

Woodsetton Medical Centre

Dr Matthew Read, Dr Mamatha Suresh & Dr Fang Yu

Practice is not a limited partnership

Opening Hours

Monday 8:00-8:00

Tuesday 8:00-6:30

Wednesday 8:00-6:30

Thursday 8:00-6:30

Friday 8:00-6:30

01902 883346

Out of Hours

111

Website

<http://www.woodsettonmedicalcentre.nhs.uk/>

dudleyccg.woodsettonmedicalcentre@nhs.net

40 Bourne Street

Woodsetton

Dudley

West Midlands

DY3 1AF

The Practice

Our purpose built practice offers a comprehensive range of health care and has access for those with disabilities. The staff who work here are part of a primary care team working for your benefit.

Clinical Staff

GP Partner

Dr M Read MCCHB, DRCOG< MRCGP (Male)

Dr M Suresh MBBS, MRCPCH, DFFP, MRCGP (Female)

Dr F Yu MBBS, M.Medsci, MRCGP, DRCOG, DFSRH (Female)

Katie Moore	Practice Nurse - RN DP HE Adult Nursing
Kate Hodgetts	Diabetic Nurse – RNDipHe Adult Nursing, MERIT in Diabtetes, V300, Minor illness Diploma
Tracey Prestage	Health Care Assistant - NVQ Level 3 Diploma in Health & Social Care
Paige Tolley	Health Care Assistant - NVQ Level 3 Diploma in Health & Social Care

Admin & Reception Staff

Lisa Vaughan	Practice Manager - DIP.RSA
Hussain	Secretary
Bev	Receptionist
Ryan	Receptionist
Leeroy	Receptionist
Chelsea	Receptionist
Ashley	Apprentice
Joe	Apprentice

Attached staff:

Terri Franklin	Midwife	Joanne Beech	Paramedic
Hitesh Patel	Senior Practice Based Pharmacist		
Harry Ogunnaike	Practice Based Pharmacist	Aman Bassi	Pharmacy Technician
Anne Marie Cooper	Health and Wellbeing Coach		

Physician Associates: Lubna/Marcia/Iram/Fadziso/Beauty/Zara **GP Assistants:** Rachel & Amanda

Appointments.

Appointments can be made by phone and online. We endeavour to see urgent cases on the same day. If your condition is not urgent you will be able to book an appointment up to 4 weeks in advance.

Please do not book appointments for repeat prescriptions or fit notes. Please use the link on the website for details.

One appointment means ONE patient only. Do not bring other family members & ask for them to also be seen.

All patients will be allocated a named accountable GP. Patients have the right to express a preference of practitioner.

You can still continue to see any of our GPs. Upon registration, everyone is assigned an accountable GP. This does not mean that you will be restricted to seeing only this GP, merely that one has been allocated overall responsibility for the coordination / oversight of your care.

We will send an appointment reminder by text to your phone. Please ensure we have the correct number on record and inform us if you change your number.

Please cancel your appointment if you are unable to keep it.

We are a training practice and regularly have foundation year 2 doctors who have finished their degree and medical students from University of Birmingham also at the surgery.

Smears and child immunisations can also now be booked on weekends at Brierley Hill Health & Social Centre

Home visits:

Home visits are for truly housebound or palliative care patients who are unable to get to the surgery. A short car or taxi ride is not detrimental to your health we will see you after normal clinic times if this helps your carer to bring you. Doctors will triage visit requests and may give advice over the phone. Please ring before 10:30am to request a visit where possible.

Prescriptions

If you are on repeat medications, this can be ordered by completing the right hand side of the script and putting it in the red box in the waiting area or using the online service (ask at reception), or via post. Prescriptions take 72 working hours. We have an electronic prescription service (EPS) so you can collect your scripts directly from your nominated chemist. Please allow 72 hours for repeat prescriptions.

Chaperone

all patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. All staff are chaperone trained.

Registering as a patient

Registering as a patient is very easy, simply pick up the required form from reception, these can be filled out at reception if you have the required documentation on hand. Anyone over the age of 18 must present themselves or you can

Register online via the website is the easiest and preferred way.

Once these have been seen, a new patient health check will be booked for patients over the age of 18, this is a general health check. Once registered patients can then book appointments and will be able to sign up for online access which includes making appointments and requesting prescriptions.

Not been seen in the last year?

Patients aged over 75 who have not been seen by a Doctor or Nurse for any reason during the last year will be offered a consultation if requested by the patient.

We respect the right to privacy and keep all your health information confidential and secure. 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 care.

Carers

If you are a carer for a relative or friend please inform our staff who can add this to your medical records. Your health and wellbeing is as important as the person you care for.

