

# ***Newbridge Surgery***

***Member of Wolverhampton Total Health  
Primary Care Home***

## **Practice Information**

### **A guide to our services**

***Updated March 2019***

***Drs Pickavance, Nazir & Badr  
Newbridge Surgery  
255 Tettenhall Road  
Wolverhampton, WV6 0DE***

***Telephone 01902 751420***

***Fax Number 01902 747936***

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

This leaflet is available in large print – please ask at  
Reception if you require a copy

In Partnership

**Dr Gillian Pickavance (Female)**

MB,ChB (1990 Birmingham)  
MRCGP, DRCOG, DCH, DFSRH

**Dr Assad Nazir (Male)**

MBBS (1995 Pakistan) MRCGP

**Dr Nadia Badr (Female)**

MRCGP, DCH, DRCOG, MBBS (1999 Pakistan)

| <b>SURGERY OPENING TIMES</b>  |               |
|---|---------------|
| MONDAY  | 8.00am-6.30pm |
| TUESDAY   | 8.00am-6.30pm |
| WEDNESDAY   | 7.00am-6.30pm |
| THURSDAY  | 8.00am-5.30pm |
| FRIDAY  | 8.00am-6.30pm |
| SATURDAY (Extended Access appointments available to all Wolverhampton Total Health (WTH) practices)   | 8.00am-2.00pm |
| SUNDAYS –The surgery is closed, but appointments are available on a rota basis from 9.00am-1.30pm at Whitmore Reans Health Practice and East Park Medical Centre – ask reception for details or visit the practice website.   |               |
| BANK HOLIDAYS – The surgery is usually closed during bank holiday periods, but some additional opening may be offered. This information will be available through the practice website and on the practice telephone message applicable at the time of the bank holidays. |               |

**Out of Hours:** If you require urgent medical assistance which cannot wait until the surgery re-opens, you should call 111. Calls to the NHS 111 service are free from both landlines and mobiles.

If you have a life threatening medical emergency please dial 999.

***PATIENT PARTICIPATION GROUP***

Do you want to make a difference? Do you want to be involved? We are looking for patients from all age groups and backgrounds who are interested in joining our Patient Participation Group (PPG). Our PPG is a group of patients working with the practice with a view to improving services and communications.

**How can I get involved?**

You can be involved simply by agreeing to respond to emails from the practice from time to time or if you can spare the time, by attending meetings with the group which are held approximately every 3 months.

**Interested?**

If you are interested in joining the group, please inform reception or ask to speak with the Practice Manager.

## **WOLVERHAMPTON TOTAL HEALTH**

Newbridge Surgery is part of Wolverhampton Total Health Primary Care Home, a group of 8 Wolverhampton GP practices, working together to increase your access to services and appointments.

The aims of the Primary Care Home are to try to maintain the individual GP practices that you know whilst working together as an extended team to share some of the specialist skills that only some practices currently have, and to offer new services. We hope to increase the quality of the care that you receive in this way and create more patient centred care closer to home.

## **HOW TO REGISTER AS A PATIENT**

If you live within our practice area (see map at back of booklet) you may register by completing a standard new patient registration form and providing proof of identity – photo ID and proof of address - for example Passport, Birth Cert, Driving Licence, utilities bill. Once registered your records will transfer from your current GP practice. You are required to complete a New Patient Health Questionnaire and the details from this will be recorded on your records.

## **PROVISION OF SERVICES**

- Every patient at our practice has a named accountable GP who is responsible for their overall care at the practice. Unless you are told otherwise, this is the GP you are registered with, but this does not stop you from seeing any other GPs at the surgery. If you would like to be reminded of your registered GP, or if you would prefer another doctor to be your named accountable GP, then please ask reception. We will make reasonable efforts to accommodate your preferences.
- Any registered patient 16 years and over may request a consultation and a consultation will be provided for them, without prejudice and regardless of when you were last seen. Registered under 16 years olds should be accompanied if possible by an appropriate adult.

