# **Parkside Medical Practice (Accessible Version)**

Dr D Jay

Parkside Medical Practice

Chester Road North

Brownhills

WS8 7JB

T: 01543 728 748

<https://www.pmpgp.co.uk/>

**Parkside medical practice is incorporated within Park View Centre which is a purpose built and offers a comprehensive range of healthcare services.**

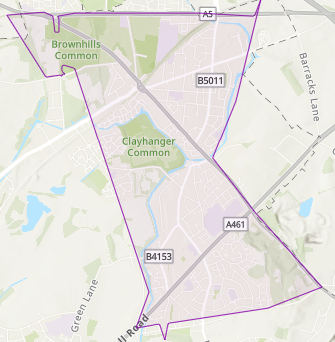
**General Practitioner Registrars and Medical Students**

We are a training and teaching practice for GPs and medical students

**Practice Boundary Area**

To check if you are within the practice’s catchment area, please copy this link into your internet browser and type in your postcode.

<https://www.pmpgp.co.uk/pages/New-Patient-Registration>



Parkside Medical Practice will not be registering patients who live 'Out of Area' under the new Voluntary arrangements that were introduced by NHS England from 5.1.2015. Our aim is to focus our resources on patients who have full permanent registration with us.

The surgery is a single-handed practice your Named Accountable GP is Dr D Jay.

**SURGERY TIMES**

The surgery is open 8:00am to 6:30pm Monday 07:30 – 6.30pm, Tuesday – Thursday 08.00 -6.30pm, Fridays 08:00 – 1pm excluding bank holidays.

**WEEKEND AND EVENING COVER**

For evening and Saturday morning appointments contact the Extended Access hub (see below) on **01922 501999.**

The ICB (Integrated Care Board) has worked with local GPs to create four Hubs based at Lockside surgery in Willenhall, Pinfold Health Centre in Bloxwich, Broadway Medical Practice and Portland Medical Practice.

**You can contact 111 at any time for advice.**

**EMERGENCIES**

Should you have a genuine medical emergency do not call the practice please ring 999.

**GPs**

Dr Dayanand Jay (male) MBBS MRCGP

Dr Juhee Latoria (female) MUDr MRCGP DRCO

**NURSING STAFF**

Julie Trow RGN is a very experienced Practice Nurse who, as well as general nursing procedures, offer various chronic disease management appointments.

Marcia Blake RGN who is also an experience Practice Nurse covers clinics when our regular nurse in on leave.

**PRACTICE STAFF**

Practice Manager Kerry Haldron

Administrators/Secretarial Staff Kathryn Cole, Hayley Hickinbottom

Jessica Swindell

Reception/Admin Wendy Cooke, Pamela Broadway, Iris Whitehouse

Apprentice Neeve Martin-Thomas

**PCN Staff** are employed to support the GP Practices providing additional clinics and care to our patients:

**We have a variety of staff attached to the practice provided by the PCN this includes**

**Nurse Associate**

**Pharmacists**

**Physiotherapist**

**Mental Health Nurse**

**Appointments**

**Non-urgent and routine appointments**

Appointments

The practice runs a triage system. This means that your request will be assessed by the clinical lead on the day. Monday to Thursday all appointment requests up until 5.00pm will be dealt with on the day you contact us. On Friday we will process all requests received before 12.00pm. Any requests after these times may have be processed on the next working day, we do however aim to contact you the same day.

You can complete an online form to request an appointment

You can also make an appointment by telephoning 01543 728748.

**Cancelling Appointments** – You must give us at least one hours notice

You can cancel appointments using the NHS app or by telephoning 01543 728748.

**Home Visits**

Home visits are reserved for those who are too frail or too unwell to come to the surgery (Transport problems are not considered a valid reason to request home visits). If you feel a visit is genuinely necessary please telephone as early in the day as possible, preferably by 11:30am

If we have reached our capacity, we may direct the community Rapid Response team to visit you.

You can request a Home visit online or by calling 01543 728 748

**Online Access**

Online Access lets you do the following:

* Order medications
* Check blood results
* Access your medical notes

There are two ways to get Online Access. You can choose either way.

NHS App - [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app) or Patient Access - [www.patientaccess.com](http://www.patientaccess.com)

**LOCAL SUPPORT**

<https://www.pmpgp.co.uk/pages/Local-Support>

This features a wide range of support, advice, activities and events available across the borough to support the wellbeing of local citizens.

We are also developing a Directory of Services for our patients

**Disabled Access**

There reserved car parking spaces for the disabled are marked near the front door. Wheelchair access is available throughout the building. Although patient services are provided at ground floor level, a lift is provided to access the first floor if required. A disabled patients’ WC is provided on the ground floor and another is available on the first floor if required.

**Prescriptions**

You can request a repeat prescription:

* [Use the NHS App](https://www.nhs.uk/nhsapp) to order repeat medication online ([more information about this service](https://www.pmpgp.co.uk/pages/Online-Services))
* [Use Patient Access](https://www.patientaccess.com/) to order repeat medication online ([more information about this service](https://www.pmpgp.co.uk/pages/Online-Services))
* In writing (please provide a stamped addressed envelope for requests that require posting).
* You can bring your written request into surgery or use the white part to your prescription and hand this in at reception.
* You can email the practice
* We do not accept requests by telephone unless you are housebound

**Nominating a pharmacy**

Most local chemists offer a service where they order, collect and even deliver your prescription. You will need to check with your local chemist for further details.