Privacy

We respect the right to privacy and keep all your health information confidential and secure. 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 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 the right to know what information we hold about you. If you would like to see your records, please call our practice manager. Whilst it is assumed that patients generally consent to their personal information being shared among the clinical team for the purposes of their care, they should be made aware that this is the case and told that they have the right to withhold consent. Sometimes, patients may ask for certain – usually extremely sensitive – information to be kept private and we should respect this. However, in certain circumstances this information may need to be released if failure to disclose would place others at risk of death or serious harm.

Out of hours emergencies:

Out of hours home visits are for GENUINE EMERGENCIES ONLY. Please telephone 111. Patients are requested to use THE OUT OF HOURS SERVICE RESPONSIBLY).

Dudley ICB is responsible for commissioning the OOH services

Patient Responsibilities

If you are unable to attend for an appointment please let us know that we can offer it to someone else.

If you are late for an appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.

Home visits should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:30am if at all possible.

An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.

We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.

Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time that they deserve.

Please act in a responsible and courteous manner whilst on the Practice Premises for the safety and comfort of others

Courtesy

The practice always endeavours to treat you with courtesy whether in the surgery, in your home or on the telephone. We ask for the same courtesy to all our staff in return. The practice cannot tolerate verbal or physical abuse of staff.

Zero tolerance

In line with the Government and NHS Policies, this practice operates a zero-tolerance approach and will not tolerate violence, verbal abuse or rudeness towards doctors or their staff.

The surgery does not discriminate against race, gender, social class, age, religion, sexual orientation, appearance, disability or medical conditions.

The practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Infection Control Statement

We aim to keep our practice clean and tidy and offer a safe environment to our patients and staff. We are proud of our Health Centre and endeavour to ensure it is kept clean and well maintained at all times.

If you have any concerns about cleanliness or infection control, please report these to our Practice Manager.

Our GPs and nursing staff follow our Infection Control Policy to ensure the care we deliver and the equipment we use is safe.

We take additional measures to ensure we maintain the highest standards:

- Encourage staff and patients to raise any issues or report any incidents relating to cleanliness and infection control. We can discuss these and identify improvements we can make to avoid any future problems.

Disabled Access

We wish to make Woodsetton Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

If you have any special needs please let our staff know so that we can help and ensure you get the same support in the future.

Disabled Facilities

We have facilities available for disabled patients, including disabled parking, disabled toilet and lift access.

Guide Dogs

Guide dogs are welcome at the surgery but we ask that you be aware of other patients and staff who may have an allergy or fear of dogs.

<https://www.guidedogs.org.uk/>

Hearing impaired

For more information, please visit these websites:

<https://bda.org.uk/>

<https://signhealth.org.uk/>

<https://rnid.org.uk/>

<https://royaldeaf.org.uk/>

Blind/Partially sighted

If you or family members are blind or partially sighted, please contact the practice for further information. For more advice and support for blind people please visit the following websites:

<https://www.rnib.org.uk/>

<https://www.informationnow.org.uk/organisation/action-for-blind-people/>

<https://nfb.org/about-us/welcome-to-the-nations-blind>

<https://britishblindsport.org.uk/>

Other Disabilities

For more advice and support for people with disabilities, please visit the following websites:

<https://www.bid.org.uk/>

<https://www.ageuk.org.uk>

<https://www.disabilityrightsuk.org/resources/equality-act-and-disabled-people>

<https://www.helpguide.org/articles/healthy-living/living-well-with-a-disability.htm>

<https://www.mencap.org.uk/>

Other services

For more information on our range of services, please visit our website and follow the on screen links to view our services. The website also has information about the practice, including contact information, members of staff and links to where you can order prescriptions online, after filling out a form at the surgery.

<http://www.woodsettonmedicalcentre.nhs.uk/>

Complaints

If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a Professional manner.

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days

You should address your complaint in writing to the Practice Manager using one of complaint forms.

If you do not want to complain to the practice, you can contact

You have the right to make a complaint about any aspect of NHS care, treatment or service, this is written into the [NHS Constitution on GOV.UK.](#)

From 1 July 2023 the way you make a complaint about primary care services to the commissioner is changing.

By primary care services we mean **GPs, dentists, opticians** or **pharmacy services**.

There are two ways you can make a complaint:

- You can make a complaint about the service you received at our practice directly to us. To do this please contact reception who will be able to assist you with your complaint.
- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:

Telephone: 0300 0120 281

Email: bcicb.time2talk@nhs.net

Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

If you want to make a complaint directly to the provider of the primary care service, you still can – that does **not** change on the 1 July 2023.

Please see the Black Country ICB Compliments, concerns and complaints leaflet [here](#).

Ongoing complaints

If you have an ongoing complaint placed on or after 1 July 2022, you will receive a letter from NHS England informing you that the Black Country ICB is now handling your complaint, this will include confirmation of your case handler.

If you have an ongoing complaint placed before 1 July 2022, you will receive a letter from NHS England informing you that your complaint is being retained by NHS England, this will include confirmation of your case handler.

[Find out more about how to feedback or make a complaint about an NHS service](#) or visit the [Time2Talk Customer Services](#) page on our website.

