

## Useful Telephone Numbers

### Local Hospitals

Walsall Manor Hospital	01922 721172
New Cross Hospital	01902 307999
Wolverhampton Eye Infirmary	01902 307999

### Pharmacies

Medical Centre Chemist	01902 602999
8PM (Willenhall)	01902 633310
Portobello	01902 630081
Tesco (Willenhall)	0121 407 0356
Vantage	01902 607070
Acorn	0800 024 8457

### Local Useful Numbers

Black Country Crisis Team	0800 008 6516	or text 07860 025 281
The Beacon	01922 669840	
Register Births/Deaths (Walsall)	01922 652268	
(Wolverhampton)	01902 554989	
Relate—Relationship Counselling	01922 626004	
NHS Quit Smoking	01922 444044	
Cancer Information & Support	3000 120245	
Sexual Health & Family Planning	01922 656285	
(GUM Clinic)		
Police (Non Emergency)	101	
Samaritans	01922 624000	

### Black Country ICB

NHS Black Country ICB, Civic, Centre, St Peter's Square, Wolverhampton WV1 1SH.

[0300 0120 281](tel:03000120281)



# Lockfield Surgery

## Practice Leaflet 2025



# Tel: 01902 639000

[Lockfield.surgery@nhs.net](mailto:Lockfield.surgery@nhs.net)

[www.lockfieldsurgery.nhs.uk](http://www.lockfieldsurgery.nhs.uk)

Croft/Gomer Street

Willenhall

West Midlands

WV13 2DR



# How to contact Lockfield Surgery

## Opening Hours

Monday	8:00am—6:30pm
Tuesday	7:00am—6:30pm
Wednesday	7:00am—1:00pm
Thursday	8:00am—6:30pm
Friday	8:00am—6:30pm



## PLEASE NOTE

PHONE LINES ARE OPEN

**MONDAY 8:00AM—6:30PM**

**TUESDAY 8:00AM—6:30PM**

**WEDNESDAY 8:00AM—1:00PM**

**THURSDAY 8:00AM—4:30PM**

**FRIDAY 8:00AM—5:30PM**



**Email: [lockfield.surgery@nhs.net](mailto:lockfield.surgery@nhs.net)**

Please do not send requests for appointments by email.

## PATIENT TRIAGE

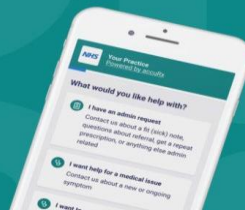
For general queries and non-urgent advice, please contact us by completing an [online form](#).

NHS

**Contact us online**

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

Submit a new request



Find us on  
**facebook**

Out of Hours Treatment and Advice

**For all life threatening emergencies call 999**

**For non-emergency medical treatment or medical advice call 111**

OR

**Out of Hours / Our Net**

**Monday & Tuesday after 6:30pm**

**Wednesday after 1:00pm**

**Thursday after 4:30pm**

**Friday after 5:30pm**

**Call 01922 501999**

# Important Information for Patients

## Information Sharing

On certain occasions the surgery is required to share information from your medical records with other organisations. The surgery holds a policy on Confidentiality and Sharing of Information which gives further details on how we share your information. This policy may be viewed at your request.

## NHS England

This is a confidential service to all patients within the NHS offering help when you need information, have concerns or need advice

To talk to an NHS England representative please call

**0300 311 2233.**

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**NHS England PO Box 16738 Redditch B97 9PT**

## Alerting Patients

In the event of the Practice building/s being made unavailable, if it is felt appropriate, an announcement should be made on local radio/Social Media to alert the Practice population to the situation. A poster should be displayed as soon as possible outside the Practice informing patients of what action to take if they need treatment/prescriptions. We will Inform other local Practices and ask them to display a poster and If possible amend the message on telephone answering machine to keep patients updated.

