

Ways in which you can access services at the surgery.

Appointments:

If you need to book an appointment, or have a query you can contact the surgery either by telephone, using our practice website or using NHS online.

Prescriptions:

You can request prescriptions either in writing to the surgery using the right hand side of your slip or by completing one of our prescription request forms. They can also be requested using our practice website or using NHS online. We do not take orders over the phone unless agreed upon by our general practitioners.

Please note prescription orders **take 2 full working days** to be completed once ordered. We do not open on weekends and bank holidays.

Sick notes:

You will be expected to use a self-certification form for the first 7 days of your sickness. After this you will need to contact the surgery to book an appointment with one of our clinicians.

If it is a follow up note you can contact the surgery by telephone or use our practice to request another note. You will need to provide the reason for the note and the duration you need it for.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception.

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Our clinical staff and their qualifications

Dr Kanchan Sanikop- Female General Practitioner- Qualifications: MBBS

Dr Shazia Mehmoona- Female locum General Practitioner- Qualifications: MBBS

Kellie Hadley- Practice Nurse- RGN

Lisa Passey- Healthcare Assistant- Qualifications: Health and Social Care Level 3

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

Suggestions and feedback

We appreciate any feedback you have regarding your experience of our surgery. If you would like to let us know how you found your experience, please put this in writing addressed to our practice manager. **Alternatively you can complete an online family and friend's survey.**

Our zero tolerance policy

All members of staff at the surgery have the right to work without experiencing abuse, intimidation and threats both verbally and physically. Any patient or their care navigator who is found to be breaching this policy will receive a warning which may result in you being removed from the practice list.

Complaints

If you would like to make a complaint about the surgery you can do this in two ways.

You can put this in writing and address it for the attention of our practice manager who will investigate your complaint and respond to you directly.

Alternatively you can contact the Time2Talk Team who will aim to deal with your complaint on your behalf. You can complaint to them by:

Writing to them:

Time2Talk Team, Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

Emailing your complaint:

bcicb.time2talk@nhs.net

Telephoning them:

0300 0120 281

Patient Information Leaflet

Thorns Road Surgery

43 Thorns Road
 Brierley Hill
 West Midlands
 DY5 2JS
 01384 484 894

www.thornsroadsurgery.nhs.uk

Opening hours

Monday – Friday 8.00AM – 6.30PM
 Saturday- CLOSED
 Sunday – CLOSED

Improved access/Extended hours

Monday 6.30PM-8.00PM

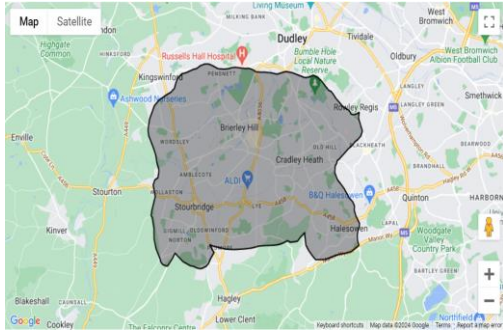
When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Our out of hours services are commissioned by the Black Country Integrated Care Board (BCICB)

Thorns Road Surgery is a general practice providing NHS Services under an NHS England Medical Services Contract.

We offer a GP service to people who live within a 3 mile radius of the surgery



Our practice is suitable for disabled patients and we have a designated wheelchair entrance.

Services we provide

Along with routine appointments, the practice offers the following services:

- **Cervical smear testing** – For women aged 25 – 65.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Immunisations**
- **Minor surgery**
- **Health Checks for over 75s**
- **Health Checks for under 75s.**
- **Other services** – We offer a variety of other services which include but are not limited to:
 - NHS Health checks
 - Lifestyle appointments
 - Stop smoking clinics
 - Blood pressure reviews
 - Alcohol and drug addiction counselling.

Thorns Road Surgery is a part of the Brierley Hill and Amblecote Primary Care Network. We work together to offer you a variety of services here at the surgery and within other network practices.

Services provided by our primary care network

There are a variety of services that run from practices within our primary care network. **Our reception team will always aim to book you into the most appropriate clinic for your health need and this is why they ask what your health problem is.**

First contact physiotherapist

If you are experiencing any aches and pains or issues with your joints we can book you an appointment to see a specialist physiotherapist.

First contact podiatrist

For foot related issues you are experiencing.

First contact mental health service

If you are experiencing any new and acute mental health symptoms, our first contact mental health worker will assess you and can arrange for you to gain access to a variety of services.

Family planning

For any contraception not available at the practice.

Dietician and Health coaching

For more information please ask our reception team.

Social prescribing

For more information please ask our reception team

How to register as a patient at Thorns Road Surgery:

You can register by going to our website and completing the 'register with a GP surgery service' link.

You can complete a new patient registration form online

You can pop into the surgery where a member of reception will supply you with your registration forms and advise you what documentation you need to provide

You will be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

PPG

All patients at our surgery are welcome to join our patient participation group. Our group meets twice a year at the surgery to discuss any feedback, to advise on any changes within our primary care network and to update you on services available within the local community. There is also a primary care network patient participation

Enhanced Summary Care Records

Most people in England have a basic summary care record which contains key health information about you.

Additional information can be added which could be really important to your treatment and this is called an enhanced summary care record.

The benefits of this is that it provides full health information to services you may need such as the ambulance service, out of hours clinics, NHS 111.

It also means that you do not need to remember your previous health history.

It is quick, secure and safe for health staff to access.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website group that meet regularly.

If you are interested in joining or would like more information please speak to a member of our reception team.