Special Clinics & Services Provided:

Asthma/COPD

Child Health & Immunisation

Diabetes

Family Planning – coil and implant fitting

Ante-natal Clinic

Minor Surgery Clinic Joint Injections

Well person screening

Useful telephone numbers:

NHS Direct 111

Compton Hospice 01902 774500

District Nurses 01902 880300

Health Visitors 01902 882306

Hospitals

Russells Hall, Corbett & Guest

01902 456111

New Cross & Eye Infirmary

01902 307999

Sandwell

0121 553 1831

Birmingham (Queen Elizabeth)

0121 627 2000

0121 333 9999 - **B'Ham Children's**

Local Chemists

Woodsetton Pharmacy, 41 Bourne Street 01902 882619

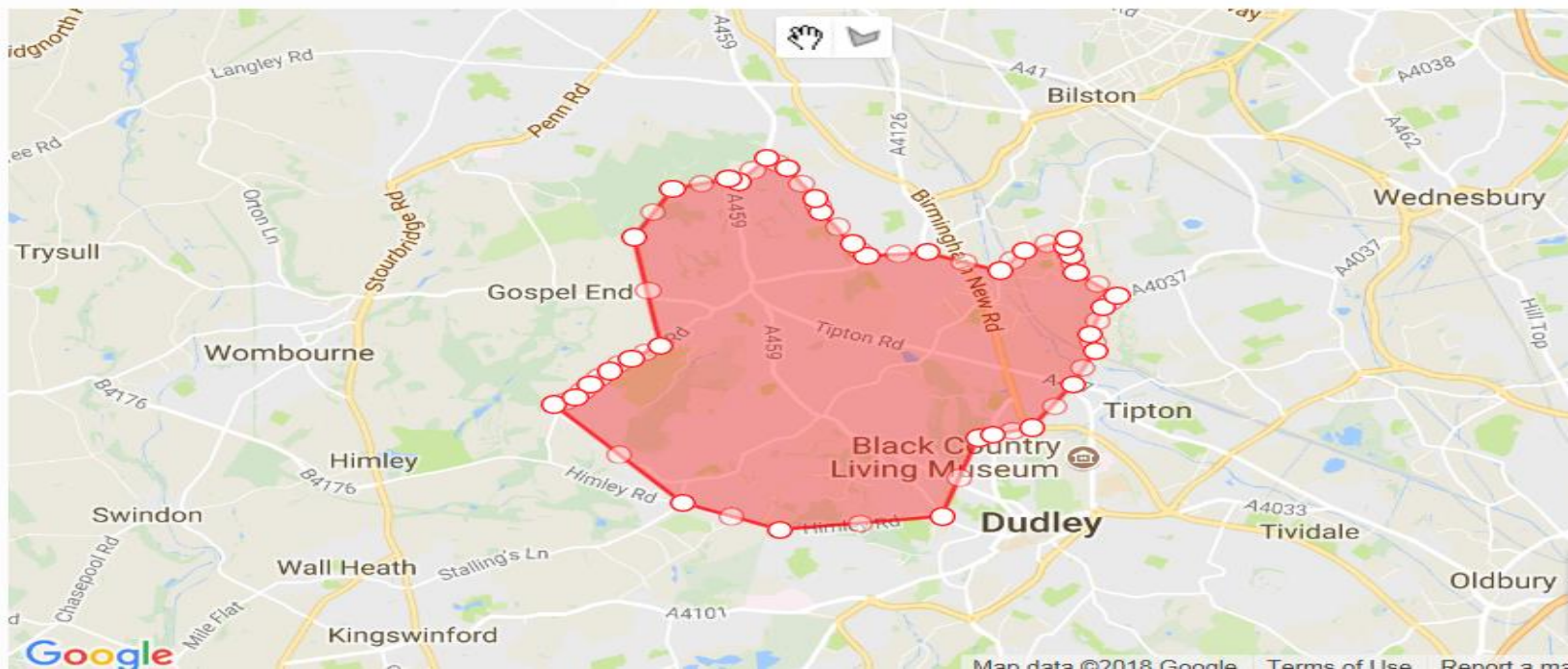
Lloyds, 24 Dudley Street 01902 674600

31 Dudley Street 01902 670984

Millard & Bullock 01902 883182

Murrays, Childs Ave, 01902 883711

Catchment Area



Practice Website

<http://www.woodsettonmedicalcentre.nhs.uk/>

ASK NHS APP

A new service called the Ask NHS app has been launched, you can use this app to do the following:

Check symptoms you are having

Book and manage appointments at the surgery

Order repeat prescriptions and view, set or change your nominated pharmacy

View your GP medical record securely

the app can be downloaded via the app store on Android and iOS devices

NHS Choices

<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42256>

Dudley ICB Information

Venture Way, Brierley Hill DY5 1RU

01384 322777

contact@dudleyccg.nhs.uk

dudleyccg.nhs.uk