## Zero Tolerance To Violence Or The

## Threat Of Violence

Should a patient be abusive, intoxicated and/or display violent behaviour towards the doctors, their staff or other patients this will not be tolerated. We reserve the right to remove the patient from the practice list with immediate effect. Anyone behaving in a violent or abusive behaviour is committing a criminal offence and the police will be called and offenders may be prosecuted.

The practice monitors all patients who do not attend appointments. These missed appointments are logged onto the computer by the relevant clinician. We encourage patients not to miss their appointments, and consecutive missed appointments could result in removal from the practice list.

**NHS**



**We're here to help,  
not be hurt.**

NHS staff shouldn't have to suffer violence or abuse just for doing their job, so we operate a zero tolerance approach to this type of behaviour.

If you do abuse our staff you could face prosecution.



# Important Information for Patients

## Data Protection & Confidentiality

We take patient confidentiality extremely seriously. Patient information is held under legal and ethical obligations of confidentiality. Patients seeking treatment entrust sensitive information to those who provide their healthcare. They do so in confidence and have the legitimate expectation that their privacy will be respected, and that their health records will be used by the health service to support their healthcare. Everyone working for the NHS has a legal duty to keep all information about you confidential. We need to keep personal information so that you can receive appropriate health care and treatment. This information is only passed to other healthcare professionals or organisations if it is in your best interests. For example:

- With the consent of the patient, e.g. you require a medical report or your records are to be sent to a third party such as a solicitor or insurance company.
- When letters are sent to other medical personnel, i.e. when a referral to a hospital or specialist is made. However, they will also keep your information totally confidential.
- If the law requires it, e.g. in notifying certain illnesses in order to protect the health of the public generally.
- If you have signed a Power of Attorney.
- If you are receiving care from other people (such as social services) as well as from the NHS we may all need to share information so that we can work together for your benefit.
- Your relatives or carers should be kept up to date with the progress of your treatment—**but only with your consent.**
- If the information to be shared is with the best interests of the patient or child's welfare.
- Safeguarding issues will be shared with other agencies in the best interests of the child/adult.

## Customer Care Department/Team

If you are worried, confused or unhappy about the care you are

Receiving from any NHS Walsall Primary Care Services (E.g.—GP's,

Dentists, Opticians, Pharmacists etc), then you can contact Walsall's Customer Care Team. The customer care team offer a free,

confidential service and can provide advice or liaise with services on your behalf to resolve concerns raised.

Primary Care Support England (PCSE) offer:

- Advice & guidance to patients regarding NHS services.
- Help to resolve concerns raised
- A point of contact to be heard, whether you have concerns, suggestions or queries.
- Explanation of the complaints process & advice about accessing independent support.
- Sign-posting to the most appropriate person or source of information in regard to your query or concern.

**Tel :0333 014 2884**

**Address :Primary Care Support England, PO Box 350, Darlington, DL1 9QN**

# The Lockfield Surgery Team

## Doctors

**Dr Shadia Abdalla** (Female)

**GMC No 3377132—Lead partner—  
MBBS,MRCOG,M.Med.Sci.GP,MRCGP,M**

**Dr Inderjit Blagan** (Male)

**GMC No 4367208—Full time GP—  
MBChB,DFFP,DRCOG**

**Dr Anjana Singh** (Female)

**MC No 4681748 — MBBS , MRCGP, DFSRH Diploma in Obstetrics & Gynaecology**

**Dr Afsana Anwar MB BS** (Female)

MC No 7036667 – MBBS, MRCGP, DFSRH GP Lead –  
Coil & Implant Clinic, GP Trainer

**Dr Mansoor Rashid MRCGP** (Male)

**Mr Ahmed Bahaa MB BCh** (Male)

Consultant Orthopaedic Surgeon  
FRCS Edin, FRCS (Glas)