## **HOW TO SEE YOUR DOCTOR**

You may contact the surgery on 01902 751420 to book an appointment. We have ten minute appointments. If you feel that you need longer please inform reception when you are booking the appointment.

You may see a doctor of your choice and you do not need to see the doctor you are registered with. However, not all doctors are available every day and therefore you may have to wait longer to see your preferred doctor.

**Same Day Appointments:** We are a busy practice, and provide some same day appointments via an open access system from 8.50am until 11.00am daily. If you attend before 11.00am you will be seen. Be prepared to wait! In an attempt to reduce the waiting time for our patients during the Open Access Surgery, your Open Access consultation with the doctor will be a 10 minute slot. If you require longer you should book a routine appointment informing the receptionist you will require more than one appointment slot.

**Online Booking of Appointments:** You may book an appointment with the doctor online. Please contact reception for further details and a registration form.

**Text Message Reminders for your appointments:** You should receive a text message when you book an appointment and 48 hours before. This is an additional service and they may not be sent on all occasions, the responsibility for attending appointments or cancelling them still rests with the patient. If you no longer wish to receive this service please inform reception.

**Cancelling Your Appointment:** Appointments may be cancelled via the text messaging service, or if you have booked your appointment online you may also cancel it online, or you may contact reception. Cancelling your appointment is very important as we have a large number of wasted appointments due to people not attending, which unfortunately puts unnecessary pressure on our services, and results in less appointments being available to those who want them.

### **DOCTOR CONSULTATION TIMES**

| <b>MORNING SURGERY - PRE-BOOKABLE APPOINTMENTS</b>   |                                 |   |
|--|---------------------------------|---|
| MONDAY   | 8.40am-11.00am                  | Dr Nazir  |
| TUESDAY  | 8.40am-11.00am                  | Dr Nazir  |
| WEDNESDAY  | 7.00am–8.00am<br>8.40am-11.00am | Dr Nazir and Dr Pickavance or Dr Badr<br>Dr Nazir / Dr Badr (alternate weeks) |
| THURSDAY   | 8.40am-11.00am                  | Dr Nazir  |
| FRIDAY   | 8.40am-11.00am                  | Dr Pickavance   |
| SATURDAY   | 8.00am-2.00pm                   | Contact reception for details of doctor                                       |
| SUNDAY - The surgery is closed, but appointments are available on a rota basis from 9.00am–1.30pm at Whitmore Reans Health Practice and East Park Medical Centre – ask reception for details or visit the practice website.                    |                                 |   |
| <b>MORNING SURGERY - OPEN ACCESS</b>   |                                 |   |
| The doctor commences surgery at 8.50am.<br>Attend before 11.00am and you will be seen by a doctor. <i><b>Be prepared to wait!</b></i>  |                                 |   |
| <b>AFTERNOON / EVENING SURGERIES – PRE BOOKABLE APPOINTMENTS</b>   |                                 |   |
| MONDAY   | 4.30pm-6.00pm                   | Dr Nazir  |
| TUESDAY  | 4.30pm-6.00pm                   | Dr Nazir  |
| WEDNESDAY  | 1.30pm–2.30pm<br>4.30pm-6.00pm  | Dr Pickavance<br>Dr Nazir   |
| THURSDAY   | 1.00pm–3.30pm<br>3.00pm–5.30pm  | Dr Badr<br>Dr Pickavance  |
| FRIDAY   | 1.00pm–2.00pm<br>4.30pm-6.00pm  | Dr Pickavance<br>Dr Nazir   |
| <b>EVENING APPOINTMENTS</b> 6.30pm-8.00pm – there are evening appointments available for you to book at Wolverhampton Total Health (WTH) Hub Practices. You can book these through our reception. For more details visit the practice website. |                                 |   |
| <b>TELEPHONE CONSULTATIONS</b>   |                                 |   |
| We are now offering appointments for telephone consultations with the doctor. Please contact reception to book yourself into a telephone consultation slot.  |                                 |   |

## HOME VISITS

Home visits are available to those who are housebound due to a medical condition or are too ill to come to the surgery. Please telephone 01902 751420 before 10.00am where possible. We need to know your name, address, telephone number and some idea of what the problem is so that the degree of urgency can be assessed. Home visits are usually carried out by the Rapid Intervention Team or the Home Visiting Team.

