

Practice Information Leaflet

**Essington Medical Centre,
Hobnack Road,
Essington, Wolverhampton.
WV11 2RF**

Telephone No. 01922 470130

Email address:
Essington.medical@staffs.nhs.uk

Website:
www.essingtonmedicalcentre.nhs.uk

Essington Medical Centre is a partnership providing NHS Services.



Further information can be sought from www.nhs.uk

Reviewed 23.10.2025

Teaching practice

The practice is a teaching practice and occasionally trainee GPs and student Nurses may, as part of their training, be required to sit in with their trainer GP or practice nurse during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the NHS Constitution:

<https://www.gov.uk/government/publication/s/the-nhs-constitution-for-england>

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Carers Health Checks** – Are you a carer? Book in for your health check.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers antenatal, baby, post-natal, travel vaccination, child health surveillance.

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

We also offer extended access hours which are appointments outside of core hours which can be booked through the normal way of completing an online triage form.

Opening hours

Monday	8:00 AM	19:30 PM
Tuesday	8:00 AM	18:30 PM
Wednesday	8:00 AM	18:30 PM
Thursday	8:00 AM	18:30 PM
Friday	8:00 AM	18:30 PM
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Extended Access hours

Monday 6.30pm – 7.30pm

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

The Practice Team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr Clare Libberton

Mb ChB DRCOG MRCGP DSH M.Sc (Med. Ed)

Dr Neeraj Ram

MBBS MRCGP

Dr Rashi Gulati

MbChB DRCOG MRCGP

Salaried GPs

Dr Joydeep Kaur

MBBS MSc MRCGP

Dr Dennis Okoror

MbChB DRCOG MRCGP

Nurses

Mr Jon Gamble

Advanced Nurse Practitioner

Mrs Jannis O'Mahony

Practice Nurse

Other healthcare staff

Mrs Sarah Hughes

General Practice Assistant

Mrs Laura Baker

Health Care Assistant

Practice Manager

Miss Cara Hinks

Other management

Mr Matthew Thompson

Data IT Manager

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please use the Triage Form available on our website or can be sent to your mobile upon request. Should you be unable to access the website, contact the practice and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online on our website or contact our reception team who will be the point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

Black Country Integrated Care Board

The practice provides NHS services on behalf of SSICB

Staffordshire and Stoke Integrated Care Board

Telephone: 0300 123 1461

Website: <https://staffsstoke.icb.nhs.uk/>

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In writing which can be sent via e-mail or handed in to reception in person
- By using your online app e.g. NHS 111
- Online triage – Please log in and order via our website or follow the link <https://accurx.nhs.uk/patient-initiated/m92039>
- Through your designated pharmacy

Please allow to full working day for collection (excluding weekends and bank holidays) when ordering repeat prescriptions and 3 full working days for acute medication.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients will be provided with a named GP

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team or Practice Manager.

You can also raise a complaint with

Staffordshire and Stoke Integrated Care Board
<https://staffsstoke.icb.nhs.uk/contact-us/patient-advice-and-liaison-service/>

Telephone:
0300 123 1461

Email:
PatientServices@staffsstoke.icb.nhs.uk

Further information about this can also be found on the practice website or within the complaints leaflet.

Home visits

Home visits are at the discretion of the GPs and are for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception, logging a call before 10.00 am. A clinician may then telephone you to discuss your request. Home visits are usually conducted between 12:30 pm and 1:30 pm, Monday to Friday.

When we are closed

If you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk