

Essential Contact Details	
NHS England NHS England, PO Box 16738, Redditch, B97 9PT	
Tel: 0300 311 22 33	england.contactus@nhs.net
Out of hours services Between 06:30pm & 08:00am Monday to Friday or <u>anytime</u> at the weekend break or Bank Holidays.	
Tel: 111	111.nhs.uk
Extended Hours Clinics Monday to Friday evenings, 6.30pm to 9pm. Saturday, 9am to 5pm. They are closed on Sundays and bank holidays.	
Tel: 01922 501 999	
NHS Go Smokefree Monday to Friday, 9am to 8pm. Saturday and Sunday, 11am to 4pm.	
Tel: 0300 123 1044	
PALS (Patient Advocacy & Liaison Service) PALS is a service to support you, your carers or relatives.	
Tel: 01922 656 463	
Family planning and sexual health WISH (Walsall Integrated Sexual Health)	
Tel: 01922 270 400	
Drug and alcohol help	
Tel: 01922 669 840	
Black Country Integrated Care Board Civic Centre, St Peters Square, Wolverhampton, WV1 1SH	
Tel: 0300 0120 281	www.blackcountry.icb.nhs.uk
Walsall Healthcare NHS Trust Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS	
Tel: 01922 721 172	www.walsallhealthcare.nhs.uk
Dudley and Walsall Mental Health Trust Dorothy Pattison Hospital, Alumwell Close, Walsall	
Tel: 01922 607 000	

Broadway Medical Centre

Part of Umbrella Medical

Umbrella Medical Partners:

Mr. G Bloom	Dr. D Gunpath	Dr. A Khera
Dr. M Stevens	Dr. R Rani	Dr. S Garsed
Dr. B Sood	Dr. R Hobson	Dr. M Dugas
Dr. A Dhillon		

Disabled Friendly

induction loop, ramp

213 Broadway
Walsall
WS1 3HD

Tel: 01922 622 064

www.umbrellamedical.co.uk/broadway-medical-centre

CQC rated 'GOOD'



Armed Forces veteran
friendly accredited
GP practice



@BroadwayMedicalCentreWalsall

Welcome To Broadway Medical Centre

This booklet has been produced for you to read and keep in order to help you receive the best possible care from the practice. Broadway Medical Centre has had extensive modernisation which has enabled the practice to provide a more comprehensive range of health care services.

We hold a General Medical Services (GMS) contract to supply NHS services with NHS England, Jubilee House, Bloxwich Lane, Walsall, WS2 7JL.

We are a Teaching and Training practice which undertakes the teaching / training of healthcare professionals or persons intending to be healthcare professionals.

Partners

We have 9 GPs and 1 non-clinical Partner who work in a non-limited partnership.

Mr Greg Bloom Managing Partner <i>MSc Education, PGCE, BSc Nursing Studies, DipHe Nursing Studies.</i>	Dr Bhavna Sood GP Partner <i>MBBS, MRCGP, DRCOG, BMedSci Qualified in Nottingham 2008</i>	Dr Ryan Hobson GP Partner <i>MBBS, BSc, Genetic Diploma Surgical Science MRCGP Qualified in London 2007</i>
Dr Dinesh Gunpath GP Partner <i>BSc (Hons) MSc, MBBS, MRCGP, Qualified 2008 British West Indies</i>	Dr Matt Dugas GP Partner <i>BSc (Hons) MBChB, DRCOG, Qualified in Birmingham 1991</i>	Dr Raj Rani GP Partner MBChB
Dr Sarah Garsed GP Partner <i>MBChC DRCOG MRCGP</i>	Dr Martin Stevens GP Partner <i>MBChB University of Birmingham 2001, MRCGP 2005</i>	Dr Amrit Khara GP Partner <i>MBChC MSC in Primary Care & Research Methods MRCGP.</i>
Dr Amanjeet Dhillon GP Partner <i>MBChB, MRCGP</i>		

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Website

Please visit our website at www.umbrellamedical.co.uk/broadway-medical-centre 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.

Facebook

The surgery has a Facebook page which will be kept up to date with news and developments at Broadway Medical Centre. It can be found by logging on to Facebook and searching for Broadway Medical Centre. As this is a social media website, please be aware that we can't give any medical advice through this page and personal medical information should not be posted on the site as it will be in public view.

