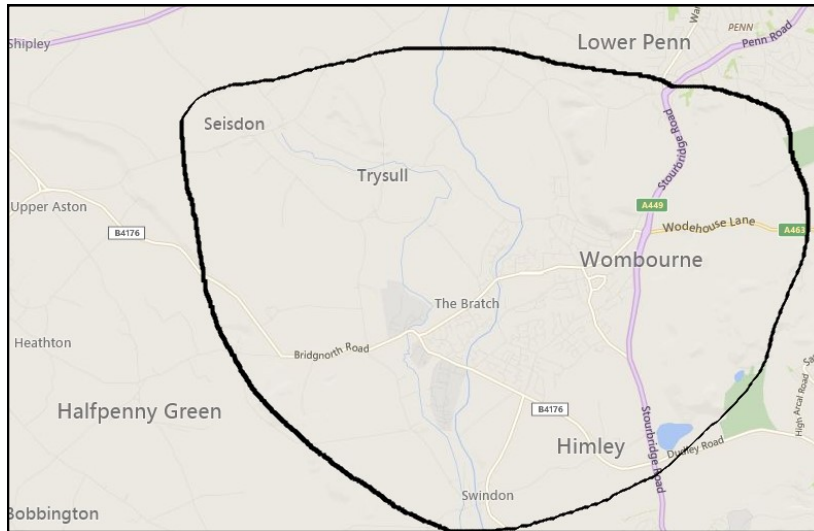


Guide to Practice Area



www.gravelhillsurgery.nhs.uk

Gravel Hill Surgery Wombourne

Useful Telephone Numbers

Boots Pharmacy High Street	01902 892430
Boots Pharmacy Giggetty Lane	01902 324062
Wombourne Pharmacy Planks Lane	01902 893366
Russells Hall Hospital	01384 456111
New Cross Hospital	01902 307999
Mill Lane Clinic Wombourne	01902 892495

www.gravelhillsurgery.nhs.uk

Gravel Hill Surgery
Gravel Hill
Wombourne
WV5 9HA

Telephone: 01902 893375
Email: gravel.hill@nhs.net

Practice Information

Dr. Kenneth Franklin

M.B. Ch.B. (Bristol 1984)

Dr. Kirsten Carey (part time)

M.B.Ch.B. MRCGP (Birmingham 1991)

Dr. Helen Raphael (part time)

M.B.Ch.B. MRCGP (Leicester 1988)

Dr. Susan Price (part time)

M.B.Ch.B. MRCGP (Birmingham 1992)

Dr. Trudy Joy (part time)

M.B.Ch.B. (N.U.I Dublin 1989)

Dr. Helen Meredith (part time)

M.B.Ch.B. MRCGP (Birmingham 1991)

Opening Times

Monday to Friday 08:00AM-6:30PM
Saturday, Sunday & Bank Holidays CLOSED

We operate **extended hours** each day between either 7:15am-8am **OR** 6:30pm to 7:15pm. This is by appointment only. Please book by telephone, online or at Reception.

Extended Hours

Please note that these additional appointments will offer a reduced service as detailed below:

- All consultations will be by pre-booked appointment
- There will be no nursing staff available to assist or chaperone the GP on duty
- Only patients with pre-booked appointments will gain entry, which will be via an intercom system
- There will be no direct telephone access to the practice before 8AM and after 6:30PM

Contact Details

Telephone 01902 893375
Email gravel.hill@nhs.net

Out of Hours Emergencies

If you need medical assistance when we are closed please telephone 111 (or 999 in an emergency)

Practice Website visit www.gravelhillsurgery.nhs.uk

Other Services

Health Visitors

Our Health Visitor offers service which include Child Development Monitoring and Family Support.

Primary Care Mental Health Worker

The practice has an attached PCMHW. If you feel it would help to talk to someone, please ask for a leaflet explaining the service. Patients can also self-refer to this service.

Travel Health

Please make an appointment **at least 8 weeks** before you travel for advice regarding holiday travel and / or immunisations. It is also essential that you complete our travel health questionnaire and bring this to your appointment. This form is available from Reception or you can download from our website.

We also suggest that you make enquiries with regard to current advice for the area / areas you are travelling to by visiting the following website: **www.fitfortravel.scot.nhs.uk** Please do this before attending your appointment.

If you do not allow enough time before you travel you may have to attend a private clinic for any advice or vaccinations.

Other Services

Warfarin Clinic

A technician from Russells Hall Hospital visits the surgery weekly to monitor patients on Warfarin. The hospital manages this clinic and is responsible for arranging the appointments. Your doctor will refer you to clinic if needed. Please note we are advised there is a waiting list for the service at Gravel Hill Surgery.

Child Immunisations

Staffordshire Child Health Department send a letter to parents / guardians to make an appointment with one of the practice nurses when routine childhood vaccinations are due. The nurse can offer advice and information if you are concerned about a particular vaccination.

Phlebotomist

A phlebotomist from New Cross Hospital attends the practice every Wednesday and alternate Fridays to do routine blood tests as requested by the doctors and nurses.

Midwifery Team

A midwife is attached to the practice to provide antenatal and postnatal care in liaison with the doctors. Antenatal clinics are held weekly on a Thursday afternoon.

Community Matron, District Nurses and Community Team

We work closely with the Community Team to ensure the health and well being of our patients is supported.

Appointments

Doctors appointments can be pre-booked up to six weeks in advance. Nurses, Health Care Assistants and Phlebotomy appointments can be booked up to twelve weeks in advance.

