

Churchview Surgery
General Medical Service (GMS) Partnership
239 Halesowen Road
Cradley Heath
West Midlands
B64 6JE
Telephone No: 01384 566929
Fax No: 01384 561923

Partners:

Dr N Marianne Harte MB Bch BOA (N.U.I) 1992
(female)

Dr Hamid Iftikhar MBBS MRCP 2002 (male)

Salaried GP:

Dr Stuart R Gray MB Bch WNSM 1985
MRCP 1994 D.R.C.O.G.1989 (male)

Dr Mehwish Sharif (female)

SURGERY HOURS – Appointments only

GPs are available between:

Morning surgeries:

Monday – Friday; 9.00 am – 12 noon

Afternoon/Evening surgeries:

Monday and Wednesday; 3.00pm - 6.00pm
Tuesday, Thurs and Friday; 3.30pm - 6.00 pm

The surgery premises are open:

Monday - Friday: 8.00 am – 6.30 pm

And you are able to contact a receptionist face to face and via the telephone within these opening times.

How to Register At The Practice

You can request to register at the practice either over the telephone or in person at the reception desk. You will be offered an appointment to see the Health Care Assistant who will carry out a new patient medical. Before your consultation with the Health Care Assistant you will be required to complete a GMS1 form to register at the practice and a New Patient Questionnaire. You may also request a specific doctor that you wish to register with in accordance with Clause 185 of the NGMS contract 1st April 2004. This request must be made to the receptionist when attending for your new patient medical. After attending for your new patient medical you will become a patient at Churchview Surgery and the practice will request your medical records from the Health Authority who in turn will request your medical records from your previous GP.

Named accountable GP

As from the 1st April 2015 all patients will be allocated a named, accountable GP. The named accountable GP will take lead responsibility for the co-ordination of all appropriate services delivered to each of their patients.

Your named GP will be the GP that you choose to register with at the practice.

The service to see another GP should you so choose will remain available to you regardless of your named GP.

Missed Appointments/Do not attend (DNA)

The practice tries to offer all of its patients the best appointment system available. If you are therefore, unable to attend your appointment the practice appreciates your help in cancelling appointments well in advance of the clinic. If appointments are not cancelled and patients constantly do not attend, appointments are lost and valuable time wasted in waiting for patients to attend appointments. If a patient constantly fails to attend appointments without reason the surgery will write to the patient and the doctor will be notified who may require the patient to be seen to discuss this matter further.

The Practice Admin Staff

Mrs Sharon Cooksey	Practice Manager
Mrs Tracy Edwards	Assistant PM
Mrs Becky Meakin	Workflow Admin
Ms Tina Ebanks	Secretary
Ms Hannah Stephenson	Secretary
Ms Helen Mackay	Senior Receptionist
Mrs Amanda Biddulph	Receptionist/Workflow
Mrs Teresa Biddulph	Receptionist
Miss Jade Willetts	Receptionist
Miss Joanne Siers	Receptionist
Miss Sophie Edwards	Receptionist

The Practice Clinical Staff

Mrs Tracy Whitehouse RGN Practice Nurse
Mrs Amanda Parkes RGN Practice Nurse
Mrs Catherine Waddison Health Care Ass
Mrs Marie Rushton Health Care Ass

How to see the Doctor

Appointments can be made either; in person at the front desk; over the telephone between 8.00 am and 6.30 pm Monday - Friday or by using the on line service via Patient Access.

To register for our on line services please contact the surgery and the receptionist will be able to provide you with your log in details, and once you have created an account you will be able to access the surgery appointment system and book future routine appointments.

Routine Appointments can be booked on line as far in advance as you wish.

Telephone appointments are only made on that day. Please ring at 8.00 am for an appointment. These are offered on a first come first served basis. However, if all appointments have gone for that day you will be informed to ring again tomorrow. You will be asked to give the reception some idea of the reason for the consultation. This is to allow the receptionist to signpost you to the most relevant service and to enable the practice to decide how urgent your request is. If you have not managed to obtain a routine appointment within 3 consecutive days

of ringing the surgery the receptionist will provide you with a future appointment.

