



## **Castle Meadows Surgery**

### **PRACTICE LEAFLET**

100 Milking Bank  
Dudley  
Dy1 2TY

Telephone: 01384 234737

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

*Help us to help you by keeping your appointment*

**Last reviewed Feb 2025**

## Mission Statement

Serving the community; with the resources available to achieve the greatest possible improvement to the physical and mental health of the practice population by:

- Promoting health
- Preventing ill health
- Diagnosing and treating disease
- Caring for those with long-term illness and disability who require the services of the practice
- Working to advance patient care.
- Promoting Safeguarding Policies to protect Vulnerable Adults and children.

To provide a working environment in which all members of the Primary Care Health Team are encouraged to achieve maximum potential, in order to provide high quality healthcare.

### **Castle Meadows Surgery**

***We are a Dementia Friends Practice, a Veteran Friendly Practice and a registered Safe Surgery***

Castle Meadows Surgery is a training/teaching practice.

### **How to register with the Practice**

If you wish to register with the practice you will need to complete a new registration form for each member of your family.

This form is available from the reception desk or on our website.

All patients will have a named GP; however you may see any doctor within the practice. You may see the doctor of your choice when booking appointments.

### **The practice has full disabled access.**

Once accepted you will need to make a new patient check appointment with our practice nurse or healthcare assistant. Please bring with you a urine sample and any medication that you may be currently taking.

**New patients only;** if you are taking any repeat medication you will need to see the doctor before any repeats can be issued. **Please do not let your medication finish before requesting an appointment with the doctor.**

### **CARERS**

The practice has a carer's register to record all patients. The definition of a carer is:

- Any person who has accepted the main responsibility for providing care to someone close to him or her throughout illness, disability or fragility is unable to manage at home and therefore requires frequent or constant assistance.

- A carer is not employed to provide care, but may be in receipt of statutory benefits for fulfilling caring tasks. They will be identified by the person for whom they are caring for as the primary carer.

PLEASE NOTE: There is also a designated area in reception for carers to access relevant support, advice and useful contact numbers.

### **Patient Participation Group**

**Why not join our Patient Participation Group, we meet to discuss issues raised by the patients of the practice. If you are interested please contact the reception staff or send an email to [coseleymcpg@gmail.com](mailto:coseleymcpg@gmail.com)**

### **Violent and abusive behaviour**

#### **When a patient:-**

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

Any incident involving violence and abusive behavior will be reported to the Practice Manager, who will complete an incident report and bring it to the attention of the partnership.

Each individual case will be discussed at Practice Meeting and a majority agreement will be reached.

Following an agreement, the practice manager will write to the patient and explain the reason for the removal.

The exception to this is if the patient has to be reported to the police for violent behaviour towards any member of the practice staff when she/he may be immediately removed.

### **How to register with a new Practice**

To register with a new practice you can find information on the NHS choices website, ([www.nhs.uk](http://www.nhs.uk)) for a GP practice near to where you live. You will need to ring or visit the surgery of your choice from the list provided and complete a new registration form.

### Surgery opening hours

<b>Monday</b>	<b>8am -6.30pm</b>
<b>Tuesday</b>	<b>8am -6.30pm</b>
<b>Wednesday</b>	<b>8am -6.30pm</b>
<b>Thursday</b>	<b>8am -6.30pm</b>
<b>Friday</b>	<b>8am- 6.30pm</b>

### Extended opening

**Saturday** 9am -1pm

### Home visits

**If you require a home visit please telephone the surgery before 10am.** Please tell the receptionist what is wrong, this helps the doctor to see the most urgent cases first and plan the calls efficiently. The visit request will always be triaged before a clinician attends.

### Emergencies

If you need a doctor in an emergency and the surgery is closed dial 111 only from any phone. this is a free national telephone advice line where a team of qualified staff can talk to you over the phone. Available 24 hours a day.

You can dial 111 when you need medical help fast but it is not a 999 emergency

The Out of Hours Service is commissioned by the Black Country ICB.

**The nearest Urgent Care center is at Russells Hall Hospital and is open 24/7 every day.**

No appointment is necessary

### MED 3 notes (FIT note)

The doctors will only give MED 3 notes which are Fit notes (sick notes) if you have been seen by the doctor.

### REPEAT PRESCRIPTIONS

If you need regular prescriptions the doctor does not need to see you every month, then your prescription requirements will be dealt with by our repeat prescription system.

**Surgery protocol is as follows.**

- If you have been prescribed regular oral contraceptives you will be required to have your blood pressure checked every six months.
- **Please do not request prescriptions for ANTIBIOTICS,**
- **Please give 48 hours' notice (two working days excluding weekends and bank holidays).**
- The practice offers Electronic prescribing Service if you have a nominated Pharmacy. Your script will be sent to your Pharmacy of choice electronically saving you time.

