

Coalway Road Surgery

117-121 Coalway Road
Wolverhampton
WV3 7NA

Practice Leaflet




Telephone: 01902 339296

Main Email: m92006wolverhampton@nhs.net

Prescription Email: bcicb.coalwayroadsurgery@nhs.net

Website: <https://www.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

Accessibility

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

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 339296. 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/pages/Enhanced-Access>.

Coalway Road Surgery Team

GPs

Dr. E. Guest	(Female)	Dr. A. De Souza	(Male)
Dr. B. Olomolaiye	(Male)		
Dr. U. Jaswal	(Female)		

Practice Nurses

Rachel Sennett, Trainee ANP	Emily Workman, Practice Nurse
Jogindro Jassal, Senior Practice Nurse	Kerry Bannister, Nurse Associate
Atheesa Hareem, Practice Nurse	Trina Guy, Healthcare Assistant

Practice Manager

Laura Perks

Team Leader

Emily Otim

We have a team of administrators and reception staff at the practice. They are able to deal with most queries about your registration, notes and referral. Sometimes they need to ask for more details in order to determine how best to help you. This information may also be used to book you in with the most appropriate clinician which may not always be a GP. This will always be treated in the strictest confidence as they are bound by the same rules of confidentiality as the doctors.

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.
- 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 still 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. If you are unsure whether your address is within the catchment area, please call the practice and we can confirm.

You can register by completing a registration form (GMS1 form) and a New Patient questionnaire and returning your completed forms to reception. Once you have been accepted as a patient your medical records will be transferred to us.

Appointments at Coalway Road Surgery

Appointments can be made via the practice telephone number: 01902 339296 at any time during opening hours.

The practice is required to provide all patients with a named and accountable GP, who will have overall responsibility for the care and support that our surgery provides for them. This does not prevent patients from seeing any GP in the practice.

You may choose to book an appointment with a clinician of your choice, but in certain circumstances this may result in a delay. When booking a “same day appointment” or requesting a “home visit”, you will be seen by the first available clinician.

Same day appointments

Same day appointments are released on the day and can be booked by contacting the practice as early as possible. These are limited and may not always be available.

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.

Out of hours appointments

If you require an appointment outside of the core hours and extended access service, please contact 111 to book an appointment with the Out of Hours GP 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.

If you require an interpreter, please let us know when booking your appointment to ensure one is available.



Services

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

- Cervical smears
- Contraceptive advice and management
- First contact physiotherapy
- Phlebotomy clinics
- Diabetic clinic
- Hypertension clinic
- Immunisation clinic
- 6-8 week baby checks
- Travel health

Repeat prescriptions

If you need your regular supply of medicines, please contact us to get them in one of the following ways (please allow a minimum of two working days for collection):

- 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.
- Email your request to our nominated prescription email address – wolccg.coalwayroadsurgery@nhs.net.

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



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.

Important information for patients

Compliments, suggestions and complaints

As part of The Royal Wolverhampton NHS Trust, Coalway Road Surgery 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

Email

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

Online Form

<https://www.royalwolverhampton.nhs.uk/contact-us/compliments-feedback-and-complaints/>

Telephone 01902 695368 / 695362 **or** 01902 339296

Patient Participation Group (PPG)

The Practice has a Patient Participation Group (PPG) which meets three to four times per year to discuss the needs of the patients and the service we provide. Additionally there is a small informal group headed by the Primary Care Network for suggestions which you may have. 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; 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/patients-and-visitors/privacy-ico/our-services/royal-wolverhampton-nhs-trust-privacy-notice/>