**Sanjeev Sandhu** (Male)

Advanced Clinical Practitioner – Partner



## Management Team

**Practice Manager — Narinder.D**

**Clinical Lead — Dr Shadia Abdalla**

**Nursing Lead — Helen Lathe ANP**

## Advanced Nurse Practitioners

**Helen Lathe—Lead Practice Nurse -BSC Hons in Nursing. NMP**

**Sweetie Raina—ANP & Prescriber—RGN ENG Dip/HE**

**Bernice Woode—ANP—Level 5 Management, MSc Advancing Practice – with Merit, BSc (Hons.) Professional Practice (LTC) & Dip HE Nursing**

## Nursing Team

**Alice Mason—Practice Nurse BNurs (Hons) adult nursing Primary care nursing ( General Practice) Graduate Certificate Access to HE Diploma ( Health Professionals)**

**Louise McMillan— HCA HNC**

**Gemma Wright — HCA**

# Appointments

## Pharmacy Appointments

Please note that you can call your local pharmacy who can treat you for many minor ailments:

Bites/stings/allergies 1 year +, colds/congestion 12 years +, ear problems 1-17 years of age only/ eye conditions 2 years + only, gastric/bowel, gynaecology/ thrush, certain urine infections, general pain, skin conditions 1 year +, oral issues 5 years +, swelling, contraception services, Blood pressure checks. If you are unsure of any conditions from the above list please call your local pharmacy who will be happy to advise.

please consider the above before you request a clinician appointment at the surgery.

## GP Appointments

GP appointments are 10 minutes unless requesting a double appointment for multiple issues and are available in the morning and afternoon. You can request these by either completing an online form [www.florey.accurx.com/p/M91013](http://www.florey.accurx.com/p/M91013) or calling the surgery.

## Nurse Appointments

Our nursing team manage the patients with the following chronic conditions:

Diabetes, Asthma, Heart Disease, Stroke, High Blood Pressure, Obstructive Pulmonary Disease, Epilepsy and Hypothyroidism. Other tasks include travel advice and immunisation, childhood vaccinations, cervical smears, dressings and suture removal, dietary advice, family planning, and health checks.

## Healthcare Assistant/Phlebotomist

HCA appointments are available throughout the day, and offer a wide variety of healthcare services, such as: blood pressure checks, ECGs, urine and blood tests.

## Minor Surgery

Minor surgery is undertaken at this practice by our Orthopaedic Surgeon—**Mr Ahmed Bahaa**, which includes removal of skin lesions and other benign lumps and injecting joints. Many of these are performed using a local anaesthetic.

## Attached Staff

We work closely with all members of our primary health care team, particularly our district nurses, health visitors, community CPN's and midwives. We also now work within our PCN (Primary Care Network) this is where 8 surgeries in the borough now start to work together to create a better health service for all patients. We have a Social Prescriber, PCN pharmacists, Physiotherapist and CPN. Ask at reception for details regarding attached clinics.

# Important Information for Patients

## Patients' Rights To General Medical Services

Patients have the right to:

- Be registered with a GP
- Change doctor easily and quickly
- Be offered a health check on joining a doctors list
- Receive emergency care at any time through a family GP
- Have appropriate drugs and medicines prescribed
- Be referred to a consultant acceptable to them when their GP thinks it is necessary, and to be referred for a second opinion if they and the GP agree that this is desirable.
- Have access to their medical records, subject to any limitations under the law.
- To receive services from a particular GP or Nurse but this could result in waiting longer for an appointment.

## Online Access

Online Access allows patients to book a telephone consultation and order repeat prescriptions online.

If you are interested in this service please ask at reception for further information or to sign up.

## Automatic Arrival System

There is now no need to queue to check in for your appointments. The surgery now has a new electronic, automatic arrival system situated at the rear of the waiting room. Our new machine will not only arrive you but will prompt you to update your details at reception! If you are unsure how to use this, please ask at reception.

## Private Letters

All private letters requested from this surgery are charged from £30.00.



## NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

# ABUSE IS NOT IN A DAY'S WORK



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.