Prescriptions have to be prepared in advance and signed by the doctor before being issued. If you ask for an item, which is not on your records, your request may be refused until you have seen the doctor.

*Why not register for NHS APP to order your repeat medication -*

### **PRACTICE NURSE and HEALTHCARE ASSISTANT**

Our two Practice Nurses and Health Care Assistant are available for consultation during morning and evening surgery they can help with immunisations; wound dressings; cervical cytology; and health screening checks e.g. blood pressures and advice on lifestyle and diet and Chronic Disease Management. In order to see the nurse please makes an appointment at the reception desk.

### **RECEPTIONISTS**

There are five receptionists who work within the practice. Their job is to ease the flow of consultations of patients with the doctor, so that the doctor can see as many patients in the working day.

- Our reception is open from 8am until 6.30pm every weekday. There is no break for lunch as a member of the staff always covers the reception.
- Patients can visit or telephone the surgery and speak to one of the team of receptionists at any time during this period.

### **EMERGENCY CONTRACEPTION**

You may collect emergency contraception from pharmacy

### **WELL PERSON CHECKS**

Patients registered with the practice and aged between 16 and 75 who have not had a consultation or attended a clinic at the surgery for 3 or more years and patients over 75 who have not attended for 1 year or more may request a medical checkup. Please contact reception to arrange this appointment with the Health Care Assistant.

### **SMOKING CESSATION**

We think it is appropriate at such a time of national awareness that an attempt is made to identify the smoking habits of patients in this practice, motivate them to try and stop and encourage children, teenagers and non-smokers not to start.

At Castle Meadows Surgery we provide the support to take the first step, ask the reception desk for details about quitting or a self-referral form to Solutions for health.

### **MINOR SURGERY**

We provide in house minor surgery. - For joint injections; skin tag removal etc. you must be seen by one of the clinicians to be referred into this service

### **NHS HEALTH CHECKS.**

If you are over 40 and on no medication please book for a free NHS check. This screening gives you the opportunity to have a blood test and other discussions regarding your health.

### **ACCESS TO HEALTH RECORDS**

Under section seven of the Data Protection Act 1998, patients have the right to apply for access to their health records. Provided that there has a written application is made.

Castle Meadows Surgery has a policy of openness with regard to health records and health professionals are encouraged to allow patients to access their records on an informal basis. This should be recorded in the health record itself.

### **SHARING OF PATIENT INFORMATION**

Whilst it is vital for proper care of individuals that those concerned with that care have ready access to the information that they need, it is also important that this service users and their carers can trust that personal information will be kept confidential and that their privacy is respected. All staff have an obligation to safeguard the confidentiality of personal information.

Although it is neither practicable or necessary to seek an individual's consent each time that information needs to be shared or passed on for a particular purpose, this is contingent on individual having been fully informed of the uses to which information about them may be put. All agencies concerned with the care of the individual should satisfy themselves that this requirement is met.

**For more information please ask for a copy of the practice policy on sharing patient information.**

**Register for on line access:** - to enable you to book appointments and order your medication

### **Practice Charter**

We aim to provide the best possible services to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

#### **Our responsibilities to you**

- You will be greeted courteously
- You have the right to confidentiality
- You have the right to see your medical records subject to the limitations of the law.
- You will be seen the same day if your problem is urgent
- You will be informed if there is a delay of more than 20 minutes for your appointment.
- You will be given the results of any tests or investigations on request or at your next appointment
- Your repeat medication requests will be ready for collection within 48 hours (two working days excluding weekends and bank holidays)

- Your suggestions and comments about the service will be considered sympathetically and any complaints dealt with quickly.

### **Your responsibilities to us**

- Please treat all surgery staff with the same respect; we are all just doing our job.
- Do not ask for any information about anyone other than yourself.
- Tell us of any change of name and address, so that our records are accurate.
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery.
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your consultant's letters or results of any tests to reach us.
- You will be advised of the usual length to wait.
- Use the tear off slip to request your repeat medication, please attend for reviews, when asked, before your next prescription is due.
- Do let us know whenever you feel we have not met our responsibilities to you.
- We would of course, be pleased to hear when you feel praise is due as well.

### **Complaints procedure**

We are always pleased to receive suggestions for all our services and we like getting compliments as well. We hope that you will never have cause for serious complaint but if you do, we have a complaints procedure aimed at quick resolution of problems. Please initially speak or write to our Business Practice Manager, Ms. Jodie Jones.

The Doctors and staff at Castle Meadows Surgery strive to deliver high quality patient care at all times and in all areas of contact with the patient or patient representative and realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service he has received.

In order to attain and maintain high standards of care, feedback is needed from those to whom the care is delivered; one mechanism is the complaints procedure.

