

Home Visits

Patients must request an appointment as early as possible before 10.00am at the latest if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.

Evenings & Weekends

If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or **call 999**

DUDLEY URGENT CARE CENTRE

RUSSELL HALL HOSPITAL

Pensnett Road,

Dudley, DY1 2HQ

Tel. 01384 456 111

Open 24 hours [7 days a week]

Distance from surgery is 3.5 miles

WE ARE CLOSED

Weekends and ALL National Bank Holidays

For advice on illnesses and local health services

Website: <http://www.nhs.uk/pages/home.aspx>

The surgery has suitable access for disabled patients via the front entrance and our consulting rooms.

Accessing Appointments – Total Triage

Dudley Wood Surgery now operates a **Total Triage system**. This means that every request for an appointment is reviewed by a clinician and care navigator so we can make sure you are directed to the **most appropriate care, with the right person, at the right time.**

How to request an appointment:

- **Online:** Complete a short form on our practice website.
- **By phone:** Call the surgery and speak to
- A **Care Navigator**, who can fill out the form on your behalf.

What is a Care Navigator?

Care Navigators are specially trained staff who will ask you some brief questions about your health need. This information helps us ensure you are:

- Booked with the right clinician
- Signposted to other suitable NHS services if appropriate
- Seen as quickly and safely as possible



Welcome to DUDLEY WOOD SURGERY



10 Quarry Road, Dudley Wood, Dudley, DY2 0EF
Tel. 01384 569050

www.dudleywoodsurgery.co.uk

PRACTICE LEAFLET

PRINCIPAL GP

Dr GURMUKH KALSI [Male]
GMC: 3460186

SALARIED GP

Dr Mohammed Ahmed [Male]
GMC: 7609232
Dr Nuzhat Latif (Female)
GMC: 6105046

PRACTICE NURSE

JULIANNA HARPER [Female]
HEALTHCARE ASSISTANT
LYDIA SMITH [Female]

PRACTICE MANAGER

Rebecca Hadley-Mouzer [Female]
[Also, the Complaints Manager]

Opening Times:

Monday to Friday: 8:00-18.30
Tuesday 8:00 - 20:30

PLEASE TAKE A COPY
[Revised September 2025]

Download the NHS

App

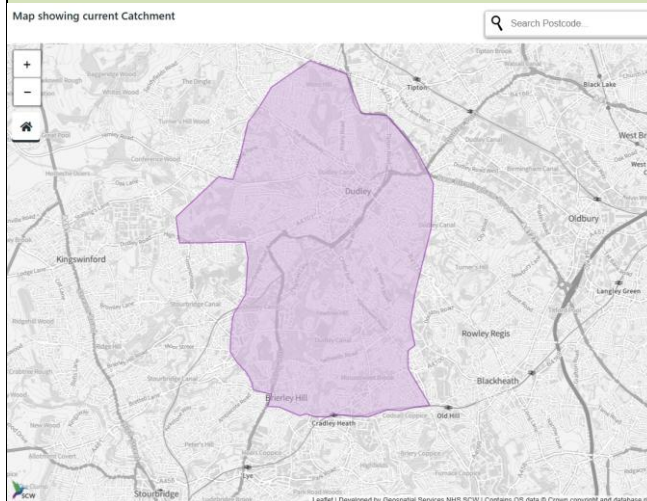
The **NHS App** makes it quick and easy to manage your healthcare. You can:

- Order repeat prescriptions
- View your medical records
- Manage your health

How to get started:

1. Search for “**NHS App**” in the **App Store (Apple)** or **Google Play (Android)**.
2. Download and install the app.
3. Follow the on-screen steps to set up your NHS login – you may need photo ID to confirm your identity.
4. Once set up, you can access your health services anytime, anywhere.

Dudley Wood surgery catchment area



Catchment area – Dudley Wood Surgery



Carers Support **CARERS CHAMPION IS SHARANDEEP KAUR**

The surgery is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on www.dudleycarershub@dudley.gov.uk

Telephone: 01384 818 723

Carers UK Information, Support and Advice

Tel. 0808 808 7777

Email: advice@carersuk.org

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The surgery will ensure that patient confidentiality is maintained at all times by all members of the surgery team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the surgery premises.

Freedom of Information

Your request **must** be in writing and can be either emailed or posted: Email: bcicb.foiteam@nhs.net or post to:

NHS Black Country Integrated Care Board

Governance Team

Civic Centre, St. Peter's Square

Wolverhampton, WV1 1SH

Named GP

All our patients have a named GP who is responsible for your overall care at the surgery, you should contact the surgery if you wish to know who this is, and that if you have a preference as to which GP that is, the surgery will make reasonable efforts to accommodate your request.

Clinical Commissioning Group

NHS Black Country integrated Board (ICB)

Civic Centre

St Peter's Square

Wolverhampton

WV1 1SH

Tel. **0300 0120 281** (option 1)

Website: blackcountry.icb.nhs.uk

Investigations and Specimens

Please drop off samples to surgery any morning before 10:00. Investigation results can be viewed on the nhs app or queried with reception 7 days working days after drop off.

Change of Personal Details

Patients are asked to notify the surgery as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be vital. We will need you to confirm any changes in writing.

Sickness Certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer or the Gov website.

If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise, a certificate will not be issued. If for whatever reason, you require a doctor's certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.

Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any Examination.

Late Arrivals for Appointments

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

How to Complain

In the first instance if you have a complaint or concern, please write to us for the attention of the practice manager at: **10 Quarry Road, Dudley Wood, Dudley, DY2 0EF.**

There is also a 'Complaints and Comments leaflet' available from reception.

How to Register

Please fill out a new patient registration form online or attend our surgery to complete the **GMS1 Form**.

We may ask for 'Proof of Identity' when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months]