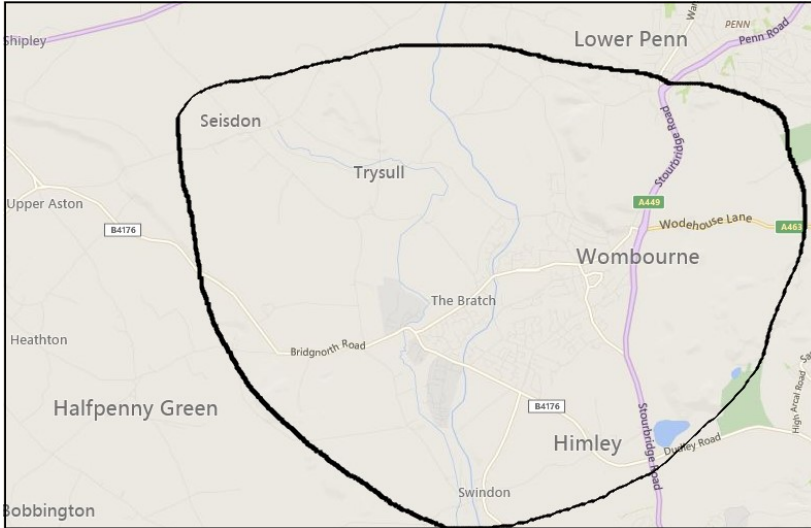


Guide to Practice Area



www.gravelhillsurgery.nhs.uk

Gravel Hill Surgery
Gravel Hill
Wombourne

www.gravelhillsurgery.nhs.uk

Gravel Hill Surgery
Gravel Hill
Wombourne
WV5 9HA

Telephone: 01902 893375
Email: gravel.hill@staffs.nhs.uk

Practice Information

Dr. Kenneth Franklin

M.B. Ch.B. (Bristol 1984)

Dr. Susan Price

M.B.Ch.B. MRCP (Birmingham 1992)

Dr. Helen Meredith

M.B.Ch.B. MRCP (Birmingham 1991) DFRH

Dr. Manroy Sahni

M.B.Ch.B. MRCP (Birmingham 2017)

Opening Times

Monday to Friday 08:00AM-6:30PM
Saturday, Sunday & Bank Holidays CLOSED

We operate **extended hours** each day between 6:30pm to 7:15pm. This is by appointment only.

Extended Hours

Please note that these additional appointments will offer a reduced service as detailed below:

- All consultations will be by pre-booked appointment
- There will be no nursing staff available to assist or chaperone the GP on duty
- Only patients with pre-booked appointments will gain entry, which will be via an intercom system
- There will be no direct telephone access to the practice before 8AM and after 6:30PM

Contact Details

Telephone 01902 893375
Email gravel.hill@staffs.nhs.uk
Prescriptions email prescription.gravelhill@staffs.nhs.uk

Out of Hours Emergencies

If you need medical assistance when we are closed please telephone 111 (or 999 in an emergency)

Travel Health

Please make an appointment via e-consult **at least 8 weeks** before you travel for advice regarding holiday travel and / or immunisations. Please complete an e-consult with your travel details, the nurse will review your records and contact you to make the appropriate appointment.

We also suggest that you make enquiries with regard to current advice for the area / areas you are travelling to by visiting the following website: **www.fitfortravel.scot.nhs.uk** Please do this before attending your appointment.

If you do not allow enough time before you travel you will have to attend a private clinic for any advice or vaccinations.

Teaching practice

The practice is a training hub: training doctors , paramedics , student nurses and pharmacists .

All are supported by the GP Partners .

As part of their training they may be required to sit in with a supervising doctor during consultations .

You are always able to request that they are not present during your consultation and this will not impact on any care you receive.

Chaperone policy .

All patients will be offered a chaperone or can request a chaperone . The chaperone will be an appropriately trained member of staff . The chaperone policy is available on our website and posters displayed in the surgery

Other Services

Child Immunisations

Staffordshire Child Health Department send a letter to parents / guardians to make an appointment with one of the practice nurses when routine childhood vaccinations are due. The nurse can offer advice and information if you are concerned about a particular vaccination.

Phlebotomist

Blood tests are available at local phlebotomy clinics , information regarding these will be sent via accurx text by the requesting clinician . The practice nurse team and GPA also offer blood tests at the surgery for patients unable to attend the local clinics.

Midwifery Team

A midwife is attached to the practice to provide antenatal and postnatal care in liaison with the doctors.

Community Matron, District Nurses and Community Team

We work closely with the Community Team to ensure the health and well being of our patients is supported.

Contraceptive Service

We offer a full contraceptive service including implants and coils. Please make a routine appointment to discuss your requirements so an appropriate appointment can be made.

We also offer chronic disease clinics , smears , baby checks and postnatal checks amongst other services.

Appointments

All doctor appointments are now accessed via e consult triage .These forms can be accessed directly via the practice website www.gravelhillsurgery.nhs.uk , the NHS APP or alternatively the reception team can send you a link to your phone to complete the form .

In exceptional circumstances, eg you have no online access, a Receptionist can complete the form over the telephone with you and send it to the triage team .

These forms are reviewed by the duty doctor who can ensure you are offered the appropriate care in an appropriate time frame. A receptionist will then contact you to then offer the appropriate appointment type.