You may see any doctor in the practice (but it is better if you can stay with one doctor for the duration of an illness for continuity of care). Your usual GP will provide you with a follow up appointment for in the future if required.

All Children under 5 have a clinical assessment on same day as requested

Practice Nurse

Practice Nurse hours:

Monday	9.00 am - 6.30 pm
Tuesday	9.00 am - 6.30 pm
Wednesday	9.00 am – 5.00 pm
Thursday	9.00 am – 5.00 pm
Friday	9.00 pm - 6.00 pm

Health Care Assistant

Catherine Waddison and Marie Rushton are in the surgery:

Monday	8.30 am – 5.00 pm
Tuesday	7.00 am – 6.15 pm
Wednesday	8.30 am – 6.15 pm
Thursday	7.00 am – 6.15 pm
Friday	8.30 am – 2.00 pm

It is during these hours that special clinics run by the nurse and health care assistant are held.

Please ask a receptionist to make you an appointment. See under health screening for clinics times.

Health Screening

Our practice nurse runs screening clinics for men and women. For more information please see Well Person Clinics. The clinics are:

Well person check clinics include: Atrial fibrillation, asthma, blood pressure, CHD, CVD, COPD, diabetic, ear syringe, flu vac, Pertussis vac, pneumococcal vac, Removal of sutures/staples, vitamin b12, weight management, Wound care, zoladex, health checks to patient 75 years and over, general health advice.

Appointments for these clinics should be made with the nurse through the receptionists.

Immunisations

We offer all the routine childhood immunisations. The nurse carries out many of these injections. We also offer influenza vaccinations in October/November for those at risk.

Travel Vaccination

If you need travel inoculations then please consult the nurse well in advance of your journey (three months in advance if possible).

Minor Surgery

These clinics are carried out in the minor operations room most Monday evenings between 3.30pm and 4.30pm. The doctors rotate these clinics on a weekly basis. Please consult with your usual GP to arrange an appointment for this clinic.

Asthma Clinic

Asthma patients are seen by the Practice Nurse in the general well person clinics.

Antenatal Clinic

Antenatal clinics are held every Wednesday 9.30 – 3.00 pm. The midwives from Sandwell Trust run these.

Postnatal/8 Week Baby Check Clinics

Postnatal examinations are done in surgery during routine surgeries normally on Monday afternoons. The doctor, nurse and health care assistant carry these out.

Well Person Check

We offer to carry out cervical smears every three/five years (dependent on age). If you know that you are due for a test then please make an appointment for the test with the receptionist. Do not wait to receive a letter.

Certain easily detectable conditions such as high blood pressure can go undetected for a long time.

We offer general health checks to include diet advice, exercise and health screening for patients aged over 15 where we also offer you the opportunity to discuss any other health problems, which you are concerned about.

We offer 75+ health checks to all of our patients every 12 months.

Please ask a receptionist to make you an appointment.

Family Planning

Contraceptive advice is given in the Well Person Clinic. The contraceptive pill is prescribed at clinics run by the practice nurse after initial consultation with your usual GP. Arrangements for a smear or contraceptive services including the fitting of the contraceptive coil may be made with the Family Planning Clinic at The Lyng on telephone number: 0121 612 2323 or Rowley Regis Hospital, Thursday evenings 5.00pm – 7.00pm.

Smoking Cessation

Smoking cessation is available by contacting Everyone Health Sandwell Service on 03330 050095. It is also available through our local pharmacies.

Health Visitor

The health visitors are employed by the Trust and attached to the practice. They can be contacted via the Admin Team on telephone number 0121 612 5021 and leaflets are available at reception on the role of the health visitor.

District Nurse

The district nurses are employed by the health authority but work closely with the doctor. Most of their work is providing general nursing care for patients in their own homes. This service is aimed specifically at housebound patients. The message taking telephone number is 0121 507 2664 (Option 1).

Physiotherapy

A referral can be arranged via the doctor to your local hospital or you can self refer and make an appointment to see a physiotherapist by ringing 0121 507 2664 (option 3) for Sandwell Resident Patients.

