



**St Margaret's Well Surgery**  
**2 Quarry Lane**  
**Halesowen**  
**West Midlands**  
**B63 4WD**

**Tel: 0121 550 4917**

**Email: [bcicb.reception.stmargaretswell@nhs.net](mailto:bcicb.reception.stmargaretswell@nhs.net)**

**[www.halesowenmedicalpractice.nhs.uk](http://www.halesowenmedicalpractice.nhs.uk)**

**Welcome to Halesowen Medical Practice**

We are a long established training practice looking after approximately 10,088 patients in the Halesowen area which encompasses Dudley Health Authority. We offer a wide variety of up-to-date diagnostic and therapeutic services in a modern setting and friendly environment. The practice premises in Quarry Lane were purpose built and first occupied in 2001.

We hope you will find the information in this booklet useful.

If you require this information in an accessible format, such as large print, Easy Read or Braille, please contact the practice by telephone or by email or ask a receptionist.

**New Patients**

The practice welcomes new patients from within the practice area. Should you wish to join the practice you will need to collect the appropriate registration forms from reception or register via our website. Although you will be registered with an accountable GP, you are free to consult any of the doctors. You may wish to consult with the same doctor for a specific spell of illness in order to receive continuity of care, although this is not essential. It is most important that we obtain details of your past medical history, medication you may be taking and information regarding allergies.

**Meet the Team**

- Dr Charanjit Randhawa (Partner) (Male) MBChB, MRCP, PGDipClinDerm (Birmingham 2013)
- Dr Charlotte Gregory (Partner) (Female) MBChB (Sheffield 2015)
- Dr Gillian Mary Love (Female) MBChB MRCP (Birmingham 1991)
- Dr Sarah Margareta Allen (Female) MBBCh MRCP (Wales 1989)
- Dr Ekta Lal (Female) MBBS MRCP BMedsci (London 2007)
- Dr Fiona Rose (Female) MBChB, MRCP (Birmingham 2010)
- Dr Nathaniel Harper (Male) MBChB (Manchester 2016)
- Dr Alexandra Keay (Female) MBChB (Birmingham 2019)

This practice is not a limited partnership. All GP practices are required to declare the mean earnings for GPs working to deliver NHS services to patients at each practice, this information is available upon request or on our practice website.

- |                         |                      |
|-------------------------|----------------------|
| Rachel Jasper, RGN      | Practice Nurse       |
| Joanne Ravenscroft, RGN | Practice Nurse       |
| Vicky Hubbard, RGN      | Practice Nurse       |
| Sophie Sheahan          | PCN Nurse Associate  |
| Emily Barker            | Healthcare Assistant |
| Gemma Walker            | Healthcare Assistant |

**Practice Manager**

The Practice Manager is responsible for the administration of the practice. If you have any questions about administration or non-medical aspects of your treatment, she may be able to help you.

Practice Manager: Rose Dunnington  
 Assistant Practice Manager: Sam Lloyd

### **Patient Services Team**

The team are your first point of contact with the practice. When contacting the surgery, please provide as much information as possible and do not be worried about what you divulge as they are bound by the same rules of confidentiality as doctors and nurses and any information given to them will only be passed to other health professionals on a need-to-know basis.

Our Patient Services Team Leader: Nicci Hanson

### **Clinical Support Services Team**

This administrative team has several responsibilities in assisting the clinicians of the practice to include, patient referrals, coding and clinical workflow management, patient medicals and report requests, long term condition and cervical screening and immunisation recall.

Our Clinical Support Services Team Leader: Sam Lloyd

### **General Practitioner Registrars**

Our practice is a training practice. Our registrars are fully qualified doctors. These doctors are GP's in training and will be with the practice usually for 12 months.

Our current GP Registrars: Dr Hina Mahboob, Dr Faryal Zafar, Dr Shafoona Khan

### ***Surgery Opening Hours***

Monday	8.00am—6.30pm
Tuesday	8.00am—6.30pm
Wednesday	8.00am—8.30pm
Thursday	8.00am—6.30pm
Friday	8.00am—6.30pm

### **CLOSED ALL PUBLIC BANK HOLIDAYS**

### **Halesowen Medical Practice Patient Participation Group (PPG)**

All registered patients are invited to join the surgery Patient Participation Group. The purpose of the PPG is to provide a working partnership between patients, GP's and other medical staff with the aim of involving patients in decisions which effect the range and quality of services that we provide. For more information, please visit our website or ask one of our Patient Services Team.