Accessibility

- Disabled parking
- Disabled WC
- Induction loop
- Wheelchair access
- Email address for Deaf and hard of hearing patients who cannot use the telephone
- If you need an interpreter, we can arrange for qualified interpreters to be available for your appointments.

Safe Surgery

We are a Safe Surgery for everyone in our practice area.

We might ask for ID or proof of address. But if you don't have any and you live in our practice area, you can still register with us.

We won't ask for immigration documents.

Armed Forces Veteran Friendly Practice

We are an Armed Forces veteran friendly accredited GP practice. This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

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

Surgery Opening Times

Monday	7:30 am to 6:30 pm
Tuesday	7:30 am to 6:30 pm
Wednesday	7:30 am to 6:30 pm
Thursday*	7:30 am to 6:30 pm
Friday	7:30 am to 6:30 pm
Saturday	Closed
Sunday	Closed

Extended Opening**

Monday	7:30 am to 8 am
Tuesday	7:30 am to 8 am
Wednesday	7:30 am to 8 am
Thursday	7:30 am to 8 am
Friday	7:30 am to 8 am
Saturday	Closed
Sunday	Closed

**Thursday (from 1pm, calls are diverted to OurNet who will be able to assist with appointments and home visits).*

***Pre-booked appointments only. No telephone calls will be taken during this period.*

The out of hours service is commissioned by the Black Country Integrated Care Board.

Please note that all calls made from and received by the surgery are recorded for medico/legal purposes.

Please note that OurNet (out of hours services) use this building during their opening hours. The OurNet staff are unable to access Broadway Medical Centre's patients prescriptions, sick notes or any other documentation.

Group Practice Manager

Greg Bloom

Deputy Group Practice Manager

Julia Moore

Locality Manager

Lauren Smith

Doctors (GPs)

Dr A Khera GP <i>MBChB, MSc in Primary Care & Research Methods, MRCGP, PGCert Ed for Health Professionals</i>	Dr S Shabir GP <i>MRCGP, DFSRH, MBBS</i>	Dr A Sahajpal GP <i>MRCGP, DRCOG, DFFP, MBChB</i>
Dr R Khera GP <i>MBBS, BMedSci</i>	Dr R Rani GP <i>MBChB</i>	Dr K Rajput GP <i>MBChB</i>

Sessional Doctors

In addition to our partners and salaried doctors, we also have sessional 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

All practices are required to allocate a named accountable GP to all patients.

This will not impact on your experience at the surgery, the provision of appointments at your surgery, your treatment or which GP you can see.

You may wonder why your allocated GP is not necessarily the one you see most regularly. Please be assured that you can still access all of our medical team in exactly the same way as before. You can also access your preferred GP for routine appointments. Having been advised of your named accountable GP, should you have any concerns please raise at your next contact with the surgery.

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.

Comments, Concerns, Complaints?

The practice has in place a 'practice-based complaints system'. We hope that we provide a good service to our patients. If you wish to make any suggestions positive or negative, please contact Kerry Blakemore.

Any comments requiring an early reply will be acknowledged within 2 working days and fully investigated within 4 weeks of your initial contact. At this point you will be given a full reply or explanation of what is causing the delay.

If patients don't wish to complain directly to the practice, then the route in the first instance should be the Black Country Integrated Care Board (details on back page).

If patients are not happy with the response from the Practice or Black Country Integrated Care Board then the next step is to contact the Health Service Ombudsman c/o City Gate, 51 Mosley Street, Manchester, M2 3HQ. You can also call 0345 015 4033 or email phso.enquiries@ombudsman.org.uk

Summary Care Records

A Summary Care Record 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 (digital.nhs.uk/services/summary-care-records-scr)

Please speak to the reception team for more information.

Patient Confidentiality and Data Protection

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity, for example with the Black Country Integrated Care Board (ICB) and the hospital. This information is kept to as little as possible and if at all possible the information is kept anonymous, that is, name and other details are omitted. We are obliged by law to provide certain information e.g. notification of certain infectious diseases.

Information is not shared with any third party outside of the health service (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this subject please contact Kerry Blakemore.

Patient Rights and 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.

Advanced Nurse Practitioner (ANP)

Deborah Lloyd
RN (Adult Nursing)
Dip HE Nursing
Queens Nurse

Practice Nurses

Anthea Forsythe

Healthcare Assistants (HCAs)

Rachel Jones
Extended Diploma Health & Social Care, Healthcare Coaching & Mentoring

Clinical Pharmacists

Amandeep Shergill
Lead Clinical
Pharmacist,
MPharm PGCert

Waqas Janjua

Hussain Razzaq

Pharmacy Technician

Tracey Reeve

Reception Manager

Karen

Receptionists

Safina

Mel

Jasvir

Gurvinder

Neeta

Safaa

Receptionists are trained to assess your needs so that they can direct you to the right healthcare professional.

To do this they will;

- Take some general details about why you have contacted the surgery
- Help navigate you through health care services & systems

The GP is not always the best person to help you.

Our receptionists will take your name on arrival, answer your phone calls, make appointments and answer your questions as well as a long list of other responsibilities. They are here to help you but their job is extremely demanding, so please help them by understanding the problems they face when trying to please everyone. They aim to be pleasant and courteous at all times.

They may sometimes need to ask for some medical details if your problem can be dealt with by speaking to one of our clinicians on the telephone, but they will always treat what you say with the utmost confidentiality.

Fees For Non-NHS Work

Insurance medicals, the completion of various forms, and the provision of letters for third parties are NOT covered by the NHS. We provide these services to our patients only on a private basis and they do attract a fee. This work is not carried out in core hours.

Non-NHS work includes requests such as:

- Letter to school, University etc.
- Insurance Claim Forms
- Gym Membership Cancellation
- Holiday Cancellation Form
- Accident & Sickness Claim Form
- Mortgage Application Forms
- Flying Licence
- References
- Travel Vaccinations and Certificates
- Certificates of Employment
- Letter for Airline
- Letter for Medication On-board aeroplane
- Fitness to Attend Summer Camp
- Any other forms similar to the above

Please allow 28 working days, from when your fee is paid, for the request to be completed.

Please note that a charge is made in all cases.

The doctor does not have the discretion to waive the charge.

Unfortunately we do not have a card payment machine.

*The list is not exhaustive and charges may be made for other services requested

Prices may vary depending on nature of the request

Payment is required in advance in all circumstances

Zero Tolerance - Violent and Abusive Patients

We are a Zero tolerance practice and do not tolerate any form of verbal or physical abuse, bullying or any other form of intimidation. Any patient 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 & the Black Country ICB.

Midwife

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

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

Health Visitors

Health visitors work with all parents to assess the support they need and develop appropriate programs to help give the child the best possible start in life.

Tel: 01922 603 074

Text: 07520 634 909

Email: walsallhealthvisiting.SPA@nhs.net

Community / District Nurses

Our District Nurses work closely with the Doctor in providing nursing 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.

Community Diabetic Nurse Specialist

A Community Diabetic Nurse Specialist runs a clinic monthly at the surgery.

Patient Representation Group (PRG)

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

All patients are welcome - and encouraged - to join our regular series of Patient Participation Group meetings.

Our Patient Participation Group consists of valued volunteer patients who meet with practice team members to discuss the work the surgery.

Together, we can all help the practice to improve healthcare for all of our registered patients.

If you are interested in attending the next PRG meeting, please ask at reception for more details.

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.**

Temporary Registration

If you're currently staying with a friend or family member within our GP surgery area for more than 24 hours but less than 3 months, you can ask to register as a temporary resident. You can find more information on registering as a temporary resident on the NHS 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 here: 01922 622 064

