

COMPLAINTS, COMMENTS & SUGGESTIONS

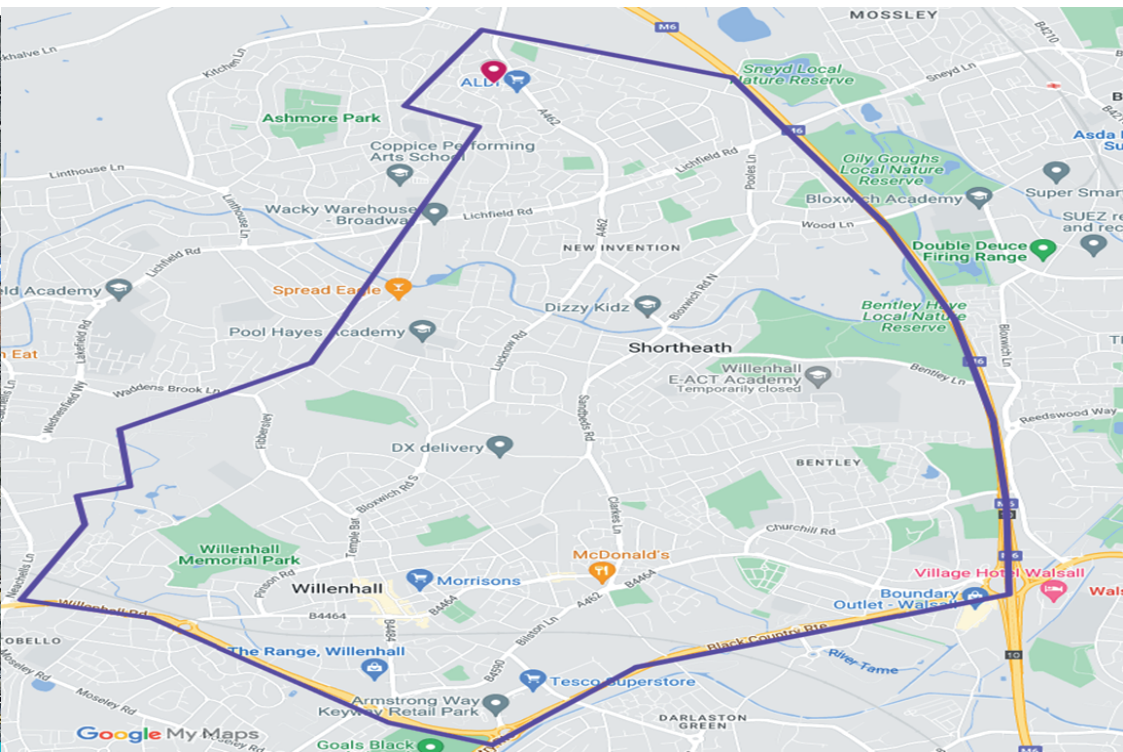
The Practice has established an internal procedure for handling complaints. In the initial stage, all complaints should be directed to the Practice Manager. Alternatively, complaints can be directly raised with Time To Talk at bcicb.time2talk@nhs.net, 0300 0120 281 or Time2Talk Team Black Country ICB at Civic Centre, St Peters Sq, Wolverhampton, WV1 1SH. If you have any comments or suggestions, we encourage you to discuss them with our Practice Manager (by appointment at the reception) or fill out the Friends and Family test to provide feedback, forms can be found in reception.

PATIENT RIGHTS & RESPONSIBILITIES

We aim to treat all patients with dignity and respect regarding age, gender/gender reassignment, race/nationality, sexual orientation, religion or belief. We expect patients to show the same courtesy to all members of the practice staff. Please be courteous to staff at all times. It is your responsibility to keep your appointments. Please also let us know about any past illnesses, medication and hospital admissions.

ZERO TOLERANCE

Our general practitioners, practice nurses, and other staff members have the right to carry out their duties without the fear of being attacked or subjected to abuse. We wholeheartedly support the NHS policy of zero tolerance towards such behavior. Any individual who engages in verbal, physical, or threatening abuse towards our staff or patients, whether in person or through phone communication, may face removal from our practice list. In such cases, the NHS Board will assist in reallocating the individual to another healthcare provider. In extreme situations, we reserve the right to involve the police to ensure the removal of offenders from our premises.



Practice Leaflet Last Reviewed 14/06/2025



230 COPPICE FARM WAY
WILLENHALL, WV12 5XZ



01922 710 027



www.sinahealthcentre.nhs.uk

SINA HEALTH CENTRE

DR NATARAJAN. JAWAHAR (MB MS FRCS(Edi) MBA (Health Exe)
MRCGP & DR. RAJCHOLAN. MOHAN MRCP MRCGP

The range of healthcare services available at our practice are comprehensive, and we are committed to ensuring accessibility for individuals with disabilities. This practice leaflet has been specifically designed to provide you and your family with the necessary information to make the most of your interactions with our practice.

At our practice, the Administrative and Reception Team is dedicated to offering a service that is both helpful and friendly. As part of our PCN, we provide additional roles including First Contact Physiotherapist, Practice Pharmacists and Mental Health Practitioner Services. Additionally, we have accessible services via the practice such as Social Prescriber, Midwives, and Health Visitors.