PRE-BOOKABLE appointments are available with all our doctors and nurses, however the closer we get to the day, these appointments do get booked. If you regularly come to the surgery for appointments, please consider booking in advance.

We also have **SAME DAY** appointments. We keep a number of these available with every GP, every day to accommodate patients that need to see a GP urgently. These will become available from 8am when we open, by telephone or at Reception.

In the event we have no appointments left and you feel it is urgent to see a doctor, please advise one of the Reception Team who will ask for brief details in order to liaise with the Doctor on Call on your behalf.

When you need medical assistance and we are closed please phone 111 for advice.

Also, Pharmacists may be able to advise on common ailments and minor injuries if you wish to seek advice in the first instance.

Home Visits

Home Visits are reserved for the following groups of patients:

- Terminally ill
- Housebound
- Patients who are severely ill and cannot be mobilized

Although a traditional part of general practice, home visits are time consuming. Please remember that several patients can be seen in the surgery in the time that it takes to make one home visit. Please help us to help you and our other patients by visiting the surgery whenever possible.

We want to see patients as quickly as possible and the best way is to encourage them to come to the surgery. This is because the doctor will have access to all medical records, including those held on computer. There are also better facilities for examining and treating patients at the surgery; the home environment can make an examination very difficult.

Please request visits before 10am whenever possible as this allows the doctor to plan their day accordingly. Late requests often lead to disruption of the appointment system and excessive waiting times for others if a late home visit has to be factored into the doctors schedule.

Please note that no patient in definite need of a home visit will be refused.

The Practice Team

Practice Manager—Sarah Ness

Sarah is responsible for the day to day management of the practice. Call direct on 01902 896105 if you have any queries or comments.

Secretary—Margaret Cox

Margaret provides administrative support for the practice. Processing hospital referrals, private letters, insurance reports etc. Margaret can help with any queries you may have. Please call direct on 01902 896105.

Reception Team

We have a team of receptionists who are trained to help and advise you. If you request a home visit or an urgent appointment they will ask for brief details to assist the doctor.

Practice Nurses

Louise Rogers—RGN, BSc Hons and Helen Knight RGN are available by appointment for cervical screening tests, wound dressing, removal of sutures, routine injections and travel health.

Specialist Areas:

Louise—Asthma, COPD, hypertension, coronary heart disease risk assessment and monitoring, family planning
Helen—Diabetes, COPD, Asthma, childhood immunisations

Health Care Assistant

Holly is available for blood tests, blood pressure monitoring, ECG's, ongoing dressings and health checks as well as providing support for the practice nurses.

Feedback and Complaints

We are always looking for ways to improve the service we provide and encourage patients to contact our Practice Manager to discuss any suggestions or concerns they may have. We also have Friends and Family test cards available to complete after each time you have used our service.

Please ask one of the Reception Team for a copy of our Feedback & Complaints leaflet and form if needed. Patient confidentiality will be observed at all times.

Health Promotion

We encourage all our patients to share the responsibility for their health, both in preventing disease and treating existing conditions.

Family Planning

All of the doctors are pleased to discuss family planning. Please make a normal surgery appointment. Teenagers and young adults are welcome to discuss aspects of safer sex and contraception with either a doctor or the practice nurse. However, if you are requesting contraception for the first time, you must see the doctor. Patient confidentiality is respected at all times.

Communicating with our Patients

If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We can arrange large print, braille or make a note on your records if you prefer to be contacted by telephone or email.

Patient Participation Group

Our group meets on the first Monday evening, every other month at 7:00pm at Gravel Hill Surgery.

We welcome new members and fresh ideas. If you would like to contribute or just come along to see what its all about please contact us via our website or speak with one of the Reception Team. We also have a regular information display in our main entrance which will advise when our next meeting is.

www.gravelhillsurgery.nhs.uk

Confidentiality

Every member of staff at Gravel Hill Surgery are bound by our strict rules of confidentiality.

It is important to be aware that information will only be given to the patient themselves or to the parent or guardian of anyone who is under 16 years of age.

New Patients

We welcome new patients from within the Practice Area, please ask or see the back of this leaflet if you are unsure.

If you wish to register with the practice, please bring your medical card or complete a form at the surgery. Forms are also available on our website.

As there can be a delay between registering and the practice receiving your medical records, you will be asked to complete a form giving some details of your medical history.

Change of Registration Details

Please let us know of any changes to your name, address or contact details as soon as possible so we can update our records in case we need to contact you.

Named GP for all Patients

All patients registered at Gravel Hill Surgery have a named 'Usual GP' who has overall responsibility for the care and support that our Practice provides to them.

As a patient at Gravel Hill Surgery, you can see any GP within this practice.

Care of Patients at Gravel Hill Surgery does remain Practice based but if you would like to know who your named 'Usual GP' is, then please ask.

Car Parking and Patient Access

Car parking is available on the Civic Centre Car Park. Please park considerately observing restrictions on spaces reserved for disabled patients. Please try not to park directly outside the practice as this may block the dropped kerb which is needed for pedestrian disabled access.

All consulting rooms and areas used by patients are at ground level, making all facilities readily available.

Prescriptions

All requests for repeat medication should be made via our website, in writing or by returning the right hand side of your prescription and are ready three working days after receipt.

Please note we do not accept Prescription requests over the telephone unless you are housebound. This is to avoid any error.

If you have difficulty collecting your prescription please contact your preferred pharmacy.

Test Results

Please telephone for results after 2pm to avoid our busy periods. Results will only be given to the patient themselves or to the parent or guardian of anyone who is under 16 years of age.