



Bentley Health Centre

Churchill Road
Walsall
WS2 0BA

Tel: 01922 423580

Stroud Practice Website: www.bcicb.stroudpractice.nhs.uk

PPG Email: bcicb.stroud.practice@walsall.nhs.net

Dr SS Gill (Male) GP Partner MB ChB MRCGP PGCMedEd
Mrs S Gill (Female) Non-GP Partner
Dr R Mithal (Female) GP MB ChB, MRCGP
Dr A Sahajpal MB ChB(Birm) BSc(Hons) MRCGP DRCOG DFFP (Male) GP
Dr K Naseem MBBS (Male) GP
Dr M Mazhar (Female) GP
Dr B Majeed (Female) GP
Dr A Chopra MBBS, MRCGP (Male) GP

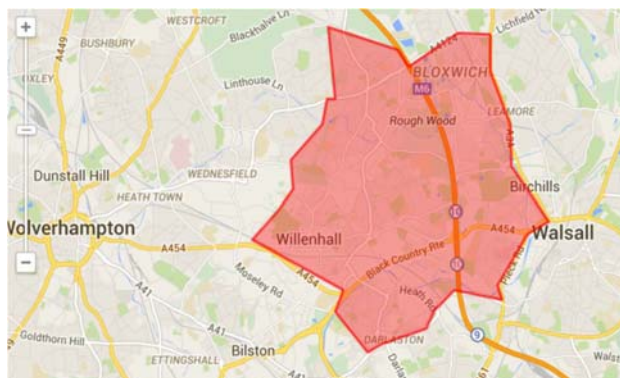
All registered patients have a named accountable GP; however you may continue to see any GP of your choice. Please ask at reception for further information.

I hope this leaflet will help you make the most of the facilities available at this surgery. Our Staff will be happy to help you. If you have any questions please do not hesitate to ask.

Our Team

Mrs Samantha Haynes (Practice Manager) Alison (Practice Nurse) Alys (Practice Nurse) Amie (Practice Nurse) Sydney (Health Care Assistant and Receptionist) Ramanpreet (Health care Assistant and Receptionist) Jaspreet (Healthcare Assistant and Receptionist)	Neelam (Secretary) Sydney (Receptionist) Rebecca (Receptionist) Leanne (Receptionist) Jodie (Receptionist) Emma (Receptionist) Samiha (Receptionist) Charlie (Receptionist)
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Practice Catchment Area



Stroud Practice Philosophy

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Practice Charter

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- We aim to answer the telephone within six rings.
- An appointment with a Practice Nurse will be available within three working days.
- Requests for repeat prescriptions will be dealt with within 48 hours.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.

Training Practice

Stroud Practice is an accredited training practice. Hospital doctors who want to enter general practice will spend up to 1 year with us to gain the experience required to become a general practitioner (GP).

We will let you know if your appointment is with one of our trainees. They may need to discuss your care with a supervising GP and leave the room briefly at the end of the consultation to do so.

The practice also undertakes education and training of other healthcare professionals such as student nurses, medical students, other learner healthcare professionals and work experience. Please let us know if you would prefer not to have a student present during your consultation.

Military Veteran Practice

We are an Armed Forces Veteran friendly accredited GP practice. This means that we have a dedicated clinician who has specialist knowledge of service related health conditions and Veteran specific health services.

If you are a Veteran, please let your GP know to help ensure that you are getting the best possible care.



Surgery Hours and Appointment Times

All consultations by **appointment only**

Opening Hours

			Extended Hours
Monday	8.00am	6.30pm	
Tuesday	8.00am	6.30pm	6.30pm – 7.30pm
Wednesday	8.00am	6.30pm	
Thursday	8.00am	6.30pm	
Friday	8.00am	6.30pm	
Saturday	CLOSED		
Sunday	CLOSED		

GP Appointments

			Extended Hours
Monday	9.30am – 12.00pm	2.30pm – 5.00pm	
Tuesday	9.30am – 12.00pm	2.30pm – 5.00pm	6.30pm – 7.30pm
Wednesday	9.30am – 12.00pm	2.30pm – 5.00pm	
Thursday	9.30am – 12.00pm	2.30pm – 5.00pm	
Friday	9.30am – 12.00pm	2.30pm – 5.00pm	

Nurse led Clinics

			Extended Hours
Monday	8.10am -6.00pm		
Tuesday	8.10am -6.00pm		6.30pm – 7.30pm
Wednesday	8.10am -6.00pm		
Thursday	8.10am -6.00pm		
Friday	8.10am -6.00pm		

Telephone Advice - Please contact the surgery on 01922 423580

Home Visits - Requests for home visits should be made before 10.00am if possible.