# Lockfield Surgery Patient Participation Group

## **Lockfield Surgery Patient Participation Group (PPG)**

Lockfield surgery is currently recruiting new members for our PPG group for our registered patients who meet regularly throughout the year.

The aim of this group is to bring positive ideas that will hopefully improve the service that we offer our patients.

Whilst we are happy to listen to constructive criticism, this group is not to discuss personal issues.

If you are interested in joining Lockfield Surgery PPG group either:

e-mail [lockfield.surgery@nhs.net](mailto:lockfield.surgery@nhs.net)

## What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

## Why should I join?

You have been to the surgery as a patient, parent, carer or friend.

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will also gain a better understanding of the NHS, and gather feedback from other patients.

## How often does the Patient Participation Group meet?

We meet, but not too often, led by a committee voted for by the patients. If you can't make meetings we will forward you the minutes.

The Patient Participation Group (PPG) is all about you, our patients, giving feedback on the care you receive.

Have a say about your views on what we do in the practice, our staff, services, appointments and how we meet your needs.

We want you to receive the best possible treatment in all aspects of your care and want you to participate in the choices and plans we make.

# Appointments at Lockfield Surgery

## **How to Make, Check and Cancel Appointments**

### **Completing an online form. - [www.florey accurx.com/p/M91013](http://www.florey accurx.com/p/M91013)**

We will review your form within 3 working days and contact you to ensure you get the help needed

### **Phone – 01902 639000**

From 8am Monday to Friday. Our phone lines go over to our extended hub service on Thursdays at 4:30, and Fridays at 5:30

### **Visiting the surgery and speak with a receptionist**

### **PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS**

The appointment can then be offered to another patient. On average 50+ appointments are wasted each month.

### **Appointment Reminder Text Service**

We will send an Appointment Reminder by Text to your mobile phone one day before your appointment. Please ensure that we have the correct number on record and inform us if you change your number. This service has been very successful in reducing the number of missed appointments and so increasing appointment availability for patients.

All patients have the right to express a preference of a certain clinician

## Home Visits

### **Home Visits**

Home visits are intended for our patients that are house bound through ill health. If your health genuinely prevents you from leaving your house you can request a GP visit by calling before 11am.

These visits are very time consuming for the doctors so they may telephone you before deciding to visit. If you are NOT house bound please book an appointment.

The doctor will usually visit between 12 noon and 3.30pm.

## Test Results

It is the patients' responsibility to contact the surgery for test results.

We will only give your results to someone else with your expressed permission.



**NHS**

**GP online consultations are changing**

We have a new system called Patient Triage which is easy and simple to use, with less questions.



# Ordering Repeat Prescriptions

## Repeat Prescriptions

A repeat prescription is medication that you have been given for a period of time, or for long-term use. **72 hours** notice is required for a prescription, you can order one of four ways:

**In Person:** You can request your repeat medication in writing by completing a repeat prescription request which are available at reception.

### **Order Via Phone: FOR PATIENTS AGED 70 and Over ONLY:**

Call 01902 639000 and choose option 2

Monday, Tuesday, Thursday & Friday—11:00am—4:00pm

Wednesday —10:00am—1:00pm

**By Email—**[prescriptions.lockfield@nhs.net](mailto:prescriptions.lockfield@nhs.net) ( include all details /name D.O.B. etc

**By Post:** You can send your prescription request to the surgery address (front page of leaflet) Please include a self addressed Envelope.

**Order Online:** Via the NHS App on smartphones/tablets & Patient Access

**Order Via Patient Triage :** [www.florey accurx.com/p/M91013](http://www.florey accurx.com/p/M91013)

**Contact your usual pharmacy:** For ordering/requesting your medication/delivery of your medication (if required)

If you wish for your chemist to deliver your medication, you must arrange this with them yourself.

PLEASE NOTE IF ORDERING BY PERSON/POST PLEASE PROVIDE AN UP TO DATE TELEPHONE NUMBER IN CASE OF ANY QUERY.