1. As a patient you have the right to complain about any aspect of the service with which you are less than satisfied, and the Practice has produced this complaints procedure to assist you through this.
2. Any complaint you may wish to make should be addressed in either case to the Practice Manager. If you feel the Doctor is the most appropriate person to approach, you are free to do so.
3. You will receive acknowledgement within three working days from receipt.
4. Any complaint you make will be investigated and you will receive a written report from the practice as to the outcomes of the investigations and where appropriate, the steps taken to ensure the situation does not recur.
5. If considered appropriate by all parties you will be invited to attend the surgery to discuss the matter to discuss the matter with the Practice Manager.

6. Where other parties are involved, you will be kept informed as to the steps taken to obtain their statements.
7. The Practice will strive to deal with the complaints in a methodical and efficient manner in order to bring an equitable conclusion.

It is sincerely hoped that any complaint you have about the practice can be dealt with by those responsible for ensuring patients care and delivery of services within the practice, but there are times when you may feel this is inappropriate procedure. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

You may contact:

1. **Time 2 Talk**, Black Country ICB, Civic Centre, St Peters Square, Wolverhampton WV1 1SH. on 0300 0120 281.  
Email address: [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)
2. If your complaints happens out of hours you can contact BC ICB on 0300 0120 281.

Should you wish to discuss any part of this document with the Practice Manager, please ask the receptionist to arrange this for you.

### PRACTICE STAFF MEMBERS

#### CLINICAL TEAM

Dr K. Majid (Male) M.B.Ch.B; MRCP. Special interest	General Practitioner  Joint injections.
Dr A Paramanathan (Male) M.B.B.S, BSC Honors, MRCP	General Practitioner
Dr Hannah Wood (female) M.B.Ch.B	General practitioner
Rebecca Bloore      MSC	Advanced Nurse Practitioner
Alisha Williamson    BSc with Honors	Paramedic
Claire Danks          DipHe	Practice Nurse
Rebecca Whitehouse	Health Care Assistant

### Administrative Team

Jodie Jones

Business Practice Manager



## **TEST RESULTS**

It is your responsibility to obtain test results and investigations that you have had at the surgery. You will be asked to contact the surgery for your results by the clinician whom has asked for them to be done. Please allow the following amount of time before contacting us. Please call between 4-6pm

**Routine bloods / Urine tests: 3 days**

**Stool samples: 5 days**

**X ray Results: 2/3 Weeks**

**Cervical Smear Results: 14 days**

### **A&E /999**

At any time, should you or someone experience severe chest pains, shortness of breath, loss of blood, loss of consciousness or use of limb, go to the nearest accident and emergency department or ring 999.

### **INTERPRETING SERVICES**

If you are registered deaf and require the services of an interpreter, please notify the reception staff that will be happy to arrange this for you.

If you require the services of an interpreter, as you are unable to speak English, please notify the reception staff that will happily arrange this for you.

### **REMOVING PATIENTS FROM THE PRACTICE LIST**

We maintain the right to remove any patient from the practice list if we feel that we are unable to continue to provide medical care to a patient. However in such cases the patient will always be notified in writing and given a relevant number to contact in order for assistance in finding a new GP.

### **CONFIDENTIALITY**

It is our aim to respect patient's dignity and privacy and to protect confidential information. We follow strict guidelines concerning release of information.

### **DISTRICT NURSING**

District Nursing services are available for individuals with both long and short-term nursing needs. The community nursing team consists of:

District Nurses

Community Staff

Health care assistants

All of these professionals work together to provide skilled nursing care to individuals in the community. In addition to working alongside other local community healthcare professionals and those with secondary In addition to providing skilled nursing services, they offer and promote health care advice and education and the enjoyment of independence and optimum health. Although the community nursing team do not offer personal care they can assess and refer for the most appropriate care either in home or residential, respite or nursing homes. The community nursing services are available 24 hours per day, 7 days a week for patients in which require their services.

## **HEALTH VISITING TEAM / MIDWIFERY TEAM**

The midwifery team are available on a Monday for expectant mothers to discuss all aspects of care during pregnancy, both at the surgery and at home. Postnatal care is undertaken at the surgery by appointment only.

Health visiting team offer an expert health and social care advice to parents and carers with children under the age of 5. They monitor child development.

### **CHAPARONE**

If you require a chaperone for any consultation please inform the receptionist when booking the appointment or on arrival.

### **ZERO TOLERANCE**

**OUR PRACTICE OPERATES A ZERO TOLERANCE POLICY AND WILL IMMEDIATELY REMOVE ANY PATIENT FROM THE LIST WHO IS PHYSICALLY OR VERBALLY ABUSIVE TOWARD ANY MEMBER OF THE PRACTICE STAFF OR OTHER PATIENTS.**

**Aggressive or Violent patients may be reported to the police and removed from the surgery and registered on the Special Allocation Scheme.**

### **PATIENT INFORMATION**

<b>Age concern</b>	<b>01902 883847</b>
<b>Cruise bereavement Counseling</b>	<b>01902 420055</b>