Home visits will only be made for patients who are unable to attend an appointment at the surgery because of serious illness or infirmity.

Services provided by Stroud Practice

Essential Services:

- Management of patients who are ill or believe themselves to be ill with conditions from which recovery is generally expected
- General management of patients who are terminally ill
- Management of chronic disease

Additional Services:

- Cervical screening
- Contraceptive services
- Vaccinations & immunisations
- Child health surveillance
- Maternity services
- Minor surgery services

Enhanced Services:

- Anticoagulation monitoring
- Joint Injections
- ECGs
- Treatment Room including wound management, suture removal, ear syringe and zoladex injections
- Near Patient Testing
- Gold Standards Framework
- Shared Care Drug and Alcohol
- Patient Participation
- IUCD fitting (coil)
- Chlamydia Screening
- Spirometry Screening
- Extended Hours
- NHS Health Checks (age 40-74)
- Phlebotomy

All services can be accessed by appointment, please ring 01922 423580

We also provide:

Travel Advice & Immunisation

Health Checks: Over 75, 15-24

Clinics:

Childhood Immunisation Clinic (Appointment only)

Child Health Surveillance and Post Natal Review: Appointment only

Antenatal Clinic: Every Wednesday 9.30am – 4.00pm

The Community Midwife helps with all our antenatal patients from their initial booking through to postnatal care

Physiotherapy and Chiropody Services: Provided within the Community following a referral from Doctor

Chaperones: If you would like a chaperone to be present during an examination please ask the doctor or nurse before you undress or if you know that an intimate examination will be necessary when you book your appointment, please ask a receptionist at the time of booking.

Out of Hours Services

For the Out of Hours service from 6.30pm to 8.00am, weekends and bank holidays please **dial 111**

Extended Access Appointments

Patients registered with a Walsall PCN can benefit from the Extended GP Access Service.

When can I get an out-of-hours appointment?

Extra GP appointments will be available between:

- 6.30pm - 8.00pm weekdays
- 8.00am - 5.00pm Saturdays

However patients will only be seen if they have booked an appointment.

How can I book one of these appointments?

Please ring the practice for an appointment

When should I use the Extended Access Service?

The extended service is for patients who require a routine or same day GP appointment, but are unable to attend during normal opening hours. However, they are not walk-in centres and you will need to book an appointment - these can be booked up to 7 days in advance. Please note that both of Walsall's urgent care centres and its A&E department will still be open as normal for people to use serious or life threatening emergencies.

Other Services Available

Your local Pharmacy

This scheme allows patients to have a consultation with a pharmacist for minor illnesses such as:

- Headache
- Sore throat
- Acute fever
- Earache
- Acute cough
- Diarrhoea
- Cold and flu
- Head lice
- Hay fever

For more information or to register to take advantage of this scheme please ask at reception.

MINOR AILMENTS

NHS 111 – Health Advice and reassurance 24 hours a day, 365 days a year

NHS 111 is a confidential telephone helpline. Experienced nurses can recommend the best course of action if you are anxious about ill health.

Tel: 111 – calls to NHS 111 are free.

Urgent Care Centre – Walk in service only – no appointment necessary.

The Urgent Care Centre is for minor illnesses or injuries that do not need hospital treatment.