The electronic prescribing service allows you to choose a pharmacy to have your prescription electronically sent to them and for you to collect your prescription from them. You still need to order in your usual way.

**You can nominate or change your nominated pharmacy at any time:**

**Sickness Certificates (Fit Note) – The Law**

For periods of sickness of one to three days, you do not need a certificate

For periods of sickness of four to six days, your employer may require you to complete a Self-certification (SC2), which is available from your employer or from www.gov.uk

For periods of sickness longer than six days, you need to see a doctor for them to issue a Statement of Fitness for Work ‘Fit Note’ and you will need to see them for any subsequent renewal of the certificate. You can request a Fit Note by completing the form on our website - <https://accurx.nhs.uk/patient-initiated/m91006>

**Change of Address**

Please inform reception if your address has changed. The receptionist will inform you if you are still inside our practice area.

If you are outside our area you can visit www.nhs.uk/service-search/find-a-gp to find your local GP

**Non – Attendance of Appointments (DNA)**

The practice has a DNA policy – repeated Non- Attendance of appointments are sent warning letter and their case will be discussed with a view to being removed from the practice due to patient- GP relationship breakdown.

**Chaperones**

If you require a physical examination you will be given the option for a chaperone to be present during your appointment.

**Interpreters**

If English is not your first language, we can arrange an interpreter to be present during your appointment

**Please let reception know that you will need an interpreter when booking your appointments.**

**Cervical Smears**

In line with national policy, we recommend a cervical smear every 3 years for a women between the ages of 25 & 50 years, and every 5 years for women aged 51-64 years of age

These are usually carried out by the practice nurse. Smears are available through the HUB on Sundays – if you wish to take up this service please ask at reception.

**ERS (Choose and Book)**

When you and your GP agree you need a referral to a specialist, Choose and Book shows your GP which locations provide appropriate treatment, you can choose a date and time to suit you if available. It allows you to book, change or cancel a routine appointment, either online or by phone.

**Travel Vaccinations**

Some travel immunisations can be provided as part of the NHS care. Other immunisations can be provided privately for a charge and there are some immunisations we are not able to offer at the surgery.

If you are planning to travel overseas we request that you complete our travel questionnaire 6 weeks before travel.

This will allow our nurses to understand your travel plans and to organise any immunisations and advice prior to an appointment**.**

**Family Planning**

We provide contraceptive care such as pills, and injections

**Midwife**

A midwife attends the practice every other Monday to hold an Ante-natal clinic, appointments can be made at reception.

**Website**

Please visit our website <https://www.pmpgp.co.uk/>

where you can find more information about the practice. There is also links to other websites and useful contact numbers.

**Summary Care Records**

The Summary Care Records (SCR) is a copy of key information from a patient’s GP record and as a minimum, contains medication, allergies and adverse reactions. It provides authorised care professionals with faster, more secure access to essential patient information.

Please speak to the reception team for more information.

**Violent and Abusive Patients**

We do not tolerate any form of verbal or physical abuse, bullying or any other forms of intimidation.

Any patient guilty of this towards staff, doctors or other patients will be removed from the practice list with immediate effect and if appropriate the matter will be reported to the police and ICB.

**NHS Health Checks**

Parkside Medical Practice offer a health check-up for adults in England aged 40 to 74 and over 75s. The NHS Health Check is a free check-up of your overall health.

**Patient Confidentiality and Data Protection**

In order to provide care for you we are obliged to keep records. This is done by using computers. We are obliged to comply with the Data Protection Act 2018 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity, for example The Integrated Care Board (ICB) and hospitals.

This information is kept to as little as possible and if at all possible the information is kept anonymous, that is, name and other details are omitted. We are obliged by law to provide certain information e.g. notification of certain infection and diseases.

Information is not shared with any third party outside of the health services (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this please speak to the reception team.

**Patient Participation Group (PPG) NEW FOR APRIL 2025**

We are hoping to get a good response for our PPG we want to bring in patients of all ages, ethnicity, race, sexuality, religion etc from the ages of 18. We are looking to undertake the meeting on a Monday evening after 5.30 to accommodate those who are working or have childcare commitments in the day too.

**Patient Responsibilities**

Patients have a responsibility to:

* Arrive on time for their appointment.
* Inform the practice if they can’t make an appointment or that the appointment is no longer necessary.
* Co-operate with all practice staff and give them the same level of courtesy that you would expect to receive.

**Patients’ Rights**

All patients registered with the practice have a right to access the services described in this leaflet.

In addition:

* Patients have a right to express a preference to receive services from a particular doctor or nurse – providing the preferred practitioner performs that service
* Patients have a right to see their own health records, subject to provision of the Data Protection Act

**Our Patient Promise**

We promise to treat everyone as an individual, without discrimination.

Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient’s individual needs with dignity and strict confidentiality.

The care given will be researched based and delivered to the highest standard.

We will set standards of care and review them periodically, in the form of audits and we will act accordingly.

**Complaints**

There are two ways you can make a complaint:

* You can make a complaint about the service you received at our practice directly to us. To do this please contact reception who will be able to assist you with your complaint.
* After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:

* Telephone: 0300 0120 281
* Email: bcicb.time2talk@nhs.net
* Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter’s Square, Wolverhampton, WV1 1SH

**Parliamentary and Health Service Ombudsman**

Email: PHSO.enquries@ombudsman.org.uk

Telephone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)