Blood Tests

Blood tests can be done at either:

Rowley Regis Hospital – Monday to Friday 8am to 3.45pm

Sandwell Hospital – Monday to Friday 7.30am to 4.45pm

Russells Hall Hospital – Monday and Wednesday 8am – 7.30pm. Tuesday 5pm to 7.30pm. Thursday and Friday 12pm to 7.30pm and Saturday 8am to 10am.

Corbett Hospital – Monday to Friday 8am to 6pm

Out of Hours Emergencies (when surgery is closed)

If you have a life threatening emergency, please dial 999.

If you require medical assistance that cannot wait until the surgery re-opens then please dial 111. This service is not provided by the practice but is commissioned by Sandwell and West Birmingham CCG.

NHS Direct

You are also able to obtain medical advice, 24 hours a day by ringing NHS 111.

Extended Hours

The practice offers this service through the Black Country Hub. This is based across 2 sites;

Portway Family Practice, Portway Lifestyle Centre, Newbury Lane, Oldbury, B69 1HE and

Neptune Health Park, Black Country Family Practice, Neptune Health Park, Sedgley Road West, Tipton, DY4 8PX

Please see below the opening times and days for each site;

-Monday/Wednesday/Friday - 6:30pm - 8:00pm (Portway)

-Tuesday/Thursday 6:30pm - 8:00pm (BCFP, Neptune Health Park)

-Saturday 8:00am - 12:30pm (BCFP, Neptune Health Park)

-Sunday 8:00am - 12:30pm (Portway)

They can be contacted on 0121 612 3429 during these times.

When the Surgery is Closed

When the surgery is closed patients can use the Urgent Care Centre based within Russell Hall Hospital. You will be able to see an experienced nurse or doctor who can offer assessment and advice and treatment for minor illnesses and injuries. *They are open 24 hours per day, 365 days a year.*

Repeat Prescriptions

If you need regular prescriptions and the doctor does not need to see you every month, then your prescription requirements will usually be dealt with by our repeat prescription system, via EPS (electronic prescribing system). You will be able to sign up for the surgery on line service's you will be able to order these through the EMIS patient access service – please see end of leaflet for further information. You will also be asked to nominate a pharmacy to enable us to send your prescription directly to your chemist of choice without the need for you to collect your prescription from the surgery.

You may also order a repeat prescription by post or by leaving a request note in the surgery letterbox. If you want us to post your prescription to you, be sure to send us a stamped addressed envelope.

PLEASE give 2 WORKING DAYS NOTICE when ordering repeat prescriptions. They have to be prepared in advance and signed electronically by the doctor before issue. If ordering by post please allow extra time for delivery.

If you ask for an item, which is not on your repeat prescription record, you may be required to consult with the doctor.

Carers

Are you looking after someone?
Do you help someone with?

- * Bathing
- * Dressing
- * Toileting
- * Preparing meals
- * Housework
- * Handling money
- * Standing up
- * Walking
- * Climbing stairs

If so, please let the receptionist know as support services are available.

Disabled Patients

The surgery premises are accessible to patients who are in wheelchairs and the surgery may be entered from the adjoining surgery car park. A toilet for the disabled is available in the surgery for the convenience of patients.

Visually Impaired Patients

The surgery is able to offer transcription services in accessible formats, including braille, large and giant print, audio, EasyRead via the RNIB. Staff are on hand to assist patients.

Hearing Impaired patients

The surgery offers a RNID loop system for our hearing impaired patients. Staff are on hand to assist patients.

Patient Information Leaflets

Patient information leaflets are available at reception on various topics and in various languages. Please ask the receptionist for help.

Local Citizens Advice Bureau

Cradley Heath Community Centre
Reddall Hill Road, Cradley Heath. B64 5JG
For telephone advice: 03444111444
Website: www.adviceguide.org.uk

Patient Charters Standard

This information can be found in the Practice and Patient Charter. A copy of this charter can be found in the surgery waiting room.

Access to Patient Information

The following people have access to patient information held at the surgery via patient's paper and computerized medical records:
GPs, Practice Nurse, Health Care Assistant
Administrative Staff, Locums, Midwives,
Health Visitors, District Nurses, Practice Counsellors
and the CVD Nurse.