Address: Saddlers Centre, Bridgeman Street, Walsall, WS1 1YT

Opening Hours 8.00am to 8.00pm every day

Address: Walsall Manor Hospital, Willbraham Road, Off Moat Road, Walsall, WS2 9PS

Opening Hours 7.00am to Midnight every day

EMERGENCIES

A&E

Only go to hospital A&E in the event of an accident and emergency. An emergency is a critical or life-threatening situation such as:

- Unconsciousness
- Suspected broken bones
- Heavy blood loss
- Suspected heart attack
- Deep wounds – such as a stab wound
- Breathing difficulties
- Chest pain
- Head injuries

Call 999 for an ambulance if the patient:

- Has chest pains
- Is not breathing/is having difficulty breathing/is choking
- Is unconscious
- Is bleeding heavily
- Is in severe abdominal pain
- Bleeding from the vagina and could be pregnant
- Is in the final stages of labour
- May have had a stroke, fit or convulsion
- May have taken an overdose
- Has severe burns
- Has suspected head or spinal injuries
- Has had a severe allergic reaction

Attending your appointment

Please bring your appointment card to each surgery attendance.

Report to the Receptionist on arrival and state your appointment time. Bring any medication, that you are taking, along to the surgery for Doctor or Nurse to check.

Keep It or Cancel It!

If you are unable to keep an appointment please let the Receptionist know so that the time can be offered to another patient.

Change of Details

If you change your name, address or telephone number please inform the Receptionist as soon as possible.

Don't forget to inform any hospitals that you are receiving care from, your employer and your children's schools as well.

Test Results

All patients are requested to book an appointment to discuss their test results.

The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for someone else to be informed of the results.

It is your responsibility to contact the surgery for your results.

Online Services

Patients can use Patient Access to book online appointments. Please ask a reception for further information. The following online services are in development:

- request prescriptions for repeat medication.
- Notify the surgery about changes of address.
- Send messages to the surgery.

Catchment Area

Please ask at Reception for details about our catchment area.

New Patients

The Practice accepts new patients who live within the catchment area, please ask at reception for details. The practice does not discriminate on the grounds of: 1. race, gender, social class, age, religion, sexual orientation or appearance or 2. Disability or medical condition

If you would like to register with the practice please complete the registration forms that are available from reception.

All new patients over the age of 5 years will be asked to attend a New Patient Medical which includes a blood pressure check height, weight etc. If you are over 18 years of age the medical will also include routine blood tests.

Facilities

We wish to make the Stroud Practice 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.

- Disabled Parking
- Disabled WC
- Induction Loop
- Translation/Interpreting Service available upon request

How to make a complaint about primary Care services from 1 July 2023

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 at

[nhs.sharepoint.com/sites/D2P2L_StaffIntranet/Time2Talk/Forms/AllItems.aspx?id=%2Fsites%2FD2P2L_StaffIntranet%2FTime2Talk%2FComplaints Leaflet ICB 2023%2Epdf&parent=%2Fsites%2FD2P2L_StaffIntranet%2FTime2Talk](https://nhs.sharepoint.com/sites/D2P2L_StaffIntranet/Time2Talk/Forms/AllItems.aspx?id=%2Fsites%2FD2P2L_StaffIntranet%2FTime2Talk%2FComplaints%2FComplaints%2FLeaflet%2FICB%2023%2Epdf&parent=%2Fsites%2FD2P2L_StaffIntranet%2FTime2Talk)

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 <https://blackcountry.icb.nhs.uk/have-your-say/time-2-talk> page on our website.

Unhappy with the outcome of your complaint?

If you are not happy with the way your complaint has been dealt with and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

The Health Service Ombudsman can be contacted by:

- Visiting www.ombudsman.org.uk
- Calling the complaints helpline 0345 015 4033 (Mon-Fri 8.30am – 5.30pm)
- Emailing phso.enquiries@ombudsman.org.uk
- Faxing 0300 061 4000
- Writing to:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

<http://www.cqc.org.uk>

Patient's Rights to Medical Services

- To be offered a health check on joining a doctor's list for the first time.
- To have appropriate drugs and medicine prescribed.
- To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints they make about the care they receive at the Stroud Practice.

Patient's Responsibilities

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

If you are late for your 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.

A home visit 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 10.00am 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.

Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

Zero Tolerance

Stroud Practice operates a zero tolerance policy and patients may be removed from the practice immediately.