Sina is not a training practice and does not offer teaching/training for Health Care Professionals.

Sina is not a limited partnership.

EMERGENCIES

For life-threatening emergencies such as:
Severe Bleeding; Suspected Stroke;
Collapse or Unconsciousness;
Difficulty with Breathing; Chest Pains
PHONE 999 IMMEDIATELY

PRACTICE STAFF

Practice Manager *Yvonne Nelson*
Deputy Manager *Amanda Freeman*
Practice Nurse *Sue Rhodes (RGN)*
Practice Nurse *Michelle Dillion (RGN)*
Health Care Assistant *Sharon Meddings & Chris Wall*
Pharmacy Team

SURGERY OPENING HOURS

MONDAY 8:00AM - 6:30PM
TUESDAY 8:00AM - 6:30PM
WEDNESDAY 8:00AM - 6:30PM
THURSDAY 8:00AM - 6:30PM
FRIDAY 8:00AM - 6:30PM

Thursdays - 1:00PM-6:30PM
Our telephone lines are managed by OurNetCover - 01922 501 999
OUT OF HOURS: Please contact NHS 111. Service available 24 hours every day

OUR SERVICES INCLUDE:

Travel Vaccines
Child Immunisations
Adult Immunisations
Chronic Disease Review & Management
Smear Tests
Weight Management
Flu Vaccines
Learning Disability Checks
Cancer Diagnosis Support & Reviews
NHS Health Check (Offered every 5 years to eligible patients)
75+ Health Check (Offered every 12 months)
New Patient Health Check (Offered when registering with the practice)

Our services can be conveniently accessed through various channels, including telephone, online, or in person at our surgery. We provide the option to book appointments for both routine and same-day consultations, catering to both acute and general health management needs.

REGISTRATION

To register, please fill out a registration form that can be obtained from our Reception Staff or downloaded from our practice website. Once your registration is complete, we will notify you and schedule a New Patient Health Check if necessary. We offer a temporary Patient service for individuals residing within our Practice area.

CHANGE OF PERSONAL INFORMATION

Kindly notify the reception staff in the event of any changes to your personal details. This will enable us to ensure that your records are always up to date. Should you relocate outside of our Practice area, it may be necessary for you to register with another GP at a Practice that covers your new location.

CONSULTATIONS

Appointments can only be made by contacting the practice directly or by filling out an E-request form on our website or NHS appointment online. Patients can express a preference for a particular GP, we will endeavour to comply with this where possible.

NAMED ACCOUNTABLE GP

All patients who are registered will be assigned a named GP and notified accordingly.

REPEAT PRESCRIPTIONS

All repeat prescription requests require a 72-hour notice (excluding weekends and bank holidays). You may request them by visiting the practice in person, using our online services, sending a request by post, or through your nominated pharmacy or email sina.prescription@nhs.net or through nominated pharmacy.

INTERPRETER SERVICES

The Interpreting and Translation Service is designed to promote equal access to health services for patients who do not speak English as their primary language and for those who are Hearing impaired. If you require an interpreter, please notify the reception.

CHAPERONES

At our Practice, we place great emphasis on creating a safe and comfortable setting. We strive to follow the best practices consistently, ensuring that both patients and staff can have full confidence in the measures taken. The safety and well-being of everyone involved are of utmost importance to us. Please ask at Reception.

HOME VISITS

The practice offers home visits to patients who are medically unfit to travel to the practice. Where possible, please contact the practice before 10:30AM to request.

CARERS

If you are a carer, please speak to a member of the reception team for a carers pack.

ONLINE ACCESS

Patients have the option to register and gain access to their medical records through an online platform. This convenient service enables them to easily schedule appointments, request repeat medication, and review their health records. If you need any additional information or assistance, please speak to the reception team for support.

FREEDOM OF INFORMATION ACT (FOI)

The FOI Act 2000 obliges the practice to produce a publication Scheme.

CONFIDENTIALITY

We ensure that our patients receive a service that is entirely confidential. Information will only be disclosed in extremely rare cases where there is a risk to you or another individual. You can trust that you will be kept informed throughout these exceptional circumstances.

PATIENT PARTICIPATION GROUP (PPG)

The practice has a PPG which meets once every three months. This offers registered patients the opportunity of being involved and supporting their practice. Please speak to a member of reception if you are interested in joining or require more information.

OUT OF HOURS

If you require medical advice or guidance out of the practice opening hours please call NHS 111, this can be accessed by calling 111 or visiting 111.nhs.uk. This service is available 24 hrs a day, every day.

EXTENDED ACCESS

The practice offers additional appointments (as part of our PCN) these appointments are available between 6.30pm–9pm weekdays, 9am–5pm Saturday and 9.00am–12 midday on Bank Holiday Mondays.

To book an appointment please call 01922 501999 or contact the practice (01902 710027). These appointments take place at The Old Stables, Elmore CT, Elmore Green Road, Walsall WS3 2QW