



Palfrey Health Centre

**Milton House
151 Wednesbury Road
Walsall
WS1 4JQ**

Telephone: 01922 627788

email: submit online accurx request

website: www.palfreyhealthcentre.co.uk

Monday to Thursday: 8.00am to 6.30pm

Friday: 8.00am to 13.00pm (Ournet: 13.00pm to 6.30pm)

NHS 111: Weekday after 6.30pm & Weekend (Friday 6.30pm to Monday 8.00am)

GP Principal: Dr Sohaib Siddiq BSc MRPharmS MBChB MRCP FRCGP

Practice Manager: Mr Obaid Siddiq BSc (Hons) MSc



Clinics

Our GPs and practice nurse see patients during our normal opening hours. From Monday to Thursday you can see a GP/nurse in the morning or evening. On Fridays you can book to see a GP/nurse in the morning until 1pm, but in the afternoon the practice is Closed, for urgent calls only.

We are unable to see patients on a “walk-in” basis so you will need to book an appointment in advance by telephone or at the reception desk. You can speak to reception staff to confirm which GP you would prefer to see when making an appointment.

You can see a GP, Practice Nurse or other health care professional, for general health problems as well as check ups. The practice offers a range of services including, Cervical Screening, ECG, Wound care, 24 Hour BP checks, Spirometry, Glucose checks, Travel Immunisations, Smoking cessation, Preconceptual & Contraceptive advice, Over 75yrs health check & NHS health check. As well as general surgeries we have a range of specialist clinics.

Antenatal (Every Wednesday & Friday)

This clinic is run by the midwives. If you become pregnant, you will be given a 'booking appointment' with our midwife who will then plan the care for the remainder of your pregnancy. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Child health & Immunisation (Every Tuesday & Thursday)

All new babies are invited for regular check-ups from eight weeks old. Health visitors work alongside a GP and our practice nurse during these sessions. We offer all parents immunisation for their children in line with current national guidelines.

Diabetes Clinic (Monthly sessions on Monday)

Led by specialist Diabetes nurses from Walsall Manor Hospital, this clinic offers advice and general health check ups for diabetic patients.

Ultrasound & Audiology Service (Fortnightly on Tuesday)

The team provides patients with access to ultrasound and audiology diagnostic services upon referral by a GP at the practice.

Flu Vaccination (October—January Annually)

The practice will contact you if you need a vaccination.

Named Accountable GP

All new and existing patients will have been assigned a named & accountable GP for their care. For patients over 75yrs it will be Dr Siddiq, for under 75yrs it will be Dr Ahmed. Consideration will be given should you wish to nominate an alternate GP, however this preference may not always be available.

Welcome

Palfrey Health Centre provides healthcare to the local Walsall community.

Our team includes five GPs, nurse prescriber and practice nurse, health care assistants, as well as our practice manager and administrative team.

We offer a full general practice service and run specialist clinics for all ages. We also work closely with other health care services locally.

At Palfrey Health Centre, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

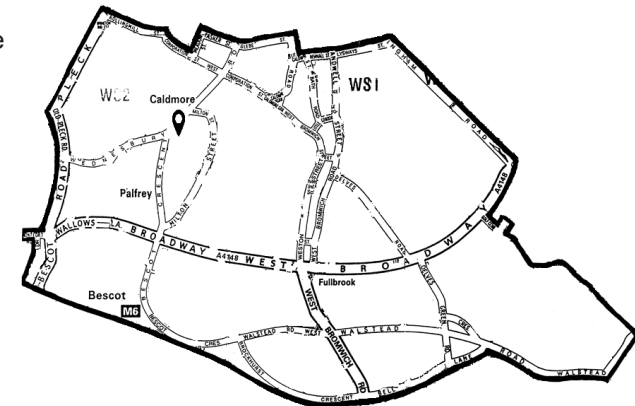
This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Registration

The Practice welcomes all prospective patients and does not discriminate on the grounds of: race, gender, age, sexual orientation, social class, appearance, disability or medical condition.

Residential areas served by the practice include Palfrey, Caldmore, Pleck, and Delves. When registering at the practice, ideally bring Proof of I.D, Utility Bill or Bank Statement, and Proof of Address. You will need your NHS number (from your previous GP), and complete a registration form and new patient questionnaire. You can also register online, and submit this information on our website. If you move out of the practice area you will need to register with a new practice.

We are located at 151 Wednesbury Road, Walsall, WS1 4JQ, and serve the area within the practice boundary.



Home visits

If a patient is housebound or too ill they may be visited at home. The receptionist will ask for some details to allow the doctor to assess the urgency of the call. Visits are shared between the doctors so it may not be possible for you to be seen by the doctor of your choice.

