

OPENING TIMES

Mon: 8.00am-8.00pm

Tue: 8.00am-6.30pm

Wed: 8.00am-6.30pm

Thu: 8.00am-6.30pm

Fri: 8.00am-6.30pm

Sat: Closed

Sun: Closed

EXTENDED HOURS COMMUNITY GP HUB

Late evening and weekend appointments are available for our patients during the following times at Portway Family Practice:

Monday – Friday – 6.30pm-8.00pm

Saturday – 9.00am-12.00pm

Sunday – 9.00am-11.00am

Appointments can be booked by speaking to staff here at Warley Medical Centre via telephone or at reception during our normal opening hours.

If you wish to cancel your appointment, please call Portway Family Practice on 0121 612 3429.

GENERAL APPOINTMENT INFORMATION

Doctor appointments are book on the day and nurse appointments are booked in advance.

Ways to book an appointment:

By telephone – Lines are open from 8am

In person – Reception opens at 8am

Online – Released at 12am and 6am each day

When all appointments have been taken for the day, you may be recommended to attend a local walk-in centre:

Parsonage Street Health Clinic

Parsonage Street, West Bromwich, B71 4DL

Open 8.00am to 8.00pm Telephone 0121 612 3575

Summerfield GP and Urgent Care Centre

134 Heath Street, Winson Green, Birmingham, B18 7AL

Open 8.00am to 8.00pm Telephone 0345 245 0769

PRACTICE AREA

The practice covers an area of approximately 3 square miles from Oldbury Road in Rowley Regis to Quinton Road West (A456) and from Long Lane in Hurst Green to Thimblemill Road in Smethwick.

HOW TO REGISTER

Patients wishing to join the practice can collect a registration form from Reception. The registration form includes a lifestyle and medical history questionnaire. To see if your application is successful, please contact the surgery after 7 days.

SERVICES AVAILABLE

Blood Pressure

Spirometry

Family Planning and Smears

Joint Injections

Minor Surgery

Childhood Vaccinations

Extended Hours

Diabetic Clinic

Travel Immunisations

OTHER SERVICES

Counselling

Warfarin Monitoring

Heart Failure Clinic

Chiropody

Antenatal Clinic

Private Medicals

REPEAT PRESCRIPTIONS

Repeat medication can be ordered by posting your repeat slip in the white box in Reception, via our online services if you are registered, or by post with a stamped address envelope. Please allow 72 hours for processing before collecting your prescription.

DISABLED PATIENTS

We are fully compliant with wheelchair access.

USEFUL TELEPHONE NUMBERS

Out of Hours Service

After 6.30pm, Weekends and Bank Holidays

111

District Nurses

0121 507 2664

Health Visitors

0121 612 5021

PATIENT RESPONSIBILITIES

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 11.00am if at all possible.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.

Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Verbal harassment will not be tolerated or accepted. Any violence will be reported to the Police and you will be removed from our practice list immediately.

PATIENT'S RIGHTS TO GENERAL MEDICAL SERVICES

- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Warley Medical Practice.
- ❖ To request a preferred doctor. If the doctor requested is unavailable, an alternative will be suggested.
- ❖ To be allocated a doctor. At the time of registering, you will be allocated a doctor, however as we are a group practice you are able to see any doctor or nurse. Patients aged over 75 will be given a letter with a named GP, but are still able to consult with any doctor or nurse in the surgery.

Some information regarding your medical history can be viewed by the Out of Hours Service, walk-in centres and the ambulance service. Information included would be your medication, sensitivities and allergies; however this cannot be viewed without your consent.

TRAINING PRACTICE

Warley Medical Centre is a training practice, meaning junior doctors work from this building. These doctors are covered by a senior doctor at all times.

COMPLAINTS PROCEDURE

If you have a complaint or a concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets with national criteria.

How To Complain

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 in this way and you wish to make a complaint please let us know as soon as possible, ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that please let us have details of your complaint.

- ❖ Within 6 months of the incident.
- ❖ Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mrs J Waters, Complaints Administrator. Alternatively you may ask for an appointment with Mrs Waters. In her absence please make an appointment to speak to Mrs G Crump, Practice Manager. Complaint leaflets are available at reception.

Alternatively, your complaint can be raised with the Time2Talk Team, who would be happy to assist you. They can be contacted on 0121 612 4110 or by email on swbccg.time2talk@nhs.net

CLINICAL COMMISSIONING GROUP BOARD

Sandwell and West Birmingham CCG
Kingston House
High Street
West Bromwich
B70 9LD

Telephone: 0121 612 1702

Warley Medical Practice
Ambrose House
Kingsway
Oldbury
B68 0RT

PRACTICE LEAFLET

Information for Patients

Partners (not limited)

Dr Dalip Gahle *MB, ChB, DRCOG, DFFP*
Dr David Jukes *MB, ChB, BNurs*
Dr Gita Desai *MB, ChB, DRCOG, MRCP*
Dr Amir Hussain *MB, ChB, MRCP*
Dr Ian Wilkinson *MB, ChB, MRCP, DCH, DRCOG*

Nurses

Christine Coley *SRN*
Charmane Evans, *RN*

Healthcare Assistants

Lynn Clews

Appointments, Emergencies and Visits

0121 421 8400 (option 1)

Hospital Referrals and Appointments

0121 421 8400 (option 2) 9.00am-3.00pm

Prescriptions Queries

0121 421 8400 (option 3) 11.00am-1.00pm

Test Results

0121 421 8400 (option 4) 12pm-1pm / 5.00pm-6.00pm

Fax

0121 421 8415

Email

warleymedicalcentre@nhs.net

Website

www.warleymedicalcentre.co.uk