telephone: 01922 685858

Register online here: <https://gp-registration.nhs.uk/M91024>

Out of Area Registration

GP contract regulations were amended on 21 July 2025 to require GP practices to seek approval from NHS England before accepting patients residing outside their practice area, where NHS England has set out circumstances where such approval is required and those circumstances apply. We do not currently accept out of area registrations.

Midwife

The regular antenatal clinics are held by the Community Midwives. All consultations are by appointment only.

Telephone: 01922 721172 and ask for the midwifery team at the switchboard

Health Visitors

Health Visitors work with all patients to assess the support they need and develop appropriate programs to help give children the best possible start in life

Telephone: 01922 603074

Text: 07520 634909

Email: walsallhealthvisiting.SPA@nhs.net

Community / District Nurses

Our District Nurses work closely with the Doctor in providing nursing and care and treatment at home. They are also able to give advice regarding care and convalescence after discharge from hospital.

Tel: 01922 604920 Option 2

Cervical Smears

In line with national policy, we recommend a cervical smear every 3 years for a woman between the ages of 25 & 50 years and every 5 years for women aged 51-64 years of age. These are usually carried out by the practice nurse. Appointments are also available at weekends and evenings at the Extended access Hub.

Community Diabetic Nurse Specialist

A Community Diabetic Nurse Specialist runs a clinic monthly.

Patient Representative Group (PRG)

You can have your say to help us improve your healthcare.

All patients are welcome - and encouraged -

Join our regular Patient Representation Group (PRG) to help improve our services.

Volunteer patients meet with the practice team to share ideas and feedback.

If you'd like to join, please ask at reception for details.

Home Visits

Home visits are for patients who are housebound or too unwell to travel.

Lack of transport is not a valid reason for a home visit, so please attend the surgery whenever possible.

Please request visits before 11:00am if you can. All requests are triaged by a GP, and visits may be carried out by a member of our home visiting team.

Out-of-area patients are not eligible for home visits

Chaperones

If you require a physical examination you will be given the option for a chaperone to be present during your appointment.

Choose and Book

When you and your GP agree you need a referral to a Specialist, Choose and Book shows your GP which locations provide an appropriate treatment, you can choose a date and time to suit you. It allows you to book, change or cancel a routine appointment, either on line or by phone.

Travel Vaccinations

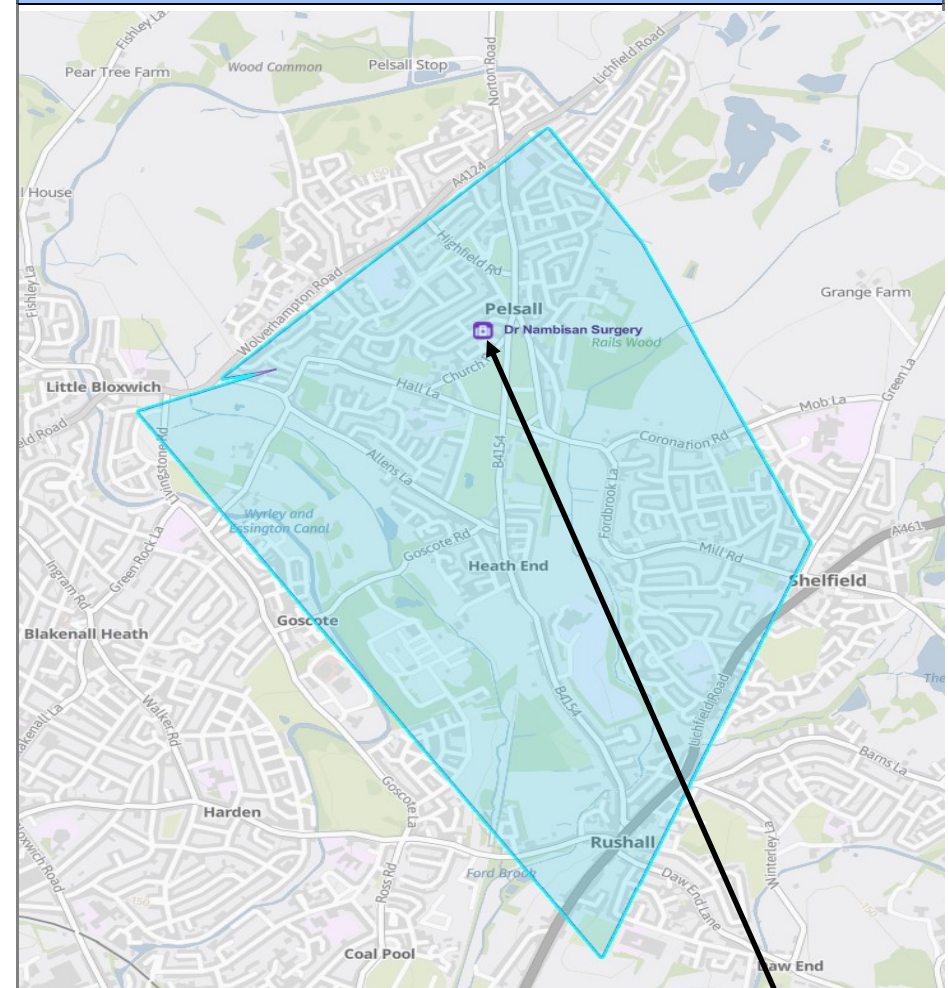
If you're travelling outside the UK, you may need vaccinations to protect against diseases found abroad.

Please contact us 6–8 weeks before you travel. Some vaccines need to be given in advance to build immunity, and others require multiple doses over several weeks or months.