Please ring before 12.00pm to speak to a doctor to arrange this, or submit online accurx request.

Out of Hours Care

Our normal opening times are:

Monday to Thursday: 8.00am - 6.30pm & Friday: 8.00am - 1.00pm (from 1.00pm - 6.30pm urgent calls only). Please call Ournet if you need to see a doctor on a Friday afternoon, dial **01922 501999**.

Additional appointments are available with Ournet extended access hubs in Walsall. Appointments are available on Weekdays from 6.30pm to 9.00pm, & Saturdays 9.00am to 5.00pm, dial **01922 501999** to book.

For weekday evenings (after 6.30pm) and on weekends, if you require medical advice that cannot wait until normal surgery hours call the NHS 111 service, dial **111**. Calls to NHS 111 service are free. If you do have a life threatening medical emergency, dial **999**.

If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling **18001 111**.

Alternatively, you can visit the Urgent Care Centre in Walsall, they will provide health advice and treatment for illness or injuries which are not life-threatening, but are too urgent to wait for a routine appointment with your GP Practice. Further information can be found on the back of this leaflet.

Specialist and hospital care

If a GP believes you need hospital treatment or specialist care elsewhere, they will ask you when and where you would like to go. They can then book your appointment electronically while you wait. They can usually provide you with information to help make your decision, such as expected waiting times at different hospitals.

Summary care record

Patients registered with a GP have a Summary Care Record, SCR, unless they have chosen not to have one by opting out. The information held in your SCR gives health and care professionals, apart from the GP, access to information to provide you with safer care, reduce the risk of prescribing errors and improve your patient experience.

Appointments

Appointment may be made in person, by telephone or online.

Non urgent appointments with a GP or practice nurse are available up to 1 week in advance. To arrange a routine appointment, visit reception, or call **01922 627788** during the following times.

Mon to Thurs: 8.00am - 6.30pm

Fri: 8.00am - 1.00pm

You can also submit online requests until 6.30pm on Fridays. Extended hours access - weekly subject to availability

If you feel you need to be seen urgently please inform the reception staff and they will put you through to a GP, depending on availability, who can discuss your problems with you and arrange an appropriate 'same day' emergency appointment. Please note that only the GP can give a 'same day' emergency appointment.

You can also contact the doctor to discuss queries and test results. A GP is available to take telephone calls everyday:

Mon to Thurs: 8.00am - 6.30pm

Fri: 8.00am - 1.00pm

The GPs or Practice Nurse will usually only see one patient per appointment. If you would like other family members seen, then they will also need to make an appointment. If you have not been seen at the practice for 3 years, or 1 year for those 75 years and over, you can request a checkup appointment.

Online appointments are available on our website, you will first need to register in person for an online account, or use the NHS app. Alternatively, you can submit online request and we will contact you.

Appointments can be cancelled by visiting us at reception, by telephone 01922 627788, or submit online request.

Repeat prescriptions

Written requests for a repeat prescription can be made at the practice. You can also order medication online, by NHS app, or submit accurx request. Please allow **2 working days** for us to deal with your request.

If you take medication on a long term basis repeat prescribing allows you to order in advance the medication you need on a regular basis. Your consent is needed and is subject to your suitability by a GP. Written requests can then be made at the practice, online by NHS app, or submit online request.

Our Team

GP

Dr Sohaib Siddiq (BSc MRPharmS MBChB MRCP FRCGP) & Dr Amina Ahmed (MB BS, MRCGP) comprise the partnership at the practice. Patients can also make appointments with Dr Ahmed Sarwar (MBChB, MRCGP), Dr Aziza Sesay (MBChB, MRCGP), and Dr Farath Ayub (MBChB, MRCGP).

They are able to see any patient registered with us. However, if you prefer to see a particular doctor please ask when making your appointment.

Pharmacist

Waqas Janjua (MRPharmS), Hussain Razzaq (MRPharmS), A M Bashir (MRPharmS), Jaypal Gahir (MRPharmS) use their knowledge of medicines and ailments to help patients. They are registered with the General Pharmaceutical Council, and are accredited independent prescribers.

Practice Nurse & Health Care Assistant

Mrs Jotee Cassidy (RN) is an experienced practice nurse and provides general nursing care. Mrs Khatija Ravat (HCA) provides new patient health checks, blood pressure monitoring and testing, phlebotomy and NHS health checks programme.

Management

Mr Obaid Siddiq (BSc (Hons), MSc) is the practice manager, and is assisted by Qudsia Khan and Salma Jabine to ensure the smooth running of the practice.