Situations which justify immediate removal from the practice include

Violence - When a patient:-

- Is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.
- Causes physical damage to practice premises or other patient's property.
- Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.
- Gives racist abuse, orally or physically.
- Is violent or uses or condones threatening behaviour to doctors (or any other members of the primary health care team) while visiting the patient's home. Such behaviour may involve the patient, a relative, a household member, or pets (such as unchained dogs).

Patients who are removed immediately from the practice will be allocated a GP via the Special Allocation Scheme.

Other reason which justify removal from the practice include:

Crime & Deception - Where a patient:-

- Fraudulently obtains drugs for non-medical reasons
- Deliberately lies to the doctor or other member of the primary health care team (e.g. by giving a false name or false medical history) in order to obtain a service or benefit by deception
- Attempts to use the doctor to conceal or aid any criminal activity
- Steals from practice premises

or

- Where a patient has moved out of the designated practice area and has failed to register with another GP.
- Following prior agreement with Doctor the patient may be allowed to remain at this surgery. However the patient must either have transport available to attend surgery or agree to arrange a taxi for transportation should the need arise.
- Mail has been returned as 'undelivered'
- Whereabouts are unknown
- Where a patient has moved abroad for a period of 3 months or more

Irretrievable Breakdown of the Doctor-Patient Relationship

Where the patient's behavior falls outside of that which is normally considered reasonable and leads to an irretrievable breakdown of the doctor-patient relationship

A good patient-doctor relationship, based on mutual respect and trust, is the cornerstone of good patient care. The removal of patients from practice lists should continue to be an exceptional and rare event, and a last resort in an impaired patient-practice relationship. When trust has irretrievably broken down, it is in the patient's interest, just as much as that of the practice, that they should find a new practice. (Guidance from General Practitioners Committee)

Carers

Are you a Carer?

A carer is someone who provides or supervises a substantial amount of care on a regular basis of a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

Walsall Carers Centre offer a wide range of services for carers living in Walsall. If you need help, advice or information about:

- Caring at home.
- Respite care.
- Caring for yourself
- Having a break.
- Money matters and benefits.
- Legal matters.
- Adaptions and aids in the home.
- Housing and residential care.
- Holidays.
- Coping with bereavement.
- Or if you just need someone to talk to, then they can help.

For more information contact:

Walsall Carers Centre
The Crossing at St Paul's
Darwall Street
Walsall
WS1 1DA

Helpline: 01922 636663

Website: www.walsallcarers.org

Safeguarding

Children and Young People

Safeguarding children and young people is a fundamental goal for the Stroud Practice. As a result the practice may share concerns and information with other services as appropriate.

Where there is a concern, the practice will seek to discuss with parents and seek agreement to a referral being made, unless to do so would place the child at increased risk of suffering significant harm.

Vulnerable Adults

Safeguarding vulnerable adults is extremely important for the Stroud Practice. As a result the practice may share concerns and information with other services as appropriate.

Where there is a concern, the practice will seek to discuss with carers and seek agreement to a referral being made, unless to do so would place the patient at increased risk of suffering significant harm.

If you have any concerns regarding the welfare of any of our patients please contact the surgery immediately

Fit Notes

Sickness of seven days or fewer: your employer can ask you to confirm that you have been ill. You can do this by completing a self-certification form. You can obtain a self-certification form by asking your employer for one or downloading one from the following website:

www.hmrc.gov.uk/forms/sc2.pdf

In some circumstances, employers may request a fit note from your doctor for periods of sickness that are for seven days or fewer, there will be a fee payable for fit notes for periods of sickness of seven days or fewer.

Sickness of more than seven days: Most employers ask for a fit note from your GP. A fit note must be signed by a doctor. Your doctor can advise that:

- You are not fit for work
- You may be fit for work

Please contact the surgery if you require more information on Fit Notes.

Fees

The NHS provides most health care to most people free of charge, but there are exceptions. It is important to understand that GPs are not employed by the NHS, they are self-employed, and they have to cover their costs – staff, buildings, etc – in the same way as any business. The NHS covers costs for NHS work, but for non-NHS work a private fee has to cover the doctors costs.