No other persons will be given access to patient's information without written consent from the patient themselves unless the GP feels it is in the patient's medical interests to divulge such information.

For further details please ask the receptionist for a copy of How We Use Your Health Records patient leaflet.

Patients have the right to access and view their medical records in accordance with the Data Protection Act 2018.
A written request to access medical records must be received in writing, addressed to the patient's GP. The Caldecott Guardian at the practice is Dr H Iftikhar.

A copy of the Practice Code of Confidentiality and Access to Data Policy can be obtained from reception.

Your Care Connected

To help improve the NHS care you receive we are going live with Your Care Connected (YCC) in September 2019. This will allow authorised health and care staff from local NHS hospitals and services to securely view key aspects of your GP record. For more information or if you want to opt out (as you are automatically opted in), please see the YCC website:
<https://midlandscopyourcareconnected.nhs.uk>
alternatively, please see the leaflet in the reception area.

GP GDPR - Data Protection Privacy Notice for Patients - This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. This privacy notice applies to personal information processed by or on behalf of the practice.
A copy of the protocol is available either; on our website, in our waiting room or a copy can be obtained from reception.

Interpreter Services

The practice does have access to an interpreter service provided through Sandwell Hospital. If you or a member of your family requires an interpreter during your consultation please speak to the receptionist who can organize this for you.

Patient Consent

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. The clinician must also ensure that other possible treatment options, including the risks and benefits of each, have been explained to the patient before the patient makes their decision to consent.

Implied consent will be assumed for many routine contacts with patients such as consultation appointments.

Where implied consent is to be assumed by the clinician, in all cases, the following will apply:

- An explanation will be given to the patient what s/he is about to do, and why.
- The explanation will be sufficient for the patient to understand the procedure.
- In all cases where the patient is under 18 years of age, a verbal confirmation of consent will be obtained and briefly entered into the medical record.
- Where there is a significant risk to the patient an 'Expressed Consent' will be obtained in all cases.

Expressed consent (written or verbal) will be obtained for any procedure which carries a risk that the patient is likely to consider as being substantial such as minor surgery etc. A note will be made in the medical record detailing the discussion about the consent and the risks. A

Consent Form may be used for the patient to express consent.

The Practice acknowledges the right of the patient to refuse consent, delay consent, seek further information, limit the scope of consent, or ask for a chaperone.

The patient or parent / guardian has the right to withdraw consent at any time.

A Withdrawal of Patient Consent Form will be required to be completed and documented on the patient's medical record.

Home Visits

Home visits are intended for patient's who are housebound and unable to leave the house.

If you think a home visit is necessary, please phone before 11.00am. Home visits are usually carried out after morning surgery but may be later in the day if we have many requests. In these circumstances, your description of the problem helps us to assess priority

Chaperoning

The chaperone is seen as a safeguard to all parties and is a witness to continuing consent of the procedure by the patient. Their role includes:

- Accompanying patients and healthcare staff during intimate examinations
- Providing reassurance to patients

- Ensuring propriety
- To assist with undressing patients
- To assist in the examination, for example passing instruments
- To protect the healthcare professional from unfounded allegations of improper behaviour
- To protect the clinician against attack from the patient
- The identification and restriction of unusual or unacceptable behaviour on the part of the healthcare professional

All clinicians and receptionists are trained in chaperoning procedures at the practice.

If you feel you would like a chaperone present during your consultation please inform the doctor/nurse who will be more than happy to arrange this for you.

Patient Comments and Suggestions

The practice has a patient engagement strategy which aims to gather patient's feedback, comments and suggestions via friends and family test, comment and suggestion leaflet, NHS Choices and patient surveys to improve the patient experience. We are a big believer from learning from experience "you said" "we did". Results will be advertised on a monthly basis in the practice waiting area.

The surgery welcomes your comments and suggestions and your ideas could lead to the improvement of the running of the practice. Suggestions can be made either verbally, to the receptionist, practice nurse or doctor, or in writing via the suggestion box. This is located above the letterbox in the surgery waiting room.

Patient Complaints

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible.