Reception and Administration

Nazneen, Samrina, Mahjabeen, Ghousia, Wafiyah, Hafifah, Faiizah, and Debbie are here to help you. Along with other duties they answer the telephone, deal with enquiries and repeat prescriptions. Their job is very demanding so please be patient. Their job is very demanding so please be patient.

Data Administration Mr Khubaib Siddiq

Other team members include

Ms Amy Askey (Walsall Manor Hospital Diabetes Nurse)
Community Midwife (Midwifery Team)
Mr Tariq Ashraf (PCN Physiotherapy staff)
Paramedic Team

Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment.

Local Pharmacist

Your local pharmacist will be able to give you free health advice on minor ailments – you don't usually need an appointment.

The practice runs **Pharmacy First scheme**. This allows patients to receive medication for certain minor ailments at a local pharmacy, without seeing a doctor. A practice GP/nurse will be able to advise you appropriately.

NHS 111

NHS 111 offers free expert health information and advice 24-hours a day, please dial 111.

Accident and emergency/999

Accident & Emergency departments are open 24 hours a day and can assess serious injuries and provide emergency treatment.

Family planning

The local Family Planning Clinic is the Hatherton Centre which is located in Walsall Town Centre. They provide specialist family planning services.

The Beacon runs the Drugs Helpline 01922 669840. They are based at Unit 4, The Quarter, Walsall WS1 1QU & 30 Station Street, Walsall, WS2 9JZ

Your health service

Black Country Integrated Care Board (BCICB)

Walsall is now a part of Black Country Integrated Care Board (BCICB). The area served by Palfrey Health Centre is in the district covered by NHS BCICB, and it is responsible for ensuring we provide all the healthcare services you may need. You can contact NHS BCICB;

NHS Black Country Integrated Care Board (ICB)
Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH

You can call on 0300 0120 281

Email: bcicb.time2talk@nhs.net

Cuts

Thoroughly wash and dry the wound. A dressing can be applied whilst putting pressure on the cut to prevent bleeding. A tetanus vaccination may be needed, and should be given within 24 hours.

Head injuries

If the occurrence results in vomiting, drowsiness, loss of consciousness, blurred or double vision, difficulties in walking or a severe headache. It would be advisable for you to immediately attend the local casualty department.

Constipation

As we get older we eat less nor do we exercise as much. Often medications can lead to constipation also, such as water tablets or painkillers. Its not important that you use the toilet every day or even twice a week. Its ensuring the motions are not hard. Eating fibrous foods such as brown bread, cereals, vegetables and drinking plenty of water people can usually manage comfortably. If your bowel habit changes suddenly or its persists for more than 3 weeks your GP must be contacted.

Chicken pox

Chicken pox is caused by a virus. Initially a rash would appear, this would develop into clear blisters. Calamine lotion would be advised to use, only to ease the itching. The child should be kept cool also, taking cool baths every 3-4 hours would reduce the itching.

Insect bites and stings

Anti-histamine tablets can be obtained from the local pharmacist. Calamine or anti-histamine cream eases the itching. If you are stung by a bee, do not squeeze it try and scrape it away.

Thrush

Is a very common cause of an itchy thick white creamy vaginal discharge in women. It can be triggered by antibiotic treatment and sometimes associated by the pill or pregnancy. Should it become a recurrent problem you should make an appointment with the doctor, as there may be an underlying cause.

Sunburn

Sun block creams only prevent skin cancer in later life. Use sun block cream of factor greater than 15. Calamine lotion can be used to cool down the skin or cold water can be used to reduce sun burn effects.

Burns and scalds

A burn or electric shock may make you shortness of breath, immediately telephone 999. If the burn area is larger than your face or hand contact NHS 111. If none of the above apply, you should begin to treat by bathing it in large quantities of cold water for 15 minutes. If any blisters develop do not burst them.

Self treatment of some common illnesses

For advice contact NHS 111, dial 111. Website: www.111.nhs.uk

Child with a temperature

Children reach high temperatures very quickly. Whatever the cause of this, make your child comfortable by bringing down their temperature. Take off most of the clothes so heat can be lost through the skin. Use a fan, or open windows and doors to create a draught. Give cool drinks frequently.

Diarrhoea and vomiting

In adults and older children regular small amounts of fluids should be consumed to replaced lost body fluids. Babies tend to loose body fluids very quickly, so its advisable to bring the baby to the health centre if they have been ill for more than six hours.

Back pains

Back pains are mainly associated with digging and lifting. Gentle exercise and pain relief with aspirin, ibuprofen or paracetamols are usually sufficient.