Register online here: <https://gp-registration.nhs.uk/M91619>

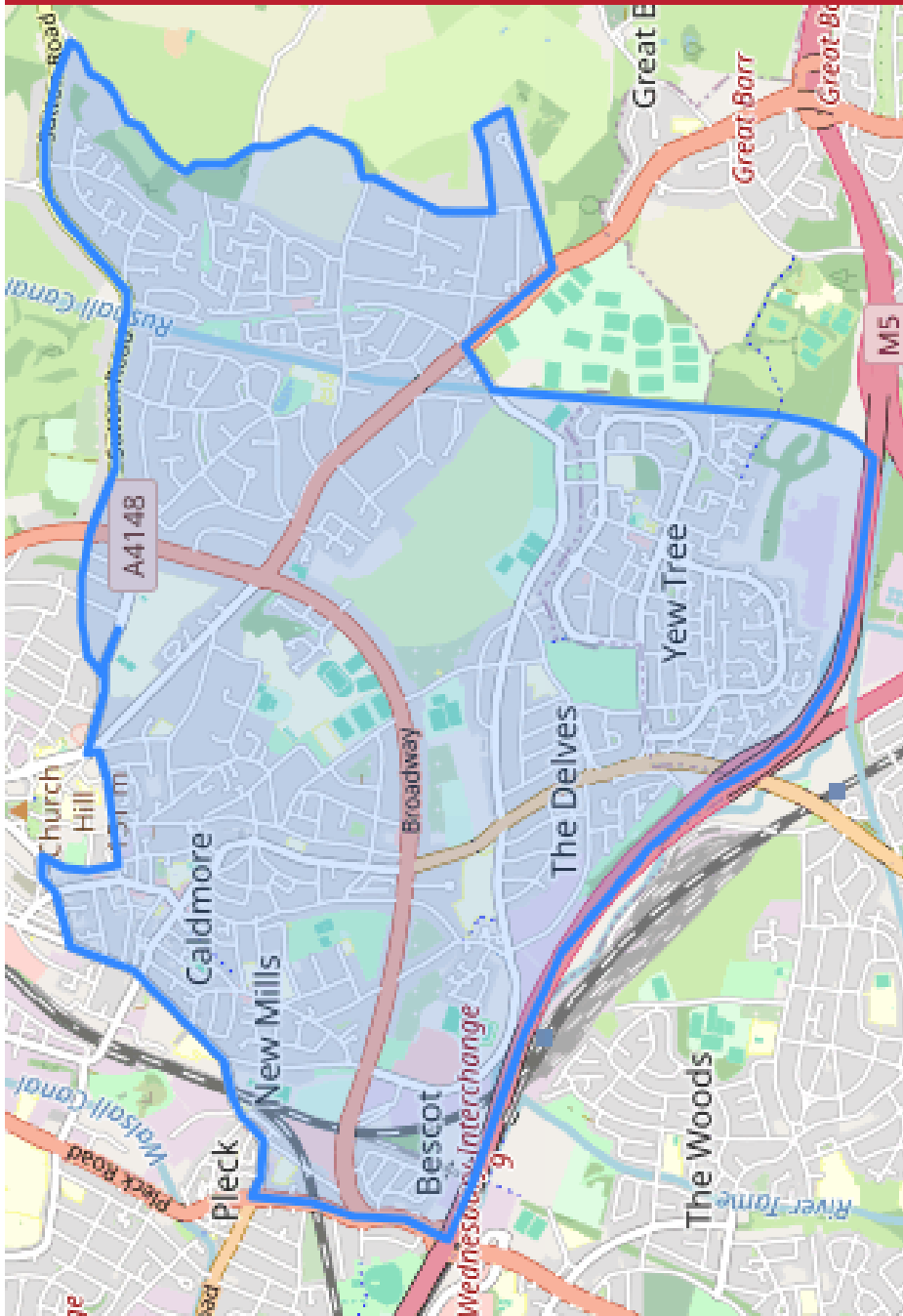
Our of Area Registration

Patients living outside of the practice area will not be entitled to any home visits by our doctors

It is also likely that you will no longer be eligible for other visiting services such as the district nurses, community midwives, community matron or other domiciliary services should they ever be required. To register as an out of area patient you must fully understand the implications and if you have any concerns or doubts that this will be suitable for you, you should register at another practice close to your home address.

Before we can accept you as an out of area patient, we have a responsibility to you to ensure it is clinically safe and appropriate to do so. This means we have to be sure you are not likely to require a home visit or use of a domiciliary service in the near future.

Practice Area



Home Visits

Please telephone before 10am on the day you need a home visit. We ask you to always attend the surgery if at all possible. A doctor can see approximately 4 patients in the time it takes for 1 home visit. **Please note that if you register with us and you do not live within our catchment area, you will be registered as an “out-of-area patient” and will not be entitled to any home visitors from any of our doctors.**

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 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 planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

Please contact us at least 6 to 8 weeks before you're due to travel.

Some vaccines need to be given well in advance to allow your body to develop immunity. And some vaccines involve a number of doses spread over several weeks or months.