## URGENT MEDICAL ASSISTANCE

If you require urgent medical assistance you may contact the surgery on 01902 751420 from 8.00am to 6.30pm Monday, Tuesday Wednesday and Friday and from 8.00am to 5.30pm Thursday. We are open on a Saturday from 8am to 2pm – this is not our usual service as we are open as a hub for Wolverhampton Total Health practices – contact reception to book an appointment. If you contact the surgery at other times, you will be given a telephone message with the Out of Hours contact telephone number or information on additional opening for you.

| <b>NHS Choose Well</b><br><b>Consider the other options before you visit A&amp;E</b>  |  |
|---|--|
| <b>A&amp;E or 999</b> Accident and Emergency departments should only be used in a critical or life-threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured.  | <b>Choking</b><br><b>Chest pain</b><br><b>Blackout</b><br><b>Blood loss</b>      |
| <b>Urgent Care Centre, New Cross Hospital</b> Based alongside the A&E department at New Cross Hospital, open 24/7, 365 days a year. You can self-present at the UCC or you may be directed to it via NHS 111 when appointments may be booked electronically for you.  |  |
| <b>Your GP</b> For urgent medical assistance you can contact the surgery on 01902 751420. If the surgery is closed, listen carefully to the phone message as this may give you information on additional opening for you. If you require urgent medical assistance which cannot wait until the surgery re-opens, you should call 111. | <b>Vomiting</b><br><b>Ear pain</b><br><b>Sore belly</b><br><b>Back ache</b>      |
| <b>NHS 111</b> You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help. <u>NHS 111 is available 24 hours a day, 365 days a year.</u> Calls are free from landlines and mobile phones.   | <b>Unwell?</b><br><b>Unsure?</b><br><b>Confused?</b><br><b>Need help?</b>        |
| <b>Phoenix Walk-in Centre</b> , Parkfield Road, Parkfields WV4 6ED<br>Opening hours: 10am to 7pm Monday to Friday and 10am to 4pm on Saturdays, Sundays and bank holidays. The Walk-in Centre offers on-the-spot treatment (without an appointment) and advice for minor health problems, illness, ailments and injuries.             | <b>Cuts</b><br><b>Strains</b><br><b>Itches</b><br><b>Sprains</b>                 |
| <b>Pharmacy</b> Visit your pharmacy when you are suffering from a common health problem that does not require being seen by a nurse or doctor. Many pharmacies are open longer hours and offer expert advice on everyday ailments. They can provide advice on common illnesses and the best medicines to treat them.                  | <b>Diarrhoea</b><br><b>Runny nose</b><br><b>Painful cough</b><br><b>Headache</b> |

|   |   |
|---|---|
| <b>Self-Care</b> Self-care is the best choice to treat very minor illnesses and injuries. A range of common illnesses such as colds and flu and minor injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest   | <b>Hangover</b><br><b>Grazed knee</b><br><b>Sore throat</b><br><b>Cough</b> |
|   |   |
| <b>www.nhs.uk</b><br>For conditions, treatments, local services and healthy living.   |   |
| <b>Pharmacy First Scheme</b><br>If you are exempt from paying prescription charges and have a minor ailment, you can now go directly to a pharmacy to get treatment free of charge. There is no need to collect a voucher from the practice but you must present proof of your exemption to the pharmacy. You must register directly with your preferred pharmacy. You may access the scheme up to 3 times, every 6 months. For more information ask at reception or visit your pharmacist. |   |

## **GP REGISTRARS**

The practice participates in the training of doctors pursuing a career in general practice. These doctors are fully qualified and may have several years' experience in hospital medicine. Whilst they are with us we like them to participate fully in the medical care offered by the practice. We value our training status and the contribution that these doctors make to the practice.