### **Safer Surgeries Practice**

We are proud to be a safe surgery for everyone in our community. We will implement patient registration policies which do not discriminate based on race, gender, sexual orientation, immigration status or any other characteristic. Supported by the Safe Surgeries initiative, we will ensure that our staff understand the specific barriers faced by migrants in vulnerable circumstances and that they are empowered to mitigate these barriers, where possible. We will ensure that a lack of identification or proof of address, immigration status or language do not prevent patient registration.

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## **Appointments**

### **Routine Appointments**

Appointments may be made by telephoning the surgery or by submitting your non-urgent request online via our website. We offer appointments up to 4 weeks in advance.

You may at times be offered an appointment with a doctor who is not your usual GP. It is always helpful if you can be flexible about whom you see as your preferred doctor may not necessarily be available. Please be assured that all of our doctors will have access to your medical records.

### **Urgent Appointments**

We offer a number of same day appointments with a GP or the Nurse Practitioner for patients with acute medical problems. These are usually face to face appointments but if you require a telephone appointment then please inform the call handler. If the capacity for urgent appointments has been reached, then patients are sign posted to urgent care services to include NHS 111 or the Urgent Care Centre.

### **Right care, Right time**

Our team will ask you why you need an appointment. Please give as much information as you can. We use what you tell us to decide the help you need and how quickly it is required. We also think about who would be the best person to see you, and where and when you should be seen. Any information you share is treated in the strictest of confidence.

We may signpost you to any of the following healthcare professionals who are part of the extended healthcare team:

\*First Contact Physiotherapist - who will carry out a detailed assessment of patients with musculoskeletal problems, organise x-rays or scans, medication and refer to physiotherapy services.

\*First Contact Mental Health Practitioner - Highly experienced mental health practitioner who is able to provide support, medication and management plans for patients with a range of mental health problems.

\*Listening and Guidance Support Services - This team provide support to patients with stress, low mood, bereavement.

\*Dementia and Frailty Service - This team supports patients through the diagnosis of dementia and also those patients with memory loss problems. The team is often supported by our care co-ordinators.

Care Co-ordinators—This team provides social support to patients.

### **Cancelling Appointments**

Please let us know as soon as possible if you no longer need an appointment so that we can offer it to another patient and ensure it is not wasted. How to cancel:

Via the text reminder   Via our website   By phone   In person

### **Home Visits**

If any of our registered patients are not able to get to the surgery, then requests to see a doctor must be made by telephoning the practice and providing information about the problem to the receptionist. The on call doctor will triage these requests and will contact the patient to determine the most appropriate course of action. Please remember that

several patients can be seen at the surgery in the time that it takes to do a home visit.

4 Patients can also be examined more thoroughly in a surgery environment.

## Emergencies

If you are confronted by a serious problem such as acute chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

## Out of Hours

**'Out of hours' means after 6.30pm and up to 8.00am Monday to Friday, and weekends and bank holidays.**

If you think you need urgent medical help outside of normal surgery hours, you should contact the out-of-hours provider, NHS 111. This service is commissioned by Black Country ICB. When the surgery is closed the phones automatically switch to the out-of-hours message. On contacting NHS 111, your condition will be assessed by a trained call handler who will give you appropriate advice.

## Named Accountable GP

From April 2015, all patients are required to have a named accountable GP. This GP will take lead responsibility for the coordination of all services and ensure they are delivered to you where required. A clinician will inform you about your named accountable GP during your new patient check or you may provided this information via text message.

## Dudley Urgent Care Centre

Anyone can use the urgent care centre, including commuters into the borough, visitors, and those not registered with a GP practice.

This is located at Russell's Hall Hospital, Dudley, DY1 2HQ

## Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Repeat prescriptions should be requested at least 72 hours before they are required.

Prescriptions can be ordered in one of the following ways:

- Online, via your Patient Access account or using the NHS App or you NHS Account for further details)
- Using our website—Select the 'Prescriptions option'
- In person at the Reception desk
- By using the right hand side of your last prescription and roping this in to the practice.

Patients on repeat medications are required to see their doctor/practice based pharmacist for review of their treatment/medication at least every six months. Should the doctor wish to see you for a review then a message will be attached to your prescription asking you to make an appointment before we can issue you with a further prescription.

Where possible prescriptions are sent electronically to your nominated pharmacy after they have been signed by the doctor.

## Call Recording

Please note, all calls in or out of the practice are recorded for quality, training and monitoring purposes.

## Blood Tests, X-rays and Other Laboratory Results

Blood test results are normally returned to the practice within 72 hours but the results of x-rays and some other laboratory tests take up to 10-14 days. Please ensure that you telephone the surgery for results after 11am when the receptionists will have more time to help you. Please be aware that except where the patient has provided expressed consent, results will not be divulged to anyone other than the patient unless the patient is under 16.