**WE NO LONGER TAKE PRESCRIPTIONS OVER THE TELEPHONE UNLESS YOU ARE 70 YEARS OLD OR OLDER OR IF YOU ARE HOUSE BOUND.**

**Over The Counter (OTC) medication will no longer be issued on prescription, however exceptions will apply at the discretion of the Doctor.**

## E-Referrals & Referrals

Our Secretary deals with all referrals and referral queries. We use the E-Referral system which is a electronic referral system. It enables patients to choose which Hospital they wish to be referred to.

**Order repeat prescriptions on the NHS App**



# Important Information for Patients

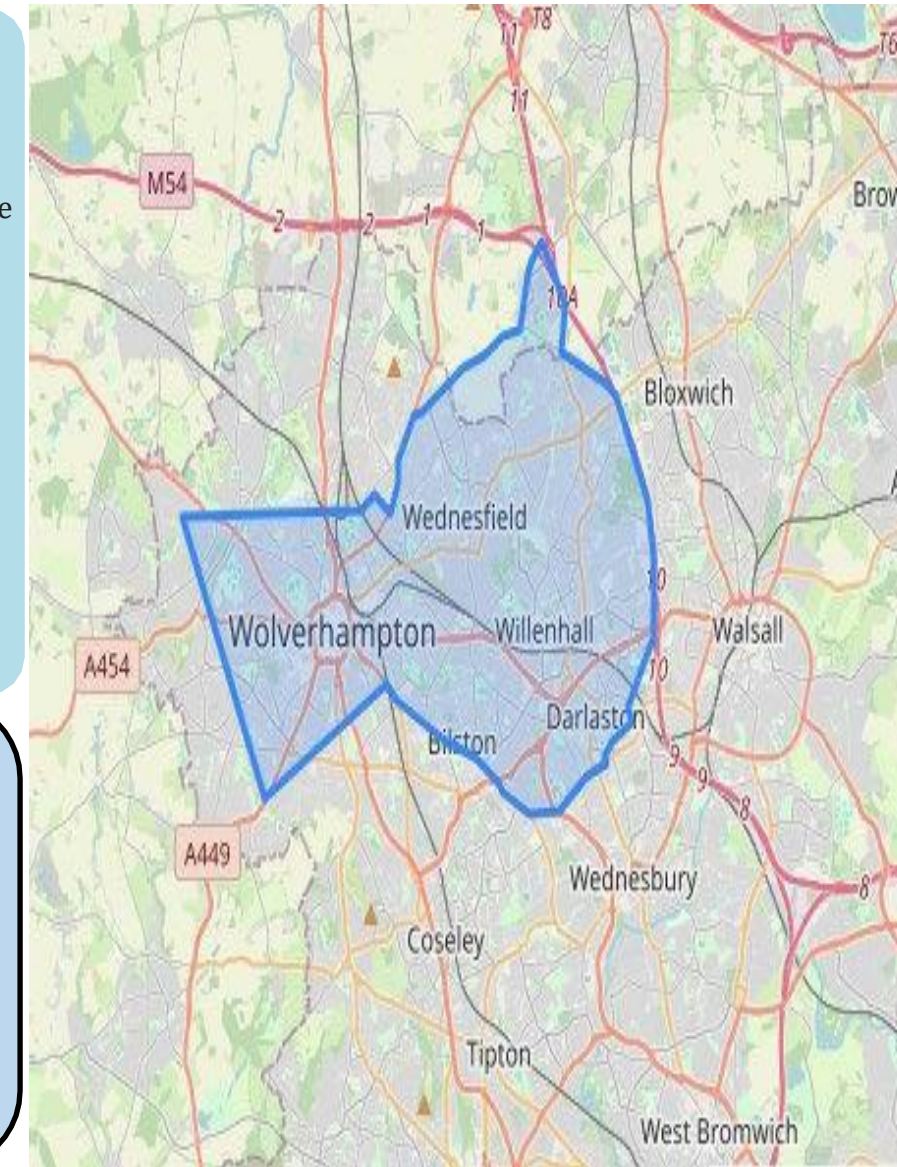
## New Patients

We welcome all patients to join our practice but please note that you must live within a three mile radius of the practice to be eligible for a home visit.

