

Brewood Medical Practice.

**Kiddemore Green Road
Brewood
Stafford
ST19 9BQ**

And

**Wheaton Aston Surgery
Leabank House
The Cobbles
Wheaton Aston**

TEL: 01902 851475

www.brewoodsurgery.nhs.uk

Practice Partners

Page 1

Dr Asif Ahmed MB, ChB (2003 Aberdeen) MRCSEd, MRCGP, Member of the ASPC

Gurminder Sahota MPharm (Hons) (2002 Robert Gordon University, Aberdeen), MRPharmS, PGDip (Clinical Pharmacy), Independent Pharmacist Prescriber

Surgery Opening Times

Monday	8:00 – 18:30
Tuesday	8:00 – 18:30
Wednesday	8:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30
Weekends and Bank Holidays	CLOSED

The practice is closed for training one afternoon per month. Please see website for dates.

Practice Area

Patients are accepted from within the immediate local area including Brewood, Coven, Wheaton Aston, Gailey, Lapley and Stretton. Patients who move out of the area will be asked to register with a GP Surgery closer to their new address to ensure all patients have access to a local surgery.

To register as a patient a GMS1 'Family Doctor Services Registration' form will need to be completed along with the Brewood New Patient Questionnaire. Both can be found on the website or picked up at the Practice. The forms are then returned to reception, along with identification for full registration. You will then be allocated a named GP but will have access to the whole team.

Dr Asif Ahmed MB, ChB (2003 Aberdeen) MRCEd, MRCP, Member of the ASPC

Dr Sarvinder Saini BSc Neuroscience (Manchester 2010), MBChB (Manchester 2012), MRCP (2017)

Dr Hanane Grazza MRCP

Dr Ranjana Sohal MRCP

Dr Arouna Kapoor MRCP

Advanced Clinical Practitioners

Sara Jenks

Anne-Marie Doran

Marie Madhar

Practice Pharmacists

Mindy Sahota

William Northwood

Sunday Itiola

Nurses and Health Care Assistants

Andrea Sheldon (RGN) Senior Practice Nurse Prescriber

Kerry Hartshorne (RGN)

Alice Hupperdine (RGN)

Donna Edwards (HCA)

Karen Tennant (HCA)

Jackie Bannister (HCA)

Susan Ryan (HCA)

Practice Management

Michelle Giles, Operations Manager

Yvonne Nelson, Business Development Manager

Amanda Freeman, Reception Manager

Services available at Brewood Medical Practice include:

- Asthma management
- Diabetes management
- Hypertension
- Long Term Condition management
- Family Planning
- Maternity
- Mental Health support
- Cardiac disease management
- Child Development & Immunisation
- Minor surgery
- Vasectomy and Carpal Tunnel Procedures
- Travel Health advice & Immunisation
- Physiotherapy
- ECG's
- Anticoagulation Clinics
- Social Prescribing
- Audiology
- Wound Care

There are variations to advertised services and they may change to adapt to patient need.

Midland Community Services

Midlands Community Services operates out of Brewood Medical Practice. MCS carries out NHS funded Vasectomies, Carpal Tunnel Procedures and other Minor Operations.

Appointments

Page 4

The Practice operates both an advanced booking and same day appointment system. Patients can book appointments using several methods:

To book an appointment telephone the surgery after 8:00am, visit the surgery to book an appointment, book online using Patient Access or use the online triage system available via the practice website (Klinik).

All appointment requests are subject to Care Navigation and clinician triage to establish the best, safest and most efficient course of action.

Wherever possible you will be offered an appointment with the clinician of choice; however the nature of the issue may dictate another clinician is available sooner.

Cancelling an Appointment

For all patients with a mobile telephone number registered on the surgery system an appointment reminder will be sent 24 hours before the appointment. The message includes a link should patients wish to cancel the appointment. It is important that pre-booked appointments that are no longer needed are cancelled therefore allowing the appointment to be offered to someone else.