For all Nurse appointments please contact reception 01902 893375

PRE-BOOKABLE appointments are available with all our Doctors and Nursing team.

SAME DAY appointments will usually be booked with an Advanced Care Practitioner in the first instance. These are experienced clinicians who are able to prescribe, refer and arrange investigations where appropriate. There will be a duty Doctor available to support the ACPs if required.

Receptionists and all clinicians are also able to signpost patients to the following services via e consult

First contact physio

First contact mental health practitioner

Pharmacy

Opticians

Staying Well: a service for patients with mild/moderate frailty

Social Prescriber: general wellbeing service for non-medical

Home Visits

Home Visits are reserved for the following groups of patients:

- Terminally ill
- Housebound
- Patients who are severely ill and cannot be mobilised

Home visits are not for patients whose only requirement for a home visit is due to lack of transport.

We want to see patients as quickly as possible and the best way is to encourage them to come to the surgery. This is because the doctor will have access to all medical records, including those held on computer. There are also better facilities for examining and treating patients at the surgery; the home environment can make an examination very difficult.

Please request visits via e consult before 11am whenever possible as this allows the doctor to plan their day accordingly.

Please note that no patient in definite need of a home visit will be refused.

Home visits are performed by the practice paramedic / advanced nurse practitioner / doctors / and the acute visiting services.

The duty doctor will allocate visits to the appropriate professional.

The Practice Team

Supporting the Doctors are:

Advanced Nurse Practitioners:

Sarah Hughes RGN Advanced Nurse Practitioner

Amanda Blagg RNDip Nursing Studies, BSc Nursing Studies, RCN ALNP

Natalie Higgott RNDipHE Adult Nursing

ANPs deal with on the day illnesses; they assess, examine, refer, prescribe and manage patients.

Practice Nurse:

Janette Cole RGN

Health Care Assistant:

Angela Partridge

Practice Manager: Sarah Ness

Assistant Practice Manager: Margaret Cox

Lead Receptionist: Julie Bishop

Reception and Admin Teams:

We have a team of staff who are trained to help and advise you.

Feedback and Complaints

We are always looking for ways to improve the service we provide and encourage patients to contact us to discuss any suggestions or concerns they may have. We have Friends and Family Test cards available in Reception for you to complete after each time you have used our service, alternatively please complete the Friends and Family Test you may receive by text.

In the first instance we are happy to discuss any concerns or feedback you may have, please speak to the Lead Receptionist or Assistant Practice Manager. Alternatively, a copy of our complaints leaflet and complaints form is available at reception or via the practice website.

Zero Tolerance to Violence Policy

In line with government guidelines, we have a 'Zero Tolerance to Violence' policy.

This means that any violent or abusive behaviour or perceived threatening behaviour, whether verbal or otherwise to staff or members of the public on practice premises will not be tolerated.

We can refuse to provide a service, report the incident to the Police and request that the patient be removed from our Practice list.

Communicating with our Patients

If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We can arrange large print, braille or make a note on your records if you prefer to be contacted by telephone or email.

Patient Participation Group

Our group meets bi-monthly.

We welcome new members and fresh ideas.

If you would like to contribute please contact us via the form on our website (www.gravelhillsurgery.nhs.uk) or speak with one of the Reception Team.

Confidentiality

Every member of staff at Gravel Hill Surgery are bound by our strict rules of confidentiality and all follow GDPR regulations.

It is important to be aware that information will only be given to the patient themselves or to the parent or guardian of anyone who is under 16 years of age.

New Patients

We welcome new patients from within the Practice Area, please ask or see the back of this leaflet if you are unsure.

To register, please follow the link on our website (www.gravelhillsurgery.nhs.uk) or scan the QR code . Alternatively ask at reception for a paper form to complete.

As there can be a delay between registering and the practice receiving your medical records, you will be asked to complete a form giving some details of your medical history.

Change of Registration Details

Please let us know of any changes to your name, address or contact details as soon as possible so we can update our records in case we need to contact you.

Named GP for all Patients

All patients registered at Gravel Hill Surgery have a named 'Usual GP' who has overall responsibility for the care and support that our Practice provides to them.

As a patient at Gravel Hill Surgery, you can request to see any GP within this practice.

Care of Patients at Gravel Hill Surgery does remain Practice based but if you would like to know who your named 'Usual GP' is, then please ask.

Car Parking and Patient Access

Car parking is available on the Civic Centre Car Park. Please park considerately observing restrictions on spaces reserved for disabled patients. Please try not to park directly outside the practice as this may block the dropped kerb which is needed for pedestrian disabled access.

All consulting rooms and areas used by patients are at ground level, making all facilities readily available.

Prescriptions

All requests for repeat medication should be made either via Patient Access, in writing, by returning the right hand side of your prescription slip , via the NHS APP or by email to prescription.gravelhill@staffs.nhs.uk

Prescriptions are ready three working days after request. The majority of prescriptions are sent electronically to the patients' nominated pharmacy.

Please note we do not accept Prescription requests over the telephone unless you are housebound, and have no online access. This is to avoid any error.

Test Results

Please telephone for results after 2pm. Results will only be given to the patient themselves or to the parent or guardian of anyone who is under 16 years of age.