When booking an appointment for a doctor you may be asked if you would consult with one of our Registrars. We are confident that they will give our patients modern, effective and caring treatment.

**Video Recording** - Registrars are required to video some consultations to enable us to assess their performance. You may be asked if you would mind your consultation being recorded. Video recording will only take place if you consent to it.

## **THE PRACTICE ADMINISTRATIVE TEAM**

|                  |  |
|------------------|--|
| Practice Manager | Jackie Smith                                 |
| Office Manager   | Janette King                                 |
| Receptionists:   | Namarita, Nici, Paige, Teresa, Sophie, Berni |
| Admin:           | Moirra, Helen, Jacqui                        |

Questions concerning administration or non-medical aspects of your health care should be addressed to Jackie Smith or Janette King.

## **CLINICAL PHARMACIST**

Mr Amardeep Singh and Mrs Georgina Birch work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety.

## PRACTICE NURSE

Our practice nurse, Lisa Eardly, consultation times:

|           |                               |               |
|-----------|-------------------------------|---------------|
| Monday    | 8.15am-1.00pm                 | 2.00pm-5.00pm |
| Tuesday   | 8.15am-12.00 noon             | 1.00pm-4.00pm |
| Wednesday | 8.15am-1.00pm                 | 2.00pm-5.00pm |
| Thursday  | 8.15am-12.00 noon             |               |
| Saturdays | 8.00am-2.00pm – Sheena Dhanda |               |



### She can see you by appointment for:

|  |  |   |
|--|--|---|
| 24 Hour Ambulatory Blood Pressure Monitoring<br>Asthma Reviews<br>B12 Injections<br>Blood Pressure Checks<br>Cervical Smears<br>Childhood Immunisations and Vaccinations | Chlamydia Screening<br>Chronic Disease Reviews:<br>Heart Check,<br>Diabetes Check<br>Contraception advice<br>Health Advice | Health Promotion<br>Prostap Injection<br>Suture /Clip Removal<br>Travel Health Advice<br>Travel Immunisation<br>Wound Dressings |
|--|--|---|

## HEALTH CARE ASSISTANT

Our Health Care Assistant, Lisa Rogers, consultation times:

|                    |                                     |
|--------------------|-------------------------------------|
| Monday             | 4.00pm-6.00pm                       |
| Tuesday            | 8.10am-12.30pm                      |
| Wednesday          | 7.15am-7.45am; 8.00am-12.20pm       |
| Friday             | 8.10am-12.00 noon                   |
| Saturday (monthly) | 8.00am-2.00pm for NHS Health Checks |

### Lisa can see you by appointment for:

|  |   |
|--|---|
| 24 Hour Ambulatory Blood Pressure Monitoring<br>Blood Pressure Checks<br>Blood Tests<br>B12 Injections<br>Influenza Vaccine (conditions apply) | NHS Health Checks<br>Minor Wound Dressings<br>Rheumatology Monitoring |
|--|---|

## CLINICS

**Child Health Clinic** Tuesday 1.00pm–2.30pm.

By Appointment: Routine pre-school medicals and children's injections.

**Antenatal Clinic – Natasha Sandhu, Midwife**

Monday 9.00am-11.30am. For maternity medical services

**Diabetic Clinic** Alternate Thursdays 1.00pm–4.00pm by appointment

**Asthma, Hypertension and Heart Disease:** Regular health checks and health promotion services are available for: asthmatics, patients with high blood pressure, heart disease and heart disease risk factors.

**Minor Surgery:** Procedures such as joint and tennis elbow injections and treatment of some skin problems can often be done in the surgery, so avoiding the need for hospital referral and the delays involved. Minor surgery is performed by arrangement after consultation with the doctor.