Once you have decided to register you will need to complete a GMS1 form and a New Patient Questionnaire. This can be done at the practice or they can be completed via our website. Once we have accepted your registration, your medical records will be transferred to the practice. Or you can scan the QR code below.



Register



We aim to deliver excellent clinical care.

We will treat you with respect and in return you should treat the practice team respectfully.

We will at all times have to deal with unexpected emergencies and we ask that you be understanding in the event of there being a delay.

We will not tolerate verbal or physical abuse and this may result in you being asked to register at another practice.

We listen and respond to our patients' complaints and suggestions

If you are unable to attend your appointment you are expected to cancel.

If you frequently miss your appointments without explanation, we will contact you to discuss the matter further.

If your health genuinely prevents you from leaving your house you can request a GP visit. Home visits are very time consuming for the doctors. They may call you before deciding if you need to be visited. If you are NOT housebound please book an appointment at the practice.

We operate a completely confidential service and will only share your details with health professionals involved in your care, unless you give us written permission to do otherwise.

We are unable to share with you any information regarding other patients even if they are family members. All patients have the right to express a preference of practitioner and the means of expressing such a preference.



# Important Information for Patients

## Patient Feedback & Complaints

If you are happy with the service you receive at the practice, please tell your friends! If you are unhappy, then please tell us. You can do this by emailing us, submitting this through the website or verbally by speaking to a member of the team.

If however you would like to make a complaint please email the practice or request a call back from the management team or speak to reception. There is a patient leaflet available at reception and online, which describes the process in detail.

If you submit a complaint, we will acknowledge the complaint in writing. We will then aim to resolve the issue as soon as possible.

## Interpreter Services

The purpose of the Interpreting and Translation Service is to provide equity of access to health services for patients whose first language is not English. This service is completely impartial and aims to offer an accurate and confidential communication between health professionals and patients.

If you require an Interpreter at your appointment, please inform reception and they will ensure an interpreter is booked.

## Confidentiality Statement

We operate a completely confidential service to all our patients regardless of age, ethnicity, religious belief or sexual orientation. Your medical records will only be viewed by health professionals during the course of carrying out their duties.

We will not discuss any information about you, (test results, appointments, etc.) with anyone else, unless you ask us to do so. Only in very exceptional circumstances, (eg. where you or another person may be at risk), will information be shared. In these exceptional circumstances you will be kept fully informed at all times.

Even if you are under 16yrs, all our staff will respect your privacy and will not divulge information to another adult. All patients, including under 16s, can be seen by the doctor or nurse (at the clinician's discretion) either on their own, or with a friend or a chaperone can be requested.

## Accessing Your Medical Record

Should you wish to access your medical records you can now do this via the NHS App



# Choosing The Right Treatment

## Self care using your local

### Pharmacist.



### **The best choice to treat very minor illnesses, ailments and injuries.**

Self care is how you can treat everyday minor illnesses and injuries in your own home by simply combining a well stocked medicine cabinet with support and advice from your Pharmacist and the services below when required.

Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your local pharmacist. For more information on the Pharmacy First scheme

## Make an appointment with your GP for medical advice.



For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.

Your GP can treat your illnesses or injury that has been treated with self-care but just won't go away. Contact your GP Practice to make an appointment or to receive a telephone call from a clinician.

We can also provide urgent appointments and will see a child quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.

## For serious illnesses, injuries and conditions that may be life threatening choose A&E or 999



Do I really need to attend A&E or call 999?

Many visits to Accident & Emergency can be resolved by other NHS services. If your condition is not critical then please choose another service to get the best possible treatment.

If the condition is not serious and the surgery is closed you may wish to consider the Walk in Centre or calling NHS111 or our extended hub on 01922501999

