

Moss Grove Surgery

Practice Information Booklet

Version 5



Reviewed: April 2021
Next Review due: April 2022

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Practice Manager: Mrs Deena Woodhall

A Teaching General Practice of the University of Birmingham

The Doctors and Staff would like to welcome you to Moss Grove Surgery. Moss Grove Surgery Doctors, Hopkin, Potter, Sobainsky, Hughes, Patel, Rashid and Aggarwal, form the partnership called "Moss Grove Surgery". The Partnership is not a limited partnership.

Named Accountable GP

You may be aware that from April 2015 all Practices are required to provide all their patients with a Named GP Dr Hopkin will have overall responsibility for the care and support that our Surgery provides to our patients.

We would encourage our Patients to see the same Doctor, where possible, to maintain patient care.

Surgery Contact Details

Telephone: 01384 277377

Out of Hours: 111

Email Address dudleyccg.communicationsmossgrove@nhs.net

Website: www.mossgrovesurgery.co.uk

Moss Grove Surgery
15 Moss Gove
Kingswinford
West Midlands
DY6 9HS

Moss Grove Surgery
High Street
Kinver
West Midlands
DY7 6HL

Surgery Facilities

Patient Parking Facilities: There facilities are provided for patients attending the Surgery only and vehicles must not be left on our car park at any other time or for any other reason. All cars parked on our car park are left at owners own risk the surgery will not take any responsibility for loss or damage to vehicles or property whilst you are attending Surgery premises.

Disabled Parking Spaces: Two parking spaces are allocated for Disabled persons. The bays are marked accordingly.

Wheelchair Access: The Surgery is accessible for the disabled with wide doorways for wheelchairs and a disabled WC.

Mothers & Babies: Baby changing facilities are located within our Disabled toilet. If you require a bottle to be warmed, please ask at Reception.

Baby Box: Come out in a hurry? not got a nappy or wipes? our Patient Panel have provided the Practice with a baby box containing nappies of varied sizes, baby wipes etc. Please ask at Reception

Breastfeeding [Private Room available on request]: Should you require a private room to breastfeed your baby please ask at Reception.

Accessible Information Standards

Do you have a disability, impairment or sensory loss & need to receive information in a way you can easily understand?

We offer information in an accessible format for all of our patients that request it using the Accessible Information Standards Request Form, which is available in our registration packs or upon request at the reception desk.

Our Mission Statement

'Our aim is to provide high quality healthcare, in a personalised, efficient, accessible and timely fashion, taking into account the needs of our patients and the local population, while at the same time being mindful of the use of NHS resources'

Patient Panel

Our Patient Panel has been in existence since January 2001. It acts as a sounding board for ideas to improve service delivered at the practice. The panel actively demonstrates a commitment to patient involvement in primary care and generates their own ideas for practice improvement.

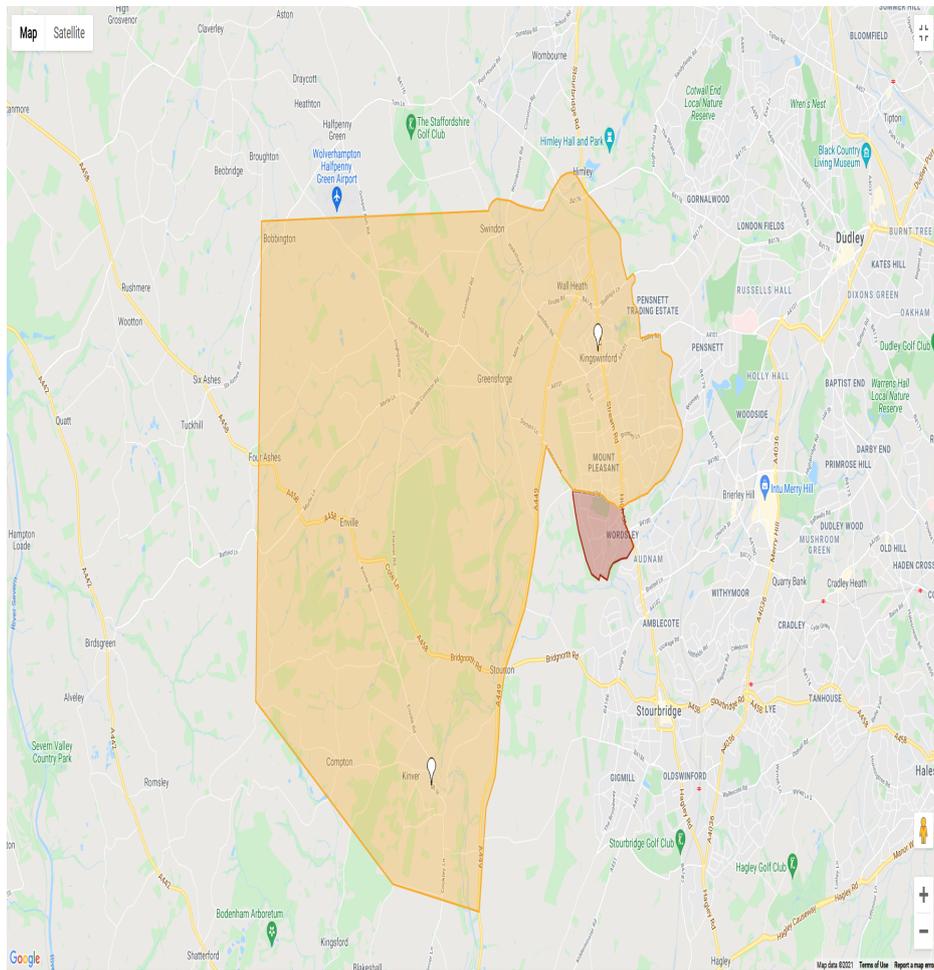
Patient Panel - Mission Statement

To provide a working partnership between patients and GPs to build on the quality of services provided within Moss Grove Surgery-Kingswinford.

Becoming a Member

Being a member is a very rewarding experience with immense satisfaction being gained from its success. For further information and to register your interest in becoming a member of our patient panel please fill in the form in our Registration Pack, or request a sign up form from our Reception.

PRACTICE AREA:



New Patient Registration

Full Registration

If you wish to register as a patient of this Surgery, you will need to complete a simple registration pack which is available from the surgery to enable the registration process .

To register with the surgery, please follow the following steps:

1. Check you are within our Surgery Boundary area.
2. Complete all forms in our registration pack.
3. Bring in the completed registration pack, along with 1 form of Photo ID and 1 letter for proof of address.
 - Photo ID - [i.e. passport - photo driving licence etc] something with your name and photo and ideally your address [if unsure please ask us].
 - Proof of Address - Current Utility/household bill/ bank statement etc. [again if unsure please ask us].

If you encounter any issues or have any queries, please contact the surgery at your earliest convenience.

Text Message Reminders & Email Communication

We currently use Text Message reminders in order to issue appointment reminders to our patients, this is an automated service that does not require monitoring by our staff. We also utilise email communication, please let us know your mobile number and email address if you would like to be included in this.

Appointments - If you can't keep it - Cancel it! Give someone else a chance.

Please telephone [or text if you are signed up to the service] to cancel an appointment if you cannot keep it. We do try very hard to keep up to time in the surgery, so please don't be late for your appointment if you can avoid it.

The Practice, in conjunction with our Patient Panel have agreed that any patient not attending three appointments without cancelling / giving a reason prior to non-attendance will receive a warning letter. If this happens again, the practice may ask you to leave the list.

We can have in excess of **200** Did Not Attend appointments [wasted appointments] in a month.

Suggestions / Complaints

Any suggestions can be anonymously put in to our suggestions box at our front desk, or recorded on NHS Choices.

A copy of our complaints procedure can be downloaded from our website [www.mossgrovesurgery.co.uk] or is available at request from our Reception.

You also have the right to contact either NHS England via:

Email: england.contactus@nhs.net

Phone: [03003 11 22 33](tel:03003112233)

Write to: NHS England, PO BOX 16738, Redditch, B97 9PT

If you are still dissatisfied and unhappy with matters following completion of the local procedure, you have a right to ask for an independent review through the Parliamentary and Health Service Ombudsman.

Website: www.ombudsman.org.uk

Phone: [0345 015 4033](tel:03450154033)

Surgery Opening Times

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	Closed

Extended Hours

Tuesday at 18:30 - 20:45. These late night surgeries are primarily for workers who find it difficult to attend day time appointments. Appointments are pre-bookable only. Please note if you require a chaperone to be present this service may not be available during extended hours surgeries and we would advise you to book within normal working hours.

Nurse AM and PM availability

Our Nurses run a pre-booked appointment service between the following times:

Day	AM	PM
Monday	09:15 - 11:30	16:00 - 17:30
Tuesday	08:30 - 11:30	16:00 - 17:30
Wednesday	08:30 - 11:30	16:00 - 17:30
Thursday	08:30 - 11:00	16:30 - 17:30
Friday	08:30 - 11:30	16:00 - 17:30

This replaces the previous system of a sit and wait nurse and was put in to place on Monday 29th January 2018.

Nurse and GP availability - Mondays: Clinical Meetings

Please note that every Monday all Doctors and Nurses attend a clinical educational meeting between 8am and 9:15am within the Practice to allow them to keep up to date with changes to clinical care GP Surgeries and the Nurse sit and wait service on these days will start at 9am. Other Clinics will run as normal from 8:30 onwards on Mondays.

When We Are Closed [Out of Hours]

Moss Grove Surgery-Kingswinford has a system to allow patients to contact the NHS 111 service, out-of-hours. An answerphone message is attached to all our Emergency / Appointment lines which gives a number to ring the NHS 111 service by **dialling – 111**.

Please avoid attendance at Accident & Emergency at Russells Hall unless absolutely necessary.

If you need general health information or advice whilst the surgery is closed - please call 111 [24 hours a day]. Website: www.nhs.uk/111. Out of hours services are commissioned by Dudley Clinical Commissioning Group [Dudley CCG], Brierley Health & Social Care Centre, Venture Way Brierley Hill DY5 1RU.

Dudley Urgent Care Centre - Located at Russells Hall Hospital

To access this service please ring 111.

Out-of-hours services are generally busy so please think carefully before asking to see a Doctor and only do so if you genuinely cannot wait until the surgery re-opens.

[In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.](#)

Appointments With A GP

By appointment only - except in an emergency.

All Doctors will see children from 10:45am

Extended Hours Surgeries

Tuesdays and Wednesday 18:30 to 20:30. Late night surgeries are primarily for workers who find it difficult to attend day time appointments.

We will always do our best to provide you with the appointment of your choice. Please remember there is a huge demand for appointments and as a result we cannot always guarantee this. You will be offered the best alternative if this is the case meeting your request.

If you are Unable to Attend

If you are unable to attend your appointment please let us know so we can use the appointment for another person. Last year 2858 patients failed to turn up for their appointments. The cost of this "lost time" is equivalent to Doctors hours / Practice Nurse hours / piece of equipment, which could improve the service we offer to you.

Emergencies

We make every effort to see patients with urgent problems during normal surgery hours. Emergency appointments are not for patients who cannot attend during normal surgery hours because of work or family commitments.

Please remember "emergency" patients are seen in addition to our normal appointments at the end of normal surgery.

Home Visits

“A patient is deemed to be housebound when they are unable to leave their home environment through a physical or psychological illness.

A patient is not considered housebound if he or she is able to leave their home with minimal assistance e.g. unassisted / assisted visit to the Doctor, Dentist, hairdresser, supermarket, social events”.

[However, the Practice reserves the right to change this policy, where the clinical condition of a patient is deemed to be more appropriately provided in the home].

Please call in the morning to arrange a home visit for **housebound** patients.

Sickness Certificates

You do not require a Doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form [SC2] which is available from your employer or on the HMRC website.

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP [statutory sick pay].

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' from your Doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise. You could also provide evidence from someone who is not a Medical Practitioner, e.g. a Dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Medical Students

We are an approved training surgery under the aegis of the University of Birmingham. We train medical students throughout their five years' training. When booking an appointment, you may be asked if students are able to sit-in on the consultation. We hope you will give your agreement to this and help us provide their necessary training to become qualified GPs in the future. Thank you for your support.

Repeat Prescriptions

If you are taking regular medication, a further supply of medication can be obtained on request, subject to your Doctor's approval.

Please allow at least 72 hours [3 full days] for this to be processed and let us know which Chemist you wish to collect the medicines from.

- **Order Your Prescription Online:** Follow the link at the top of this page to complete a simple registration.

- **Post through our letterbox:** Once you have ticked the items you require on the tear off slip from your previous prescription - post this through our external letter box. You may prefer to do this out of our working hours when the car park is far less busy - late evenings - Saturdays and Sundays - all good times to drop it in.

- **Are You Housebound?** Why not sign up to a pharmacy of your choice who can re-order your prescriptions on your behalf - Please contact your preferred Pharmacy who will organise this on your behalf.

Medication Reviews

Patients on repeat medication will be asked to see a Doctor, Nurse Practitioner or Practice Nurse at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges [NHS prescription and Dental charges, Optical and Hospital travel costs].

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates [PPCs] offer real savings for people who need extensive medication.

If you will have to pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a PPC.

This can be done either through your pharmacy, or online by searching for 'NHS Prescription Prepayment Certificates'.

Clinics & Services

NHS Health Checks

We are taking part in this national initiative - Patients aged 40-74 years old who are not currently diagnosed with a chronic disease such as Diabetes, Heart Disease, Stroke etc. will be offered an opportunity to have a health check screen at the Practice to assess your individual risk of heart disease / stroke. This will be offered every 5 years.

Please visit the NHS Health Check website at <http://www.dudleyhealthcheck.co.uk/>

Antenatal Clinic

This clinic is run by our Midwife. The patient no longer sees the Doctor at any stage until they have their post natal.

Phlebotomy Clinic

Run by a Phlebotomist from Russell's Hall Hospital from 8:30-12:30 on Fridays.

Other Clinics:

- Asthma / Chronic Obstructive Pulmonary Disease [COPD] Clinic.
- Blood Pressure Clinic.
- Childhood Immunisation Clinic.
- Diabetes [Education & Annual Review Clinics].
- ECG [Following a referral from your GP].
- Family Planning
- Heart Disease [CVD] Clinic.

Other Clinics Continued

- Hypertension Clinic.
- Minor Surgery Clinic [Following a referral from your GP].
- Physiotherapy Clinic [Following a referral from your GP].
- Psychology Counsellor [Following a referral from your GP]).
- Smear Clinic.
- Travel Clinic.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements [HGV, PSV etc].
- Insurance claim forms.
- Prescriptions for taking medication abroad.
- Private sick notes.
- Vaccination certificates.

The fees charged are based on the British Medical Association [BMA] suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Over 75?

We are required to ensure that there is a named, accountable GP assigned to each patient aged 75 and over. This will be the GP that you have been registered under (not necessarily the GP you usually see).

They will: work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient. Ensure that the physical and psychological needs of the patient are recognised and responded to by the relevant clinician in the practice. Ensure the patient aged 75 years and over has access to a health check

This does not prevent you from seeing any clinician in the practice as you currently do.

Test Results

We are only able to give results to the patient directly [unless we have recorded consent from the patient to give the information to another **named** individual]. Results will be available after 11:00, and it is the patients responsibility to call the Surgery to find out the result of any tests. Although certain results are sent electronically to us, please allow at least 7 working days for x-ray results and 48 hours for blood test results to be received by the practice.

Practice Staff

Doctors

Dr Mark Hopkin [Male] - MBChB
Dr Susan Potter [Female] - BMedSci
Dr Alexander Sobainsky [Male] - MRCP
Dr Simon Hughes [Male] - MBChB
Dr Jayesh Patel [Male] - MBChB
Dr Navesh Aggarwal [Male] - MBChB
,Dr Babar Rashid [Male] - MBChB
Dr Hemalatha Mohan [Female] - MBBS
Dr Sarah Cousins [Female] - MBChB
Dr Claire Learoyd [Female] - MB ChB
Dr Joanne Clare [Female] - MB ChB
Dr Kirsty Shires [Female] - MB ChB

GP Registrar

This surgery has been providing GP Registrar training since 1973 and has always been committed to ensuring high standards of training are maintained throughout that time

All of our patients are free to see any Doctor of their choice upon request.

Clinical Nurse Specialist in Diabetes and Hypertension

Inderjit Kaur [Female] RN, Dip, MSc and Non Medical Prescriber

Nurses

Sister Mags Murray [Female] RGN, Dip

Sister Alison Whitehouse [Female] RGN, Dip

Sister Judith Collett [Female] RGN, Dip

Sister Debbie Nicholls [Female] RGN

Sister Jane Painter [Female] RGN

Sister Joanne Arrowsmith [Female] RGN

Mrs Claire Pace—Care Home Nurse Practitioner RN Dip HE Bsc (hon)
specialist practitioner in District Nursing, Non medical prescriber

Mr Matthew Howe—Emergency care Practitioner Bsc, NMP, MCP, Bsc
emergency care, Non medical prescriber, Member of the college of
paramedics

Healthcare Assistants

Mrs Edwina Mahmoudi [Female] NVQ Level 3 Health and Social Care

Mrs Sally Shakeshaft [Female] NVQ Level 2 Health and Social Care

Mrs Babita Kainth [Female] Phlebotomy, ear syringe, ECG, Vaccina-
tions.

Practice Management

Mrs Deena Woodhall - Practice Manager

Mrs Kate Gwinnell - Assistant Practice Manager

District Nurses

Our District Nursing Team are now based at Brierley Hill Health and Social Care Centre and can be contacted by telephoning 01384 321506.

Please be kind to our staff

We have excellent staff who work extremely hard on behalf of the Practice to deliver a quality service to you as patients. Although we may not always get things right, or be able to meet your needs, please be assured we all try to do a best and often are only working to directives given by management or Doctors.

Please remember our staff are always doing their best but at times can be working under extreme pressure, with sickness, holidays etc. Please do not take out your frustrations on our staff, but please speak to our Surgery Manager.

Zero Tolerance Policy

We aim to treat all of our patients courteously irrespective of race, colour, creed or sexual orientation, and we expect patients to behave towards our staff in a similarly respectful manner. Anyone Attending the Practice who abuses GP's, staff or other patients in a threatening, abusive or violent manner, or who acts in a discriminatory manner will risk immediate removal from our Patient List.

Online Services - Have You Signed Up?

Visit our website at www.mossgrovesurgery.co.uk to download our online services sign up form (or collect one from our Reception Desk) which will need to be completed and brought in to the practice by the person requesting access to online services, along with a form of Photo ID.

After this, one of our staff will be able to generate a **unique** set of registration codes to be used on **either** Patient Access or Evergreen Life.

Patient Access or Evergreen Life - What's the difference?

Both **Patient Access** and **Evergreen Life** are designed to provide the same service to our patients.

Patient Access is hosted by the same company that provide the clinical system used at Moss Grove Surgery. This system will allow you to **book GP appointments, order repeat medication and view your current medication & allergies.**

Evergreen Life is hosted by Evergreen Life, a 3rd party company that provides an alternate service for our patients to use. This system will allow you to **book GP appointments, order repeat medication and view your current medication & allergies.**

I have received my letter, what do I do now?

The next step is to register on one of the two services above. Should you encounter any issues with this, please either:

- Call the surgery on: 01384 277 377
- Email the surgery on:
dudleyccg.communicationsmossgrove@nhs.net
- Come in to the surgery
and a member of our staff will be able to assist you.