Family Planning

We provide a full family planning service apart from 'coil fitting' which can be done at the WISH clinic, Pleck Road, Walsall, WS2 9ES

Practice Area



Note:- Our catchment area is Pelsall, and parts of Shelfield and Rushall.

Our staff will be able to advise you if you are living within our boundary and provide registration forms. Alternatively, please check the catchment area on the practice website.

We are here

Services Available

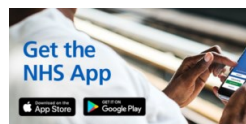
- General Medical Practice
- Family Planning
- Ante-Natal (mothers-to-be)
- Cervical Smear
- Travel Vaccination (some are not covered by the NHS)
- Child Health clinic including Vaccinations
- Chronic Disease Monitoring
- Routine Health Checks for over 40's
- ECG Monitoring

Online Services

NHS APP

The NHS App is a free phone app available for download on the Apple Store and Google Play. Using this service you can:

- Cancel appointments.
- View your test results & medical records.
- Request medication.



Contact Us Online

If you need help with a non-urgent medical or admin request, you can contact us online.

Using this service you can:

- ◆ Make requests in your own time
- ◆ Avoid telephone queries
- ◆ Instantly access NHS self-help resources

Self Help Advice

You can access a variety of resources to help you manage your conditions by clicking on the 'Health & Support' of our practice website. www.chapelstreetsurgerywalsall.co.uk



Out of Hours Emergencies and Advice

We are closed on Bank Holidays: www.gov.uk/bank-holidays

If you need help when we are closed

If you need medical help before 8am or after 6:30pm oar at weekends please contact [NHS 111 online \(111.nhs.UK](http://NHS 111 online (111.nhs.UK) or call 111. You can also visit the Urgent Treatment Centre at Walsall Manor Hospital. This is a walk-in service, you do not need an appointment. 111 online is available for people aged 5 and over. Call 111 if you need help for a child under 5. You can also contact 111 in BSL through 111 BSL Service (signvideo.co.uk/nhs111)

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

You can also contact the service in BSL through 999 BSL (999bsl.co.uk) or text 999 (if you have registered your mobile telephone number)

The Extended Access Service offers extra bookable urgent and routine GP appointments.

You can book appointments for:

- ◆ Monday to Friday evenings, 6:30pm to 9pm
- ◆ Saturday, 9am to 5pm
- ◆ They are closed on Sundays and bank holidays.

To book an appointment, please phone OurNet clinic on 01922 501999. They will advise you where you need to go or your appointment.

Repeat Prescriptions

Please note that in view of the demand on telephone lines we cannot accept prescription requests by telephone unless the request is for medicine to support palliative care / end-of-life.

- **Please order via the APP, Website or your Nominated pharmacy.**
- Please allow for **48 hours** for collection. If you leave a prescription request on a Friday evening, it may not be ready for collection until Tuesday evening.
- If you call personally at the surgery, please place your request in the box at the front door in the porch.

Appointments

To request a routine appointment in the future:

- ◆ Telephone the surgery
- ◆ Visit the surgery and speak with a receptionist
- ◆ You can also contact us by completing an online form on our website.

When you get in touch, we'll ask what you need help with.

We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

If you need help with your appointment. Please tell us:

- ◆ If there is a specific doctor, nurse or other health professional you would prefer
- ◆ If you would prefer to consult with the doctor or nurse by phone or face to face
- ◆ If you need an interpreter or if you have any other access needs

Emergency Appointments

To request an urgent appointment (Monday to Friday)

- ◆ Telephone the surgery
- ◆ Visit the Surgery and speak with a receptionist

When you get in touch we'll ask what you need help with. Our administration teams will take a simple history of the problem. It is important that we understand why you need the appointment to make sure that we provide you with the most suitable doctor, nurse or health professional to help you. Please note that only one problem will be discussed at this consultation / urgent appointment on the day.

Non - Attendance of Appointments

We accept that sometimes it may not be possible for you to attend your appointment. In these circumstances we ask that you contact the surgery and let us know as soon as possible so we can give the appointment to someone else.

- ◆ Click the link in your reminder text message or on the NHS App
- ◆ Telephone the Surgery or visit the Surgery and speak with the Reception Team

If you don't cancel your appointment and chose not to attend, this means we cannot offer your booked time to someone else who needs it. It will also be marked on your record as a DNA (did not attend). If you have several DNA's this could result in a breakdown of trust between you and your GP, which could lead to you being removed from the Practice List.

Text Reminder Service

To help you keep track of your appointments, we offer a text reminder service.

When you book an appointment, you will receive a confirmation text shortly after the booking is made, followed by a reminder message 24–48 hours before your appointment.

To ensure you continue receiving these messages, please inform the surgery promptly of any changes to your mobile number.

Sickness Certificates (Fit Note) - The Law

The NHS issues Fit Notes only after seven continuous days of illness. If you're off work for seven days or less, complete a Self-Certification (SC2) form from your employer or the HMRC website.

For longer illnesses, please contact the surgery to request a Fit Note — you may need to discuss this with a GP.

You can also request a sick note online via our practice website, and we'll respond during normal opening hours

Telephone Advice

Not all appointments need to be face to face — many can be done over the phone.

Issues such as sick notes, results, or insurance forms can often be discussed by telephone, saving you a visit to the surgery

If you'd like to speak with a doctor or staff member, please contact reception to arrange a suitable time.

Change of Address

To update your details, please complete a form at reception or on our website. A member of the Admin Team will inform you if you are still inside our practice area. If you are outside our area you can visit Find services near you - NHS