A phlebotomy service is provided at the practice as part of the Primary Care Network. Appointments can also be accessed at other local practices and these appointments can be booked by our reception team.

Alternative services:

For hospital clinics you can book online at:

<https://www.dgft.nhs.uk/patients-and-visitors/blood-tests/> or phone 01384 365 155

Merry Hill Shopping Centre

Monday to Friday 8.10am-7.10pm

Saturday 8.10am-6.10pm

Sunday 10am-4pm

Corbett Hospital

Monday to Friday 8am-5pm

Guest Hospital 'walk-in service'

Monday to Friday 8am-5pm

Russells Hall Hospital

Monday to Friday 8am-6pm

Unders 16's must be booked at Russells Hall Hospital 9am-4pm

## Antenatal

During your pregnancy your immediate care will be undertaken by the midwife attached to the practice from Dudley Group of Hospitals, ask at reception for details.

The midwife will explain your antenatal care and arrange your booking appointment at your chosen hospital. She will also arrange first scans, blood tests and give you information books and leaflets.

Following this appointment you will then be seen at various intervals during your pregnancy by the midwife, the doctor or the obstetrician depending on your specific care plan.

## First Contact Physiotherapist

This services provides access to a specialist musculoskeletal physiotherapist for initial assessment. It is designed to be a face to face triage service rather than a traditional treatment service.

## Research

The practice is registered as a research practice and you may be invited from time to time to participate in studies suitable to you. You can of course opt out of this.

### **Postnatal Appointments**

Your postnatal check will be arranged for six weeks following the birth of your baby and will be carried out at the surgery by either Dr Allen or Dr Halford. During this appointment the doctor will also examine your baby for his/her first developmental check. Please bring the baby's 'red book', which you will have been given by the Health Visitor. If you have not received your postnatal appointment within 4 weeks of your baby's birth, please telephone the surgery as soon as possible.

### **Child Health Clinic**

The child health vaccination programme is managed by the Child Health Department who will contact you with invitations for your baby's vaccinations which are held in clinic here at the surgery, ask at reception for further details.

### **Cervical Screening**

Ladies aged between 25 and 49 will be invited to attend for a cervical screening test every three years. For ladies aged 50 to 64 years this will be every 5 years. Cervical screening tests are undertaken by the practice nurse at the surgery. If you do not receive an invitation (and you are not currently pregnant or have not had a hysterectomy) then please telephone the surgery.

### **Family Planning**

The practice offers a range of contraceptive services including the fitting of intrauterine devices and implants. These procedures will be carried out by either a doctor or nurse.

### **Travel Advice, Immunisations/Vaccinations**

We provide a full range of travel vaccinations (excluding Yellow Fever). When visiting some countries, malaria prophylaxis may be necessary; this will be discussed during your appointment. Please note that whilst some malaria medication can be purchased directly from the chemist, others require a private prescription and cannot be obtained on the NHS. If you are planning a holiday where immunisations are required, it is best to make an appointment to discuss your requirements and a schedule can be arranged for you in good time for your holiday, ideally 16 weeks or so beforehand. Some vaccinations carry a charge and fees will be payable prior to the vaccination appointment.

### **Long Term Condition Management**

The practice provides a comprehensive package of care for patients with Long Term Conditions such as Diabetes, Respiratory or Cardiovascular disease. Clinics are run by the Nursing Team and overseen by the doctor. The practice has a recall system in place to invite patients for review either once or twice per year. Patients are usually invited within their month of birth.

### **Lifestyle Support Services**

Patients can now self refer for all Lifestyle Support Services to include Quit Smoking, Weight Management and Exercise Advice. Please ask one of the team for further information. The practice offers NHS Health checks to all eligible patients aged 40 years and over.

### **Health Promotion**

We encourage all our patients to share the responsibility for their health in both preventing disease and treating existing conditions. The practice nurse will be happy to discuss any concerns you have regarding family history of heart disease, stroke, high blood pressure and diabetes as well as your general health. Advice on diet, alcohol intake or smoking cessation can be given as necessary.

Patients aged 75 years and over who have not been seen by a doctor or nurse for any reason during the last 12 months will be offered a general health check either when they attend for a consultation or in some cases by written invitation from the practice.

### **Minor Surgery**

The surgery routinely offers joint injections. If your doctor cannot provide the service, you may be referred to another health care service.

### **Seasonal Vaccinations**

In addition to Influenza Vaccinations which are available to all eligible patients during the Autumn and Winter period, the practice also provides Pneumococcal, Shingles, RSV and Covid vaccinations. Eligible patients will be contacted by the practice.

### **Carers**

The practice is committed to helping those that care for others. If you are a carer or are looked after by a carer, please advise the receptionist or clinician (during your new patient check), to ensure that this information is added to your records. The practice keeps a register of all carers to make sure we can support you in this role. The practice will provide you with contact details for local support networks and advise of your entitlement to a Carer's Assessment. The Dudley Careers service offers information and support to carers. If you are not sure if you are a carer, would like more information then contact 01384 818723.

### **The Friends and Family Test**

The Friends and Family Test is a way of gathering your feedback, so we can continually review our service. The key question is the following...

**“How likely are you to recommend this GP Practice to friends and family if they needed similar care or treatment? ”**

Please provide your feedback by responding to our text message, completing a card in the waiting room after your appointment or by visiting our website.

### **Disabled Access**

Reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp at the front entrance. Patient services are provided at ground floor level.

### **Fees**

The surgery offers some services that are not covered by the NHS, for example, certain travel vaccinations, medical reports and certificates. These services may attract a fee. Please note that medical reports for insurance companies can take up to 2 months to complete dependent upon the doctor's workload.



### **Car Parking**

We have car parking facilities available for patients with a section for doctors and staff. We would ask that patients do not use the Staff Parking Area which is clearly marked. If a patient has parked in this area and is blocked in by a staff member then they may have to wait until the staff member is free to move their car.

CCTV - The car park is monitored by CCTV. Any release of CCTV recordings will be done in accordance with the Data Protection Act.

### **Complaints and Suggestions**

We always try to provide the best services possible, but there may be times when you feel that this has not happened.

If you have a suggestion then you can submit this via our website, by completing the Friends and Family Test Survey or by requesting to speak to the Practice Manager. If you have a complaint then don't be afraid to tell us at the practice.

### **How to complain**

Many complaints can be dealt with at the time they arise either by speaking to one of the doctors or the Practice Manager. If this is not appropriate then you should put your complaint in writing and send it to Rose Dunnington - Practice Manager and designated complaints officer.

### **Who can complain?**

- The patient
- Anyone with the patient's written consent
- Anyone on behalf of someone who is too unwell or not able to complain
- On behalf of a child
- The next of kin when a patient is deceased

If for any reason you do not wish to speak to a member of our staff then you can address your complaint to the Integrated Care Board to investigate on your behalf:

Black Country Integrated Care Board, Civic Centre, St Peter's Square, Wolverhampton WV1 1SH Tel 0300 0120 281 [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)

If you are not happy with the outcome from the practice you can contact the NHS Ombudsman: The Parliamentary and Health Service Ombudsman, Millbank Tower Millbank, London SW1P 4QP Tel: 0345 0154033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Confidentiality**

We ask for personal information so that you can receive appropriate care and treatment. This information is recorded on computer. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is sometimes shared between members of the team.

It is sometimes necessary to share information about our patients with other organisations. Reasons for this include for the purpose of NHS audit, the investigation of complaints, training of health and social care staff and to plan for future health care needs. Everyone working for the NHS and Social Services has a legal duty to keep information about you confidential. This legal obligation extends to anyone who receives information from us.

### **GDPR Privacy Notice**

This is accessible on the practice website or ask reception if you require a printed copy.

### **Freedom of Information**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Any applications under the Freedom of Information Act should be addressed to the Practice Manager.

### **Patient Choice**

Should you need to be referred for secondary care treatment, you will have the option to select which hospital or secondary care centre to have this. Patients are advised to speak to the referring GP who will be able to provide you with the options that are available. Please note that this may not be possible for all specialties.

### **Personal and Medical Identifiable Information**

If you move or change your name, get married or divorced please let us have your new details. Always let us know your current telephone number and mobile phone number. We also need to know if your Occupational Health Centre at work has carried out any tests and would be grateful if you could ensure that they copy the results of any tests carried out to the practice.

### **Veteran Friendly Accredited Practice**

We, at the Halesowen Medical Practice are proud to be an accredited Veteran Friendly GP Practice and to support our veteran community. As a Veteran Friendly GP Practice we:

- Have a clinical lead for veteran health , who is supported by the whole Practice to improve veteran health services.
- Ask patients 'Have you served in the Armed Forces?' to help identify veteran patients
- Support veteran patients to access dedicated health services
- Undertake regular training and development to meet the health commitments of the Armed Forces Covenant and better understand the needs of veteran patients

### **Patients' Responsibilities**

We believe that respect and dignity are the right of everyone, staff, patients and members of the public.

In return we expect that you as patients will respect our rules, our premises and our staff. We strongly support the NHS policy on zero tolerance and will not allow rudeness or aggression towards any of our staff, doctors or other patients. Any such incidents will be recorded and may result in your being removed from our practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Smoking is not allowed in the surgery. We also request that you do not eat or drink in the building. We would ask that you do not use your mobile phone during your appointment with a clinician and that you are respectful of other patients in the wait-

## Our Responsibility To You

Our practice will endeavour to offer you the best service that we can. No member of our practice may discriminate against or treat unfairly any other member of the practice, a patient or member of the public attending the surgery on grounds of gender, race, nationality, ethnic origin, colour or creed, age, marital status, disability, medical condition, social background or sexual orientation.

All information about our patients is treated as strictly confidential. Personal data kept by the practice complies with The General Data Protection Regulation (GDPR).

## Do It Yourself

Nowadays everyone is into DIY. Why? It saves money! Equally you should be able to undertake some DIY medicine for the same reasons. You can buy drugs over the counter at the pharmacist often cheaper than the cost of a prescription and the pharmacist will always be willing to give you advice if you don't know quite what to do. With this in mind, below you will find a list of what we think you should be keeping in the medicine chest at home.

## Suggested Medical Chest

- Paracetamol tablets
- Thermometer
- Bandage
- Cotton wool
- Gauze swabs
- Elastoplast tape
- Selection of sticking plasters
- Antiseptic solution and antiseptic cream
- SPF Sun creams
- A calamine cream
- Simple linctus (ask the pharmacist for this)
- An inhalant (menthol crystals, vapour rub etc)
- Indigestion mixture
- Re-hydration solution

We hope you find this information useful.

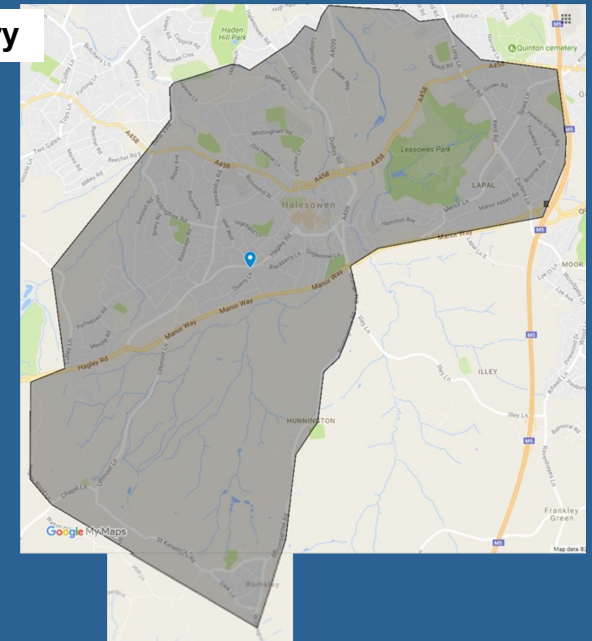
## Local Commissioning organisation:

**Black Country Integrated Care Board**  
Civic Centre  
St. Peter's Square  
Wolverhampton  
WV1 1SH

0300 0120 281

Contact can also be made via the ICB Time2Talk team:  
[bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)

## Practice Boundary



## Useful Contacts:

Dudley Group of Hospitals (inc. Russells Hall & Corbett) - Main Switchboard	01384 456111
Queen Elizabeth Hospital	0121 472 1311
Alexandra Hospital, Redditch	01527 503030
City Hospital, Dudley Road, B'ham	0121 544 3801
Birmingham Women's Hospital	0121 472 1377
Kidderminster General Hospital	01562 823424
Sandwell Hospital	0121 552 1831
Worcester Royal Hospital	01905 763333
Birmingham Children's Hospital	0121 333 9999
Out of Hours Service	111
Age Concern	01384 242684
Citizens Advice Bureau	01384 816066
Dudley Cancer Support	01384 231232
MIND Mental Health Support	01384 442938
Samaritans	0345 909090
Mary Stevens Hospice	01384 443010
Alcoholics Anonymous	01384 482929
Alzheimer's Society (Dudley)	01384 70391
Atlantic House (Drugs Advice Service)	01384 426120

## Social Media Links

Find us on Facebook [facebook.com/HalesowenMedicalPracticeGP](https://facebook.com/HalesowenMedicalPracticeGP)



Halesowen Medical Practice, 2 Quarry Lane, Halesowen, West Midlands, B63 4WD  
Tel: 0121 550 4917 Email: [bcib.reception.stmargaretswell@nhs.net](mailto:bcib.reception.stmargaretswell@nhs.net)