

RWT PCN Practice Leaflet


Thornley Street Surgery

Thornley Street Surgery
40-44 Thornley Street
Wolverhampton
WV1 1JP



Telephone: 01902 688500

Website: <https://thornley.rwtprimarycare.nhs.uk/>

 RWT Primary Care Network

 @RWT_PCN

 @rwt_pcn

Practice opening hours

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30

We are not a limited company

Accessibility

There is full wheelchair access to the building, designated disabled parking spaces and accessible toilets. The surgery also has a portable hearing loop for patients who are hard of hearing with a hearing aid to use.

The Group Practice Team

GPs

Dr Anna Stone, MB ChB (female) **Partner**
Dr Khalid Mahmood, MB BS (male) **Partner**
Dr Muhammad Kashif, MB BS (male) **Partner**
Dr Safiyah Surtee, MB ChB (female)
Dr Grace Dimka, MD (female)
Dr Imran Adam, MB BS (male)
Dr Alaba Dawodu, MB ChB (male)

Practice Nursing Team

Jessica Boyle, Healthcare Assistant
Parveen Rai, Healthcare Assistant
Tsitsi Magwaza, Practice Nurse, RGN. BSc(Hon) Specialist Practitioner NMP
Tracy Parker, Practice Nurse, RGN. BSc(Hon)

Branch Manager

Diane Reynolds

We have a team of administrators and reception staff at the practice. They are able to deal with most queries about your registration, notes, referrals and more. They may need to ask for more details in order to help you as best they can. Please note that you have the right to see a preferred clinician, although this may cause delays dependent on the clinician's availability.

Training in the practice

Occasionally, medical students, nursing students and apprentices spend time with us. If you do not wish for a student to be present during your consultation, please tell the receptionist or doctor otherwise you will be asked to sign a consent form allowing the student to remain in the room.

Our Practice Charter

We aim to provide the best healthcare we can in the community within the available resources.

We aim to ensure that:

- You will be received courteously and be able to identify all staff by name
- We will endeavour to see you within 30 minutes of your appointment time
- If unforeseen circumstances delay your appointment, you will be given a reason for the delay
- We will acknowledge your religious and cultural beliefs
- We aim to be able to offer appointments with a doctor every working day
- To achieve this, some appointments will not be booked the same day
- For medical emergencies, a service will be available, although you may not be able to see the doctor of your choice
- The practice will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability, medical condition, or marital status.

Your commitment to us:

- Co-operating in your medical care by keeping to the agreed treatment plan
- Advising us if you change your name or home address and enquiring if you may be registered as our patient from your new address
- Giving us 24 hours' notice if you cannot keep your appointment, enabling us to offer you another appointment, and offer your cancellation to another patient

- When arranging a home visit, or booking an appointment, please inform us if the patient is temporarily residing at an address other than their own
- Observing our No Smoking Policy

New Patients

We can only accept new patients who live in our practice area see our website; if you are unsure whether your address is within the catchment area, please call the practice and we can confirm.

New patients can register with Thornley Street Surgery via the online registration form here:

<https://practice365.co.uk/m92028/practice-information/join-our-practice/>. All patients have a named GP.



Appointments

All patients wanting to book an appointment with the practice are asked a specific set of questions either through the [online form](#) or over the phone with one of the team if you do not have access to the internet using a computer, tablet, or smartphone. The information you provide will help our GPs direct you to the best healthcare professional within the practice.

Once you have provided our staff with the information, you won't be given an appointment time straight away. However, the information you provide will be reviewed by our GPs and we will aim to get back to you on the same day.

Home visits

Please call the practice before 10.30am if you are housebound and unable to come to the practice. The Home Visiting service is an ANP-led service.

Other healthcare providers

If you are generally well but suffering from pain/discomfort/sprains of any joints, limb or soft tissue injury, you will be able to book an appointment directly with the First Contact Physiotherapist.

Services

There are a number of services available to you from the practice including:

- Antenatal clinic
- Cervical smears
- Contraceptive advice
- Minor surgery
- Early morning phlebotomy clinic
- CHD Clinics
- Diabetic Clinics
- Hypertension Clinics
- Immunisation Clinics
- Respiratory Clinics
- Smoking Cessation Clinics
- Well baby clinic

Repeat prescriptions

If you need your regular supply of medicines, please contact us to get them in one of the following ways:

- If your prescription is computer printed, tick the boxes on the request form (right hand side of the prescription) and return it
- Ask at reception for a copy of your repeat list, mark the medications you need then hand it back in
- Online service via Patient Access

Please allow a minimum of three working days for collection.

To avoid any medication errors, we **do not** take requests for repeat prescriptions over the telephone.

Repeat dispensing

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the community pharmacist. This will save you having to visit the surgery every time you need more medicine. The first step is to talk to the person who prescribes your medicines, and ask them if you can use repeat dispensing.

Patients aged 75 and over

Individuals aged 75 and over can request a general health review consultation from their GP if they haven't had one in the last 12 months. They are also entitled to an annual health check to assess their overall health. This health check can help identify risks for conditions such as heart disease, stroke, and diabetes, allowing for early intervention.

Out of hours

Evening and weekend appointments are available at **Pennfields Medical Centre, Upper Zoar St, Wolverhampton, WV3 0JH**. These appointments can be booked through the practice on 01902 575142. This service is provided to you by Unity Primary Care Network on behalf of The Royal Wolverhampton Primary Care Network. More information can be found at: <https://www.unityprimarycare.co.uk/enhanced-access>

Outside of these hours, you can contact NHS 111, which is commissioned by the Black Country Integrated Care Board (ICB), via telephone or online. NHS 111 provide advice for anyone requiring medical assistance.

Important information for patients

Compliments, Suggestions and Complaints

As part of The Royal Wolverhampton NHS Trust, The Group Practice is committed to providing high standards of care and service.

However, we know that, things can go wrong. If there is something that you are not happy with, please let us know so that we can try to put matters right. You can speak to us in the practice, write to us, call us, email us or complete the online form.



Post

Patient Experience Team
Royal Wolverhampton NHS Trust
New Cross Hospital
Zone C, Location C2
Wolverhampton Road
Wolverhampton
WV10 0QP

Telephone

01902 695368 / 695362 or
01902 575000

Email

rwh-tr.pals@nhs.net or
rwh-tr.primarycare@nhs.net

If you have spoken to the practice and you are not satisfied with their response, you can contact the Black Country Integrated Care Board's Time2Talk Team by telephone on: 0300 0120 281 or by email at: bcicb.time2talk@nhs.net

Patient Participation Group

The practice has a Patient Participation Group (PPG) that meets a few times a year to discuss the needs of the patients and the service we provide. If you are interested in joining this group, please email: rwh-tr.primarycare@nhs.net.

Abuse and violence towards staff

The practice operates a zero-tolerance policy and aggressive, violent or intimidating behaviour will not be tolerated under any circumstances. Such behaviour may result in removal from the practice patient list.

Access to patient information

All surgery and attached staff such as health visitors, district nurses and midwives have access to patient information. Medical information will not be disclosed to a third party without patient consent. The practice complies with the Data Protection Act and the NHS Code of Confidentiality.

The same standards of confidentiality are applied to information held on our computer systems. For more information, please visit our privacy notice at:

<https://www.royalwolverhampton.nhs.uk/privacy-notice/privacy-notice.html>