

# **PRACTICE BOOKLET**

Castle Meadows Surgery  
100 Milking Bank  
Dudley  
West Midlands  
DY1 2TY

## **DOCTORS:**

Dr Khizzer Majid (Partner)  
MB ChB 2005 (University of Manchester)

Dr Ruth Arrand  
MB ChB 1983 (University of Sheffield)

## **ADVANCED NURSE PRACTITIONERS:**

Garrick Wheatley RGN ANP (Partner)  
Zoe Taylor RGN ANP

## **PRACTICE NURSES:**

Louise Johnson RGN  
Claire Danks RGN

## **OPENING TIMES:**

Monday – Friday  
8.00am – 6.30pm

## **TELEPHONE NUMBERS:**

Reception – 01384 234737

[www.castlemeadowssurgery.nhs.uk](http://www.castlemeadowssurgery.nhs.uk)

Please ask the Receptionists for personal login details to enable you to book appointments and order repeat prescriptions online.

# **WELCOME TO THE CASTLE MEADOWS SURGERY**

We pride ourselves on being a small friendly practice. We aim to give you the best possible standard of care. Your treatment will be given after discussion and consent by yourself by the most appropriately qualified member of the team. It is important that you understand all the information offered to you so if in doubt please ask.

We offer a wide variety of services within normal surgery times. These include: Well Woman and Well Man checks, Smears, Minor Surgery, Holiday and routine Immunisations, Chronic Disease Management (Diabetes, Chest Disease, Vascular and Heart Disease), Blood Tests, Urine Testing for infection and Pregnancy and a Counselling Service.

We are supported by a Community Health Team, which includes, Community Nurses, Community Psychiatric Nurses, a Midwife, and a Health Visitor who will treat people in the community if necessary.

This leaflet provides a brief outline of our practice, if you require any other information please telephone the receptionist on 01384 234737.

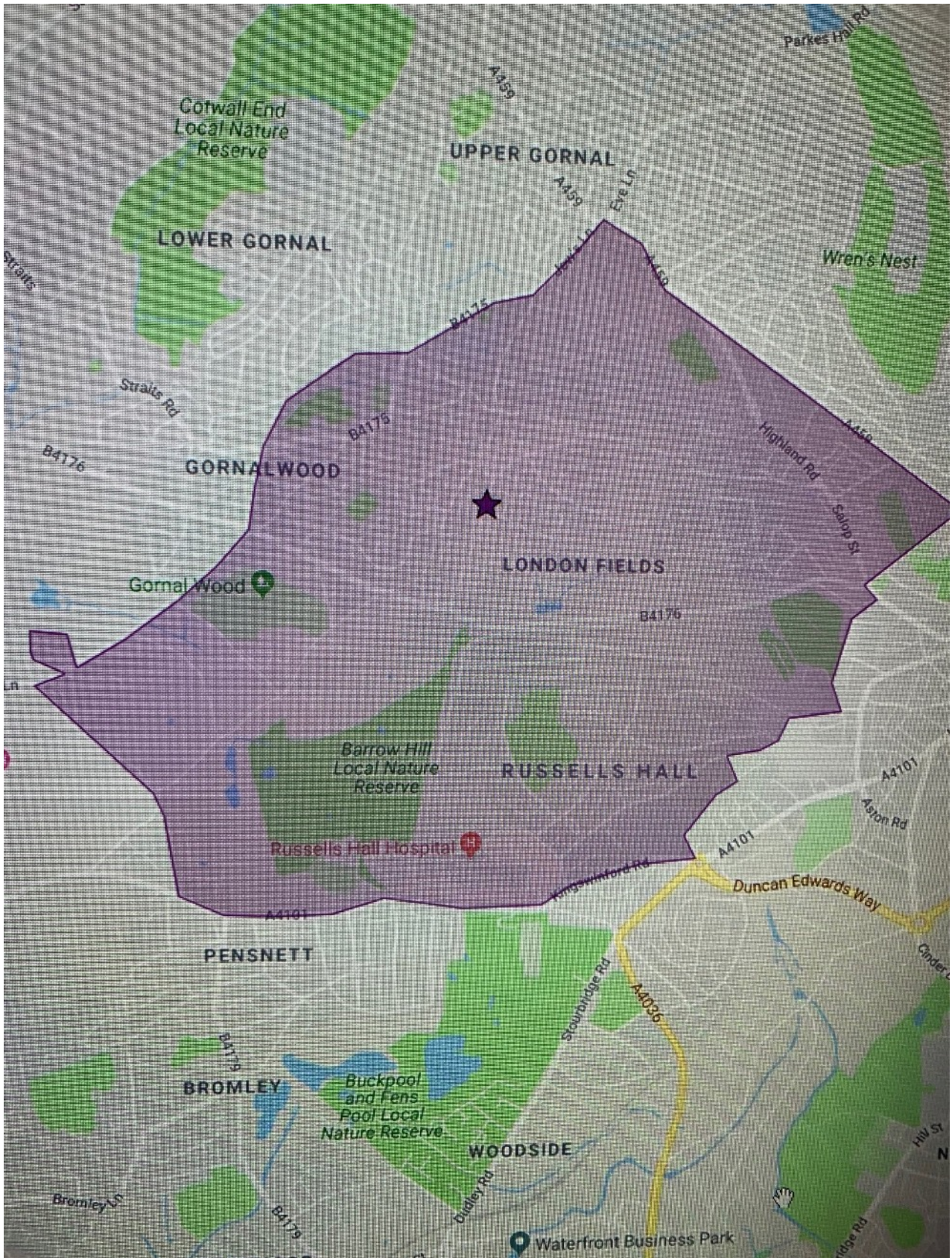
We look forward to a long and healthy relationship with you.

## **The Partners**

The Partners of the Practice Are: Dr Khizzer Majid and Mr Garrick Wheatley.

The partnership is not a limited partnership and therefore is a general partnership.

# PRACTICE AREA



## **Registering**

To register at the surgery you can either bring in your current medical card, ask the receptionist for a registration form or download one from our website.

At the time of registering you will be asked if you have a preference as to which doctor you are, to be registered with. This will be your, accountable GP. This will not stop you from seeing the other doctor and you will always be offered an appointment with either doctor.

The Practice has suitable access for disabled patients. We also have a loop-hearing device for the hard of hearing; please ask at the reception for details

## **Appointments**

All consultations are by appointment. Only one patient at each appointment. Any urgent cases will be seen that day, after being triaged by our advanced nurse practitioners. When booking an appointment it is helpful if you can let the receptionist know the reason for the appointment as some procedures can only be performed by certain staff members and others require extended appointments such as smears and spirometry. Routine appointments can be booked up to 6 weeks in advance. The practice offers appointments on an evening and at weekends in rotation with other practices in our local area. These appointments will be offered to patients when available.

If we have a record of your mobile number you will receive a text message reminding you of the time of your appointment.

## **Patients Aged 75 and over**

Patients aged 75 and over will, wherever possible be given a same day appointment with an appropriate clinician. with their accountable GP or appropriate clinician to manage and treat their health concern. Patients aged 75 and over, who have not been seen within the last twelve (12) months will be provided with an appointment with an appropriate clinician and during the consultation make such inquiries and examinations of the patient the clinician considers appropriate in all circumstances.

The appointment may, after consultation with a clinician take place in the patient's home or residence if the medical condition is considered inappropriate for the patient to attend the practice.

## **Patients Not Seen Within Three Years**

Patient's aged 16-74 who have not been seen within the last three years will be provided with an appointment with an appropriate clinician and during the consultation make such inquiries and examinations of the patient the clinician considers appropriate in all circumstances.

## **Out of Hours**

If the surgery is closed a recorded message will give details on how to contact the doctor on call. The 'Out of Hours' service is organised by NHS Dudley CCG.

## **Home Visits**

These are only for patients who are unable to get to the surgery for medical reasons only. Details will be requested to assess the urgency. If possible please telephone before 10.30am.

## **Repeat Prescriptions**

When you first join the practice, if you are on repeat medication, it is important to make an appointment with the doctor before your current supply runs out. Please bring either all of your medication or the repeat slip from your previous doctor.

This will enable us to input the information accurately onto the computer. When this is done you will be able to order your prescription as detailed.

To order repeat medication please complete repeat slip appropriately marked, and place in the box in the entrance area or when the surgery is closed post through the mail box at the side entrance. Please allow 48 hours for your medication to be dispensed.

Please note, the practice does not accept telephone requests for repeat prescriptions.

## **Confidentiality and Access to Patient Records**

No information from your health records is passed to a third party without your consent.

However in order for us to give you the best possible care it may, at times, be necessary for us to discuss your health needs with other health professionals. In this situation we would not ask your permission beforehand.

## **OUR RESPONSIBILITIES**

### **RESPECT**

You will be treated as an individual and will be shown courtesy and respect at all times. You have the right to be treated with confidentiality.

### **INFORMATION**

We will give you full information about the services we offer and every effort will be made to ensure you receive any information which directly affects your health and the care being offered.

### **NAMES**

People involved in your care will give their names and ensure you know how to contact them. The doctors and staff names will either be on their consulting room doors or on name badges.

### **WAITING TIMES**

We run a 10 minute appointment system in the practice. You will be given a time at which you should be seen, however due to circumstances beyond our control you may not be seen at that time. An explanation will be given if the wait is longer than 20 minutes.

### **ACCESS**

You will have rapid access to a clinician in an emergency. An urgent appointment will be offered that day with the most appropriate clinician.

### **TELEPHONE**

We will try to answer the telephone promptly. You should be able to speak to the clinicians by telephone; the staff will give you the times for this and you will be called back by a clinician on the same day.

### **HEALTH RECORDS**

You have the right to see your health records subject to limitations in law. They will remain confidential at all times.

### **TEST RESULTS**

If you have undergone tests or x-rays ordered by your doctor, you will be given a time to telephone for the results. Please allow at least 3 working days to contact the surgery to discuss your results.

### **COMPLAINTS**

We will provide you with information about how to make suggestions or complaints about the care you have received. We want to improve services so will welcome any comments.

## **YOUR RESPONSIBILITIES**

### **RESPECT**

We ask that you treat the doctors and all the practice staff with the same courtesy and respect.

### **INFORMATION**

Please read this leaflet. It will help you to get the best from the services offered. If you do not understand any of the information please ask a doctor or other member of staff.

### **NAMES**

Please let us know if you change your name, address or telephone number. Proof may be requested.

### **WAITING TIMES**

Please try and keep appointments or tell us as soon as possible if you can not. Try not to save up a lot of different problems for a single 10 minute appointment; ask the Receptionist for a double (20 minute) appointment if this is the case.

### **ACCESS**

We need help too; please ask for home visits only when the patient is too ill or infirm to come to the surgery.

### **TELEPHONE**

Please try and keep your phone call brief and try to avoid calling during peak morning times for non urgent matters.

### **HEALTH RECORDS**

If you wish to see your records please ask at Reception and you will be given the details on how you can access them.

### **TEST RESULTS**

Test results take time to reach us so please do not ring before you have been asked to do so. Enquiries about tests ordered by the Hospital should be directed to the Hospital, not the practice. It is your responsibility to ask for results.

### **CHAPERONES**

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.

### **COMPLAINTS**

If you feel the need to complain about any aspect of the practice in the first instance please contact the surgery and ask to speak to the Practice Manager. Your complaint will be dealt with in accordance with the complaints procedure we have in place. Forms are available to write into the practice, and are available from reception.

### **ABUSIVE AND VIOLENT PATIENTS**

The Practice will not tolerate anti-social behaviour and any patient acting in such a manner may be removed from the practice list and the CCG will allocate them to another practice.

### **YOUR CCG CAN BE CONTACTED AT:**

Dudley Clinical Commissioning Group  
Brierley Hill Health & Social Care Centre  
Venture Way  
Brierley Hill  
DY5 1RU  
Tel: 01384 322777  
Fax: 01384 322444

e-mail – [Dudleyccg.contact@nhs.net](mailto:Dudleyccg.contact@nhs.net)

## **ADVICE ABOUT SOME COMMON AILMENTS**

### **OTITIS MEDIA (middle ear infection)**

Current advice is that antibiotics are not required for most of these infections. Regular use of antibiotics results in the bacteria building up a resistance and may not work as well when a patient is ill.

#### **Our advice is:**

- Take Paracetamol and Ibuprofen (if tolerated) regularly at age appropriate doses. This will help with the pain and control any temperature.
- Drink plenty of fluids.

#### **You will need to see a Doctor:**

- If you have been unwell for more than 72 hours and there is no improvement.

**IF YOU ARE NOT SURE**  
**CONTACT THE SURGERY FOR ADVICE**



## **SORE THROATS**

Most sore throats are caused by a virus, will only last for a few days and will not be helped by antibiotics. Your body will fight off these viruses.

### **OUR ADVICE IS:**

- Take Paracetamol and Ibuprofen (if tolerated) regularly at doses appropriate for your age. This will help with the pain and control any temperature.
- Drink plenty of fluids
- In adults, soluble Aspirin gargled may be helpful.

### **You will need to see a Doctor:**

- If one tonsil is painful and enlarged
- If you have difficulty swallowing and opening your mouth
- If you have a rash
- If you have been unwell for more than 5 days

**IF YOU ARE NOT SURE**  
**CONTACT THE SURGERY FOR ADVICE**

## **CONJUNCTIVITIS**

This is when the white of the eyes becomes pink or red but the vision should not be affected. There may also be some discharge. Most infections are self limiting and will clear in a couple of days.

### **Our advice is:**

- Bathe the eye with moist cotton wool or tissue, using separate pieces for each eye and discard after use. Wash hands afterwards and regularly throughout the day.
- To stop the spread do not share towels or make-up.
- Do not wear contact lenses during infection.
- Children do not routinely need to be kept away from Nursery or School.
- Antibiotic drops may be purchased from a Chemist for use in adults.

## You will need to see a Doctor:

- If the patient is less than 28 days old.
- If you could have contracted a sexually transmitted disease.
- If you are in pain.
- If there is a visual disturbance.
- If things have not cleared up after 2-3 days.

### IF YOU ARE NOT SURE CONTACT THE SURGERY FOR ADVICE

### USEFUL TELEPHONE NUMBERS

Alcohol & Drug advice Atlantic House	01384 426120
Switch -Young Peoples Alcohol & Drug Advice	01384 241440
Sexual Health	01384 366466
Social Services	01384 815822
Dudley Group NHS (All Hospitals)	01384 456111
Emergency Doctors Out of Hours (Evenings and Weekends)	111
Patient Advice & Liaison Service (PALS)	0800 073 0510