Nose bleeds

Sit in a chair leaning forwards and pinch the nose just beneath the bone for about ten minutes. You must also breathe through your mouth. Avoid blowing your nose or taking hot drinks for 24 hours.

Strains and sprains

Treat with a cold compress containing ice for 15-30 minutes to reduce swelling. Then firmly apply a crepe bandage and give the sprain plenty of rest.

Rashes

If the rash does not fade once a tumbler glass or a finger is pushed against it dial 999 for immediate help. Other rashes associated with coughs or runny noses are usually due to a viral rash. The child should be kept cool at all times. Avoid dehydration. If the rash develops into blisters this could be chicken pox.

Colds and runny noses.

Colds are caused by viruses and cannot be cured by antibiotics. Adults can take 2 paracetamols or 2 soluble Aspirins every 4 hours, up to a maximum of 8 over 24 hours. Children under 12 years should take the appropriate doses of Calpol advised by the pharmacist. The illness can last between 7-10 days.

Coughs

Coughing is mainly due to viral infections and can persist up to 2 weeks after a cold. This can be eased by inhaling steam with Vicks Menthol crystals or Karvol added to water. A dry cough can be helped by taking the specific Covonia cough mixture. If your cough is associated with blood, chest pains or breathlessness contact the health centre.

However, if you feel we have not dealt with the issues you have raised, as you would wish, you can contact:

Complaints Team, Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH
Tel: 0300 0120 281 email: bcicb.time2talk@nhs.net

Violent or Abusive Behaviour: Zero Tolerance Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. Anyone attending the surgery, or during a home visit, abuses a GP, staff or other patient, be it verbally, physically or in a threatening manner will risk removal from the practice list. In extreme cases we may call the police to remove offenders from the practice premises.

As a practice what we expect from you as a patient:

- That you adhere to practice policy regarding the making and keeping of appointments.
- That you are on time for your appointment.
- That if circumstances prevent you attending for your appointment, you notify the reception office as soon as possible.
- Only request an emergency appointment or home visit if appropriate.
- GP's and staff are treated with respect (Our GP's operate a **Zero Tolerance Policy** regarding violent or abusive behaviour).
- You advise the receptionist of any change of address/telephone numbers.

As a patient with the practice what you should expect from us:

- Your right to privacy and that the strict rules on confidentiality surrounding your medical and personal details be maintained at all times.
- To be dealt with in a respectful and efficient manner at all times.
- To have, within a reasonable timescale, a full and clear explanation (by a clinician in the practice) on matters concerning your health and your medical treatment if you so request.
- You have the right to see your medical records subject to the limitations of the law.
- To be notified of changes concerning the day to day functioning of the practice by the practice leaflet.
- Your repeat prescription will be ready for collection within 48 hours of your request.
- Your suggestions and comments about the service we offer will be considered sympathetically and any complaint dealt with quickly and in accordance with the practice protocol.

Oct-2025

Other information

Training health care professionals

The practice offers education & training opportunities for medical students and GP registrars, qualified doctors wishing to specialize in general practice. They all work in conjunction and under the supervision of practice staff.

Patients with particular needs

The practice has car park access & lift facility for the disabled, mothers with children, elderly and an induction loop is also in operation. The practice is compliant with regulations that relate to public accessibility. If you have any special needs, please let us know and we will try to help.

We are accredited as a veterans friendly practice, and eligible patients may be offered additional support in the local community.

Data Protection

We respect your right to privacy and keep all your health information confidential and secure. This information is protected by the Data Protection Act 2018, and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide medical treatment for you e.g. from practice staff or further care from community and hospital services.
- To help you get other services e.g. from social services, Department Work & Pensions. This requires your consent.
- When we have a duty to others e.g. child safeguarding services

National data opt out, when anonymised patient information will be used at local and national level to plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in this way, please let us know.

Patient Confidentiality

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please contact our reception team.

How to complain, comment and compliment

Palfrey Health Centre aims to provide a friendly and professional service to all our patients. If you have an opinion about any aspect of our service, please let us know. You can do this online, write to us, or speak to the practice manager.

We aim to address concerns promptly, and in the majority of cases complaints can be resolved quite easily, ask the reception office for a complaint form.

Walsall Urgent Care Centre Information

The Urgent Care Centre will provide health advice and treatment for illness or injuries which are not life-threatening, but are too urgent to wait for a routine appointment with your GP practice.

The Urgent Care Centre
Walsall Manor Hospital
Willbraham Road
Walsall
WS2 9PS

The Urgent Care Centre in Walsall is located:

