The Practice Team

Doctors
Dr Andrew Thornett
Dr Subhashini Batra

Practice Manager
Kerry Haldron

Practice Nurses
Teresa McCallum
Kelly Buckle

Phlebotomists
Harriet Moles
Sam Phelps
Administration
Sandra Warner
Harriet Moles

Procurement Officer
Ean Ean Thornett
Secretary
Sandra White

Senior Receptionist
Lindsey Holland

Receptionists
Karen Durrant
Sam Phelps
Kendall Baker

OTHER STAFF
NHS England employ Health visitors, school nurses, community midwife, community psychiatrist etc who operate from the same premises.

NEW PATIENTS
New patients may apply at reception and complete a new patient registration form. When applying you must bring along a medical card if you have one, photographic identification in the form of a passport, driving licence, NHS card etc and a household bill with your current address.

NAMED GP
Your named GP is Dr Andrew Thornett

APPOINTMENTS
You can telephone the practice, from 9am to make an appointment with a Nurse or GP. We participate in advanced access scheme which requires all patients requesting an appointment to be seen within 48 Hours. Please arrive at least five minutes earlier. By March 2015 all patients at the practice shall be able to Book appointments, order repeat prescriptions and view their records on line. This is called Patient Access - please ask reception for your PIN. Your consultation time is 10 minutes to discuss 1 problem, we offer extended hours on Tuesday evening to accommodate patients that cannot get to the surgery during normal surgery hours.

TELEPHONES
Our lines are open from 09:00 -13:00 and 14:00-18:30 (Excluding Thursday afternoons). The lines are quieter after 11am therefore if the call is not urgent or you do not require an appointment you may wish to call after 11am.

SERVICES
The practice offers a full range of General Practice Medical Services which include:
Family planning advice, Condom scheme, Asthma, Diabetes, COPD, Epilepsy, Learning Disabilities, Travel advice and vaccines, CHD, flu clinics, antenatal, and more please call for an appointment. ALL patients who suffer with a medical condition such as Diabetes, Asthma, Mental Health, COPD etc will be required to have an annual check with the nurse. PATIENTS who are aged from 40-74 who DO NOT have any medical conditions are entitled to a free NHS health check up. Please call the surgery for an appointment.

MEDICAL REPORTS AND EXAMINATIONS
Fees are nearly always payable for medical services not covered by the NHS please see a list of fees in reception, (these fees follow BMA recommendations). This applies to completion of forms, reports and examinations outside the NHS.

HOME VISITS
Requests for home visits should be made before 10am wherever possible. The GP will call you back to ascertain whether you require an home visit, prescription, emergency attendance to the practice or an home visit.

REPEAT PRESCRIBING
Requests for prescriptions should be made by ticking the required items on the side of your prescription form and placing it in the prescription box situated in the hallway. 48 HOURS NOTICE is required. You can arrange for a pharmacy of your choice to collect them for you and the items will be ready for collection at the pharmacy, some offer a home delivery service. You can also order your prescriptions online (only regular repeat medication) via patient access, ask reception for your PIN.

You can send your request via post with a SAE if you wish it to be posted back to you, however you will need to allow more time for this to be processed – which can take up to a week (Bank Holidays) We don’t offer this service over the telephone unless there is a prior arrangement in place with the GP (Patient Housebound).

COMPLAINTS AND COMMENTS
We constantly strive to improve our services. Any comments or suggestions can be made in person via an appointment (attendance at the PRG Meetings) or in writing to the Practice Manager. We are always happy to hear your views.

CONFIDENTIALITY AND ACCESS TO PATIENT INFORMATION
As part of its commitment to patient care, Blackwood Health Centre has to record personal information. This is to ensure you get proper care and treatment. The information kept by us may contain personal details such as your name, address, and telephone numbers as well as contact details of persons related to you. Your medical records contain information about your health as we record them every time you visit us. All staff at the practice are bound by the Confidentiality Code of Conduct.
YOUR RIGHTS AND RESPONSIBILITIES

Access to health services
- You have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- You have the right to access NHS services. You will not be refused access on unreasonable grounds.
- You have the right to expect your local NHS to assess the health requirements of the local community and to commission and put in place the services to meet those needs as considered necessary.
- You have the right in certain circumstances to go to other European Economic Area countries or Switzerland for treatment which would be available to you through your NHS commissioner.
- You have the right not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age.

Quality and care
- You have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets the required levels of safety and quality.
- You have a right to expect NHS organisations to monitor, and make efforts to improve, the quality of healthcare they commission or provide.
- You have the right to drugs and treatments recommended by NICE for use in the NHS if your doctor says they are clinically appropriate for you.

Nationally approved treatments, drugs and programmes
- You have the right to drugs and treatments recommended by NICE for use in the NHS if your doctor says they are clinically appropriate for you.
- You have a right to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you and your doctor feel would be right for you, they will explain that decision to you.
- You have the right to receive the vaccinations that the Joint Committee on Vaccinations and immunisation recommends that you should receive under and NHS-provided national immunisation programme.

Informed choice
- You have the right to chose your GP practice and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.
- You have the right to express a preference for using a particular doctor within your GP practice and for the practice to try to comply.
- You have the right to make choices about your NHS care and to information to support these choices. The options available to you will develop over time and depend on your individual needs.

Complaint and redress
- You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- You have the right to take your complaint to the independent Health Service Ombudsman if you are not satisfied with the way your complaint has been dealt with by the NHS.
- You have the right to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body.
- You have the right to compensation where you have been harmed by negligent treatment.

Your responsibilities
- You should recognise that you can make a significant contribution to your own and your family’s good health and well-being and take some personal responsibility for it.
- You should register with a GP - the main point of access for NHS care. You should treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in a prosecution.
- You should provide accurate information about your health, condition and status.
- You should keep appointments or cancel within reasonable time. Receiving treatment within a maximum waiting time may be compromises unless you do. You should follow the course of treatment which you have agreed and talk to your clinician if you find this difficult.
- You should participate in important public health programmes such as vaccination.
• You should ensure that those closest to you are aware of your wishes about organ donation
• You should give feedback - both positive and negative - about the treatment and care you have received including any adverse reactions you may have had

PATIENT PARTICIPATION GROUP
The PPG helps the practice to improve the services available to patients and provide health information events to provide the latest information on medical conditions.
The Group hold regular meetings at the surgery and we are looking for new members to join please ask for further information at reception or email us at blackwoodprg@yahoo.com and we will email you details of the group and its meetings.
If you are unable to attend the meeting you can be a virtual member of the group where you can contribute by email. We will send you copies of the meeting minutes and agendas so you can contribute to us by email. You can also ask for topics to be added to the agenda for discussion. We will also send you details of the events we organise so you can attend if you wish. We may at times send you questionnaires on a topic relating to the practice. You can leave the virtual group at any time simply by sending us an email to the above address asking for your name to be removed from the membership list.
If you would like to speak to the groups chair person, please call Jenny Haswell on 0121 353 5681 and she will be pleased to speak with you about the group and its activities or email her at blackwoodprg@yahoo.com and she will reply to you by email

PATIENT CONDUCT
The practice operates a policy of Zero Tolerance on violence or aggressive behaviour towards all staff at the practice. Patients exhibiting this behaviour will be removed from the practice list and will be allocated to a specially designated practice by NHS England.
Tel No: 01922 618388

LOCAL HOSPITALS A&E
Good Hope, Rectory Road, Sutton Coldfield
Tel: 0121 424 2000
Manor Hospital, Moat Road, Walsall.
Tel: 01922 721172

NHS WALK IN CENTRES
KINGSTANDING- Warren Farm Urgent Care Centre, Warren Farm Road. B44 0PU: 08:00-20:00
WALSALL- The Market Square, Unit 19-21 Digbeth
07:00-20:00 Saturday and Sunday 09:00-05:00 (This shall be relocating next year).
10:00-18:00 Sunday 11:00-17:00

NHS 111
NHS 111 is a vital service in helping people with urgent care needs get the right advice in the right place, first time. It is an important building block within the urgent and emergency care system. This free to use service is now available all over England, 24 hours a day, 365 days a year.

Prepared By Kerry Haldron, Practice Manager, 11 December 2014