Complaints can be made verbally or in writing to Mrs Sharon Cooksey, Practice Manager or any of the doctors.

We will acknowledge your letter, in writing, within three working days of receipt and we aim to give a full explanation within 10 working days. However, this depends on staff availability.

A Patient Complaints Leaflet, explaining the in-house complaints procedure can be obtained from the reception desk.

Other leaflets available upon request:

How do I give feedback or make a complaint about an NHS service?

Not Happy to Complain to the Practice

If you do not feel able to make a complaint straight to the practice or you are unable to meet a local resolution, you are able to complain to

NHS England;

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

Please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

They will take a note of your complaint and arrange for it to be passed to a case officer.

OR

Sandwell CCG – Time 2 Talk

By Email: swbccg.time2talk@nhs.net

By phone: 0121-612 4110

By Post: Customer Care Team,
Sandwell and West Birmingham CCG,
Kingston House, 4th Floor Rear,
438-450 High Street,
West Bromwich B70 9LD.

They will acknowledge your letter, in writing, within three working days of receipt by the T2T team.

Violent or Aggressive Patients

The practice runs a zero tolerance policy to violence or aggressive behaviour to any member of the practice team.

Anyone behaving violently or aggressively towards any member of staff, other patients or anyone else present on the practice premises will be removed from the practice list.

Removal from Practice List

If the practice finds it necessary to remove you from the doctor's list, you will be notified in writing of our intention. It is in your best interest at this time to find an alternative GP.

If you are still registered, 2 weeks after notification, the practice will notify the Health Authority to remove you from the practice list.

At this time, you will be notified in writing by the Health Authority and provided with a list of local GP's.

If you move out of the practice area, you will need to register with a more local GP. If you need help in finding a local GP Practice you can access the NHS choices website (www.nhs.uk) or telephone NHS 111 which can provide details of local NHS services

PRACTICE AREA

The practice area covers some areas of the following postcodes:

- B62
- B63
- B64
- B65
- B69
- DY1
- DY2
- DY5

See attached map.

SANDWELL CLINICAL COMMISSIONING GROUP

The practice is part of Sandwell Clinical Commissioning Group. Details of primary medical services in the area may be obtained from:

Address

Sandwell and West Birmingham CCG
Kingston House
438-450 High Street
West Bromwich
B70 9LD

Email

swbccg.time2talk@nhs.net

Telephone

0121 612 1702

PRACTICE WEBSITE ADDRESS:

www.churchviewsurgerycradleyheath.co.uk

You can also:

- Book a doctors appointment
- Order repeat prescriptions
- Change your address

By registering with the practice for on line services, you will be issued with paperwork and a password to enable you to register at:

www.patient.emisaccess.co.uk

Minor-Ailment Service offered by Pharmacists

NHS England has published guidance to primary care prescribers to signpost patients to purchase over the counter medicines and seek help from their pharmacist for minor ailments. The benefits are:

- It prevents unnecessary GP appointment's for common conditions
- Access to pharmacies is easier and sometimes quicker than waiting for a GP appointment
- Pharmacies are open out of hours, like late nights and at the weekend, which is convenient for people who work or when GP practise is closed.

Primary Care Networks

The practice is part of Newcomen PCN which comprise of;

- Churchview surgery
- The Victoria surgery
- The spires
- Horseley Heath
- Glebefields

Any other Information;

We are currently NOT a teaching/training practice.

**THE PRACTICE HOLDS A
PATIENT PARTICIPATION GROUP
MEETING EVERY THREE MONTHS
- PLEASE INFORM THE
RECEPTIONIST IF YOU ARE
INTERESTED IN JOINING**

***PLEASE REFRAIN FROM SMOKING
ON THE PRACTICE PREMISES (This
does include the use of Vapes)***



***IT WOULD BE APPRECIATED IF
YOU WOULD REFRAIN FROM
USING MOBILE PHONES WHILST
IN THE SURGERY***

THANK YOU



This leaflet was last updated: 23.7.21

**Next review of leaflet: 2.1.2022
Person Responsible:
Sharon Cooksey
(Practice Manager)**