Reception Staff

Our reception team are trained in Care Navigation. This involves obtaining information from patients in order to signpost to the most appropriate service

Repeat Prescriptions

Page 5

Repeat prescriptions will be available within 3 working days from receipt of the request. Repeat prescriptions are usually given for 28 days with the exception of specific drugs. Some drugs are subject to GP review regularly before authorisation. Patients can request their prescriptions by using the letter box at Brewood Medical Practice or online using Patient Access.

Specialist and Hospital Care via the GP

If you are referred via a clinician at the surgery to secondary care for further investigation or treatment you will be asked for your preference of organisation. All referrals are done via the surgery secretarial team.

Protected Learning Time (PLT)

The Surgery is closed for one afternoon each month for staff development and training. The list of dates can be found on the practice website. For urgent medical advice during these times there are emergency telephone numbers on the doors of the building, a recorded message on the telephone and the practice website. All emergencies should attend the local Accident and Emergency Department.

Home Visits

Any requests for a home visit should be made to the surgery by 10:30am. This is allow organisation of staffing and appointments. The surgery operates a housebound register patients who are completely immobile due to sever medical conditions. Transport difficulties do not constitute reason for a home visit.

Patients with particular needs

Page 6

The Surgery has disabled parking spaces and wheelchair/pushchair access throughout the building. There is also a lift to the first floor. Information is available in large print and patients are called to their appointment both visually and audibly. All patients have access to a translator should this be required and a chaperone is available at all times

Zero Tolerance Policy

The Practice operates a Zero Tolerance Policy. Patients who behave in a violent or abusive way will be removed from the list with immediate effect.

Keeping your Contact Details up to date

It is important that all patients keep their own contact details up to date with the surgery. This is to make sure the team can always contact patients in the case of urgency.

If a patient/third party wishes to speak to the surgery on behalf of another patient, the third party will need explicit permission from the patient. A third party consent form can be obtained from reception and the wishes of the patient are recorded on the patients' medical records. Identification may be required to register a third party consent.

Complaints

Page 7

The team work hard to provide the best possible patient care and welcome suggestions or comments to help us improve our service.

The Surgery's complaints procedure follows NHS England policy and any complaints should be addressed to Mrs M Giles, Operations Manager. The complaints team will acknowledge a complaint within three working days before being fully investigated and a response issued within 28 working days. If the investigation is likely to take longer, the team will update the patient on its progress.

The purpose of complaint investigation is to find out the facts, what went wrong and establish how processes can be improved. There is also opportunity to meet and discuss concerns if deemed appropriate.

Further information is available in our practice complaints leaflet, which is available on request.

Further information on NHS Feedback

W: www.england.nhs.uk/contact-us

PALS (Patient Advice and Liaison Service) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, families and carers.

PALS can help with:

- Information about NHS treatment
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS
- PALS also helps to improve the NHS by listening to your concerns and suggestions.

Royal Stoke PALS: 01782 676450

Patient Confidentiality/ Information

All NHS staff have a legal duty to maintain the highest level of confidentiality surrounding patient information. Following the introduction of GDPR, there are explicit guidelines about how NHS services gather, hold and use personal information.

Your information will be used to provide safe care and treatment for you. Some information may be used for medical research and/or national screening programmes to improve quality of care. Information is also held to meet strict legal requirements set out by NHS Digital, CQC and Public Health England. Any consented third party who receives information about you is also under a legal duty of confidence.

Further information about your medical records and patient opt-out can be found at:

W: www.nhs.uk/opt-out

NHS 111 is a telephone based service to allow easier access to local NHS healthcare services in England. 111 is designed for GP Surgery 'out of hours' advice but not for emergency situations. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Accident & Emergency/999

For severe chest pain, severe loss of blood, suspected broken bones or facial droop and muscle weakness 999 is always advised. Accident and Emergency Department are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Local Urgent Care

Staffordshire Doctors Urgent Care (SDUS)
Urgent care centres based in North Staffordshire.

W: www.sduc.nhs.uk

Urgent Care facilities in Cannock and Wolverhampton.

W: www.royalwolverhampton.nhs.uk

If you require emergency assistance you should always call 999