**NHS Health Check** (30 minute appointment): This check is part of a national scheme and is available to everyone between the ages of 40 and 74 who have not been diagnosed with a chronic health condition. It helps identify potential risks early. By having this check and following the advice of your health professional, you improve your chances of living a healthier life.

Also available – by appointment: Coil fitting and other contraception, Contraceptive implants, Mental Health Medicals, Rheumatology patient monitoring

### **REPEAT PRESCRIPTION SERVICE**

Patients on long-term medication may obtain repeat prescriptions without seeing the doctor. We will only accept WRITTEN requests for repeat prescriptions. They may be obtained by bringing the request slip (which is attached to your previous prescription) into the surgery or by posting it to us. We are happy to post your prescription back to you if you enclose a stamped addressed envelope. **You may also request your repeat prescriptions on line – ask reception for details.**

Prescriptions should be collected from the surgery before 6.15pm on Monday, Tuesday, Wednesday and Friday and before 5.20pm on Thursday. Please allow **48 hours** between ordering and collection (not including weekends). Alternatively, many local pharmacies offer a prescription collection and delivery service – please contact your pharmacy for details.

### **ELECTRONIC PRESCRIPTION SERVICE (EPS)**

We are now able to send your prescription electronically to the pharmacist of your choice, which would save you coming to the practice to collect the prescription. You should ask your pharmacy for further information on this service.

### **SAVE TIME – DO IT ONLINE!**

GP online services gives patients the option to book appointments, request repeat prescriptions and view their GP records, using their computer, tablet or smartphone rather than having to phone or visit their practice. Online services complement the existing ways patients can access appointments, prescriptions and their records. If you are not already registered for GP online services please let a member of the practice team know you would like to use this service.



## **TEST RESULTS**

***You should contact the surgery for your test results after 12.00 noon (when the surgery is less busy) either in person or by telephone.*** In the interests of confidentiality your results will only be given to you. You will be asked for information to identify yourself. Parents or guardians of a child under the age of 16 are able to telephone for results. If you wish a relative/friend to collect results please inform the staff so that we can make a note of your consent. You can now also sign up to [access your test results online](#) – ask reception for details.

On average please allow 3-4 working days for your routine test results to come back from the hospital unless your doctor has advised otherwise. Please note that X-ray results take a little longer, usually 10 to 15 days.

## **PATIENT CONFIDENTIALITY / DATA PROTECTION**

### **How we use your medical records - Important information for patients**

- This practice handles medical records in line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.
- The practice privacy notices are available on our website or in the folder in the waiting room, below the TV screen.
- For more information ask at reception for a leaflet OR visit our website at [www.newbridgesurgerywolverhampton.nhs.uk](http://www.newbridgesurgerywolverhampton.nhs.uk)

### **Research and You**

This practice is part of the local Clinical Research Network, West Midlands. The Network is funded by the Department of Health to undertake research to improve health care.

**What does this mean for you?** You may be invited to take part in a research study. Whether or not you take part is entirely up to you, and the decision you take will not affect any of your medical care.

**Your medical records and how they are used:** We may be asked to share information we hold in medical records as part of the research. We always do this in a way that protects your privacy and gives you the option to opt out of research.

### **Summary Care Record**

Your Summary Care Record, which will be used in emergency care, will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had. It will be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. This means that if you have an accident or become ill, the doctors treating you will have immediate access to important information about your health. Unless you have told us you do not wish to have a Summary Care Record created, then this was available from 14 January 2013. If you do not want a Summary Care Record please ask Reception for an Opt Out form which you should complete and return to surgery so that your Summary Care Record is removed. For more information talk to the GP practice staff or visit the website [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or telephone the dedicated NHS Summary Care Record Information Line on 0845 603 8510.