Yellow Fever

The practice no longer provides Yellow Fever Vaccination. You may wish to approach the National Advice Centre website www.nathnac.net who can give advice on Yellow Fever and where you might obtain vaccinations.

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

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 now, use [NHS 111 online \(111.nhs.uk\)](http://NHS111.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. **NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.**

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 the 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 number).

The Extended Access Service offers extra bookable urgent and routine GP appointments. This service is commissioned by Black Country Integrated Care Board.

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 501 999. They will advise you where you need to go for your appointment.

Repeat Prescriptions

Please allow 72 working hours for your request to be processed.

We don't take repeat prescription requests over the phone, text message or email.

You can order repeat prescriptions online:

- Using your NHS account (through the NHS website or in the NHS app)
- Using the GP online system – www.patientaccess.com
- Completing an online form on our website

The NHS App and Patient Access accounts show you all your repeat medicine and dosage and you can choose the ones you need.

You can also:

- Request at your local pharmacy
- Bring the paper form to the surgery

Services Available

- | | |
|---|--|
| <ul style="list-style-type: none"> • General Medical Practice • Minor Surgery (provided by Hatherton Medical Centre) • Family Planning • Ante-Natal (mothers-to-be) • Cervical Smear | <ul style="list-style-type: none"> • Child Health Clinic including Vaccinations • Travel Vaccination (some are not covered on the NHS) • Routine health checks for over 40s |
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Online Services

NHS App

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| NHS App is a free phone app available for download on the Apple Store and Google Play. | <p>Using this service you can:</p> <ul style="list-style-type: none"> • Cancel appointments. • View your test results and medical records. • Request medication. |
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Patient Access

- | | |
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| Patient Access is a free service you can access from the 'Online Services' button on the homepage of our website. | <p>Using this service you can:</p> <ul style="list-style-type: none"> • Cancel appointments. • View your test results and medical records. • Request medication. |
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Contact us Online

- | | |
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| If you need help with a non-urgent medical or admin request, you can now contact us online. | <p>Using this service you can:</p> <ul style="list-style-type: none"> • Make requests in your own time • Avoid telephone queues • Instantly access NHS self-help resources |
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Self Help Advice

You can access a variety of resources to help you manage your conditions by using the "Health & Support" page of our practice

Text Reminder Service

We offer a text reminder service when you book an appointment. A reminder is sent 24 hours before the appointment. It is therefore advised that you keep the surgery informed of any change of mobile or home contact number.

Sickness Certificates (Fit Note) - The Law

The NHS provides sickness certification only after seven continuous days of illness. If you need a sick note to cover this period of sickness you should complete a Self-Certification (SC2) form which is available from your employer or on the HMRC website.

Please contact the GP surgery as you normally would for a routine appointment as it may be necessary to arrange to discuss your request with a GP. You can also request a sick note online by completing an online form from our website. We will respond when we are open.

Telephone Advice

Please provide a landline in view of the expense of calling a mobile number

There are many things, medical and non-medical (eg. Sick notes, blood results, insurance claims) that can initially be discussed on the phone, saving a visit to the surgery. If you do wish to discuss any matter on the telephone with the doctor or other member of staff, please speak with reception. If the person you wish to speak to is not available, leave your name and contact number and you will be called back as soon as possible.

Change of Address

To update your details, please complete a form at reception or on our website. A receptionist will inform you if you are still inside our practice area.

If you are outside our area you can visit www.nhs.uk/service-search to find a local GP.

They will provide you with a list of doctors in the area you now live, as well as some basic information about the practice.

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. We will respond when we are open.

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's a specific doctor, nurse or other health professional you would prefer
- If you would prefer to consult with the doctor or nurse by phone, video call or face-to-face.
- If you need an interpreter
- If you have any other access or communication needs

Emergency Appointments

To request an urgent appointment for today (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 x1 problem will be discussed at this consultation / urgent appointment on the day.

Non - Attendance of Appointments

If you can't attend an appointment for any reason, please 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
- Visit the surgery and speak with a receptionist

If you don't cancel your appointment, and choose not to attend, this means we can't 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 DNAs, this could result in a breakdown of trust between you and your GP, which ultimately could lead to you being removed from the practice list.

Each month, more than 100 appointments are wasted. Wasted appointments means unwell patients aren't able to be seen.