



## Dudley Wood Surgery

Maximising Health & Wellbeing

10 Quarry Road  
Dudley, DY2 0EF

Tel: 01384 569 050  
Fax: 01384 861211

### Surgery Hours

Mon 08:00am –18:30pm  
Tues 08:00am–20:30 pm  
Wed 08:00am –18:30pm  
Thurs 08:00am –18:30pm  
Fri 08:00am –18:30pm

#### Disabled Access

Wheel chair access is available and there is a disabled toilet. All patient services are provided at ground floor level but if any assistance is required please ask at the reception and a member of staff will be happy to help.

#### GP Partner

*Dr G. Kalsi*

#### Practice Manager

*Arun Venugopal*

### Patient Confidentiality and Data Protection

Personal information is gathered to help with care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the Practice Team.

### New Patients/Patients who have not been for a while

To register at the Practice please bring your medical card. If you don't have a medical card, please ask at reception for a GMS1 form. All new patients will be invited to make an appointment with the Practice Nurse for a general health check. Please bring a urine sample and all current medication to this appointment.

If you are over 16 and have not attended in the previous three years, then you will also be offered a health check during any consultation booked.

### Over 75s

An annual health check is available to all patients over 75

### Changes of Address

Please let us know promptly of any changes of address or telephone numbers – it may be important in an emergency.

### Practice Complaint Procedure

If you have a complaint or concern about the service you have received from the practice or any of the staff working in the practice, please ask to speak to, or write to the Practice Manager. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a formal complaint, please write to the Practice Manager.

A leaflet explaining our complaints procedure is available at reception and also on our website. If the complaint can not be resolved internally then patients are able to write to NHS England for the complaint to be investigated thoroughly. The contact information is available on our complaints leaflets.

Black Country Integrated Care Board (ICB) commission our services.

To complain directly please call

**Telephone:** [0300 0120 281](tel:03000120281) and select Option 1

**Or Email:** [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)

### Home Visits

We should remind patients that a home visit should be requested for someone who is too ill to attend the surgery. Please telephone before 11:00am unless it is an emergency.

### Telephone Consultation

Telephone appointments are also available for problems that can be dealt with without examination. You will be given an approximate time when the doctor or the advanced nurse practitioner will telephone you. Some details will be asked for.

### Test Results

Please telephone between 12pm and 2pm for the test results

### Repeat Prescription

Our service is computer based & we require 72 hours notice to process repeat prescriptions. Prescriptions can be ordered by leaving the tear off slip in the box provided at reception or ordering via the EMIS online service. A collection service is available from local pharmacies. We DO NOT accept prescription requests over the telephone.

### Zero Tolerance

Dudley Wood Surgery operates a Zero Tolerance policy concerning violence and abuse. This includes unreasonable / offensive / threatening behaviour or attacks on members of the staff or the general public and damage to the surgery premises or property.

YOUR NAME WILL BE REMOVED FROM THE PRACTICE LIST FOR ANY OF THE ABOVE & IF NECESSARY THE POLICE WILL BE CONTACTED.

### Patient preference of practitioner /Accountable GP

All patients have the right to express their preference in which GP they see, however, as the practice only has one GP this is not an option at this practice. This GP is also the accountable GP for all patients of all ages.

### Online services

You can order repeat prescriptions and book appointments online. Please ask reception for this service. You also are now able to view your detailed medical records online. Please ask reception for the additional request form to complete, to benefit from this service.

### **General Practitioner**

**Dr. G. S Kalsi—Partner**

**(Male) MBBS, MBa, MRCP, MPH, MFP, FFP, FRACGP**

### **Practice Nurse**

**Mrs Juliana Harper**

### **Physicians Associate**

**Mr Waqar Ahmed**

### **Practice Manager**

**Mr Arun Venugopal**

If you have any queries, constructive comments, criticisms or complaints about the service provided by the Practice, the Practice Manager will be happy to receive your letters, or see you personally by appointment.

### **Receptionists**

Our receptionists are the front line of our service. They are trained to deal with your queries and difficulties, and perform a wide range of administrative tasks. They are bound by the same rules of confidentiality as the rest of the healthcare team.

### **Healthy Living**

Many medical conditions, even serious ones, can be prevented altogether or improved by choosing a healthy lifestyle. The doctors and nurses will always be ready to help to encourage you on health promotion issues. Together, we offer a wide range of Health Care services in the Practice.

### **Access to Your Medical Records**

Under the Data Protection Act 2018 you are also entitled to access your medical records or any other personal information held about you and you can contact the Practice to do this. Alternatively please use the NHS app to automatically register for online access.

If you are applying for medical records on behalf of someone else, you will need their consent or a power of Attorney.

### **Appointments**

For appointments please ring 01384 569050. Most appointments can be booked four weeks in advance. For emergency/ same day appointments please ring on the day at 8am. These appointments are given out over the phone.

Please be prepared to share details of the reason for the appointment, as this helps the team ensure that you see the correct person at the practice. You can also have a telephone consultation. You can book appointments online via EMIS. If you can't keep an appointment, please cancel by phone.

### **By Appointment with the Doctor**

General medical services, Non-NHS examinations, Maternity services, Minor operations, Child health surveillance, Contraceptive and Family Planning services.

### **By Appointment with the Advanced Nurse Practitioner**

Urgent care telephone appointments, Asthma and COPD reviews, New patient checks. NHS Health Checks.

### **By Appointment with the Practice Nurse**

Well Woman and cervical smear clinic  
Travel immunisations and advice  
Childhood immunisations  
Repeat treatment checks  
General health advice  
New patient checks. NHS Health Checks.  
Dressings and removal of stitches  
Blood pressure checks  
Tetanus, 'flu and other adult injections  
Blood tests (when needed with other tests and treatments)  
Minor injuries, ECG recordings, Asthma care,  
Help2quit, Dietary advice, Diabetes care, Well Man clinic

### **By Appointment with the Midwife (Thursday afternoon)**

The community midwife care for all pregnant women and will cater for them in surgery by appointment or at home if previously arranged, Post natal checks are done in surgery by the doctor.

### **Practice Pharmacist**

Black Country ICB provides the Practice with a pharmacist who works with the clinical and administrative team to support delivery of care to all patients.

### **Health Visitor**

The health visitor is located at the St James Medical Centre 01384 366 222 and has clinics for anything a new mum may want to discuss.

### **Midwifery Team**

The midwifery team are available 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.

### **District Nurse**

Home visits will be provided by our district nurses to patients who are housebound, the elderly, the terminally ill, the disabled and those who have been discharged from hospital. The team are available 24 hours a day, 7 days a week. They can be contacted on message taking on 01384 861211.

### **Out of Hour Services**

The Out of Hours provision is commissioned by Black Country Integrated Care Board (ICB )

If you require medical attention or advice outside surgery hours please call the NHS111 service on 111.

In addition to this service there is an Urgent Care Centre Russell's Hall Hospital. If you are suffering with chest pains or breathing problems we would advise you to call 999 immediately.

### **Patient Participation Group (PPG)**

Dudley Wood Surgery are keen to hear what our patients have to say about our service and wherever possible wish to involve patients in the service development. Please ask at reception if you are interested in joining our PPG Group.

*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.*

### **Practice Boundary**

*Our practice boundary covers immediate vicinity of Dudley and Netherton.*