### **MEDICAL REPORTS AND NON-NHS EXAMINATIONS**

Some services requested at the practice lie outside the remit of the practice's NHS contract and therefore there is a charge for these services. Non-NHS services include: accident and sickness insurance medical reports, certificates (such as sick notes for first week of work absence); drivers', school and sports medicals, holiday insurance certificates, private health insurance claims, private prescriptions and some vaccinations for travel abroad. Charges are on display in reception.

**COMMENTS & SUGGESTIONS:** Our aim is to provide a high quality service to all our patients by providing effective and efficient primary health care to the benefit of our patients. We are interested in hearing any constructive comments you have. You may speak with a member of the team or include any comments & suggestions with the Friends & Family test feedback sheet.

**FRIENDS & FAMILY TEST:** The Friends and Family Test (FFT) is an important opportunity for you to provide feedback on the care and treatment you receive. It asks patients whether they would recommend Newbridge Surgery to their friends and family if they needed similar care or treatment. This means every patient is able to give quick feedback on the quality of care they receive, giving us a better understanding of the needs of our patients and enabling improvements. Please pick up an FFT form from the surgery and take a couple of minutes to give us your feedback. Results will be published on the NHS and practice websites.

**COMPLAINTS:** We try to offer you the best service we can at all times. There may be occasions when you feel this has not happened. We like to handle complaints ourselves since most arise from misunderstandings. It is best for all concerned to put things right as quickly as possible. If you have a concern or wish to make a complaint, please speak with the practice manager. We will listen to your complaint and discuss with you how best to resolve it. A copy of our Practice Complaints leaflet which gives details of the procedure can be obtained from reception. We will acknowledge your complaint within two working days of receipt and our aim will be to investigate same within ten working days.

## **HEALTHWATCH**

If you have any questions, comments or complaints about your local NHS services you may contact [info@healthwatchwolverhampton.co.uk](mailto:info@healthwatchwolverhampton.co.uk) or Freephone 0800 470 1944

## **PATIENT RIGHTS AND RESPONSIBILITIES**

**MISSED APPOINTMENTS:** We are constantly trying to improve what we do for our patients. One of the things we would like to do is reduce the number of missed appointments. Currently, more than 100 appointments are missed each month. Missed appointments increase the wait for routine appointments for other patients. If you have ever had difficulty getting a routine appointment this is part of the reason. Please tell us in good time if you don't need your appointment, we can then offer it to someone else.

**Text Message Reminders:** We send out text messages to patients to remind them of their appointments. If you are unable to attend you can reply CANCEL this cancels the appointment therefore avoiding a wasted appointment and cost to the NHS. If you download the Mjog App the process is even quicker.

**HOUSEBOUND PATIENTS / LOOKED AFTER BY A CARER:** If you are housebound and/or looked after by a carer, please inform reception to ensure we hold these details in your medical records.

### **CARERS**

If you care for a relative or friend please inform reception or your doctor. We keep a register of carers so that we can provide help and advice. Please ask reception for a carers pack with useful contact/support telephone numbers.

**COURTESY AND RESPECT:** We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

### **ABUSIVE OR VIOLENT PATIENTS**

Any patient who is violent or abusive to the doctors, staff or persons present on the practice premises or in the place where treatment is provided may be removed from the practice list.

### **CHANGE OF PERSONAL DETAILS**

Please let us know as soon as possible if you change your name, address or home and mobile telephone numbers. If you move outside the practice area you should register with a doctor who is local to your new address.

### **PATIENTS WITH PARTICULAR NEEDS**

The consulting/treatment rooms are all on ground level with a ramp on the pavement curb for wheelchairs. Please ring in advance if you require help in getting in or out of your vehicle. We also have parking spaces outside the building which are reserved for patients displaying a disabled sticker.

We can arrange interpretation and translation services for patients who do not speak English. Please let us know when booking an appointment if you need this service.

Do you have any communication / information needs relating to a disability, impairment or sensory loss? If so, please notify reception what these needs are so that we may record them on your record and we will endeavour to meet those needs.