When a doctor signs a medical certificate or completes a report or letter, it is a condition of remaining on the medical register that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor might have to check the patients entire medical record. For more information about our fees please ask at reception.

Repeat Prescriptions

Please bring your repeat medication request to the surgery. All requests will be dealt with within 48 hours. Requests will be accepted on the telephone for the elderly and housebound patients please ring the surgery on **01922 423580**.

The prescriptions will be available to collect from the surgery or a pharmacy of your choice (providing they are willing to collect your prescription from the practice)

Acute prescriptions requested before 11.00am will usually be available for collection after 3.00pm.

Electronic Prescription Service: This GP offers the Electronic Prescription Service, which allows you to choose or "nominate" a pharmacy to get your medicines or appliances from. Your GP then sends your prescription electronically to the place you nominated. This means:

- If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription, saving time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop
- You may not have to wait as long as your repeat prescriptions could be prepared before you arrive.

Private Prescriptions

Private prescriptions are written for medicines which are not readily available through the NHS.

Doctors charge patients for writing private prescriptions. The current fee for a private prescription at Stroud Practice is £10.00.

Freedom of Information

The Freedom of Information Act 2000 aims to produce a culture of openness in public bodies, by providing members of the public with the right to access information held. The main purpose behind this is to show how public money is being used.

GP practices, although not government owned, are considered to be “public bodies” for the purposes of this Act. Therefore members of the public (not necessarily patients) can request information from them. This right came into force in 2005.

GP practices are required to make information available via a “publication scheme”. This may be held in paper form or by electronic means. It will include information commonly requested and is available on request.

The practice’s publication scheme follows the model scheme for GP practices approved by the Information Commissioner.

For further information please ask at reception for a leaflet.

How Your Records are used to help you

Your records are used to guide and administer the care you receive to ensure:

- Your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need when you visit in the future
- Full information is available should you see another doctor, or be referred to a specialist or another part of the NHS
- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to complain

How your records are used to help the NHS

Your information may also be used to help us:

- Look after the health of the general public
- Pay your GP, dentist and hospital for the care they provide
- Audit the NHS accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development

Some of the information is held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

For further information please ask at Reception for a leaflet

Data Protection Notice

The practice complies with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

We use you information to provide you with health care services, and share your information with other organisations involved in your care.

The practice does this under Article 6(1) and Article 9(2)(h) of the GDPR.

For further information ask to see a copy of our Privacy Notice (also available on our website) or a copy of the leaflet “How we use your information”

You are entitled to see what information we hold about you on request.

Patient Reference Group

The Practice is committed to improving the services we provide to our patients.

To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better.

By expressing your interest, you will be helping us to plan ways of involving patients that suit you.

It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice.

If you would be interested in joining the group please complete a form (available from reception) and ask the receptionist for details of the next meeting.

Alternatively please provide your email details – we can add it to a contact list to enable us to contact you by email every now and again to ask you a question or two.

Alternatively join our virtual Patient Reference Group, sign up at reception.

Summary Care Records

Your Summary Care Record is a short summary of your GP medical records. It tells other health and care staff who care for you about the medicines you take and your allergies. This means they can give you better care if you need health care away from the practice; in an emergency, when you're on holiday, when your surgery is closed, at our-patients clinics, when you visit a pharmacy.

When you are treated away from the practice the health care staff there can't see your GP medical records. Looking at your SCR can speed up your care and make sure you are given the right medicines and treatment. Staff will ask your permission to look at it (except in an emergency where you are unconscious, for example) and only staff with the right levels of security clearance can access the system, so your information is secure.

SCRs improve care, but if you don't want to have one you can opt out. From 11.10.18 the practice cannot register your objection. For further information please go to the 'Your NHS Data Matters' website (<https://www.nhs.uk/your-nhs-data-matters>)

You can also choose to have additional information included in your SCR, which can enhance the care you receive including your illnesses and health problems, operations and vaccinations, how you would like to be treated, what support you might need and who should be contacted for more information about you. If you would like this information adding to your SCR ask at reception for a form and return it to the practice