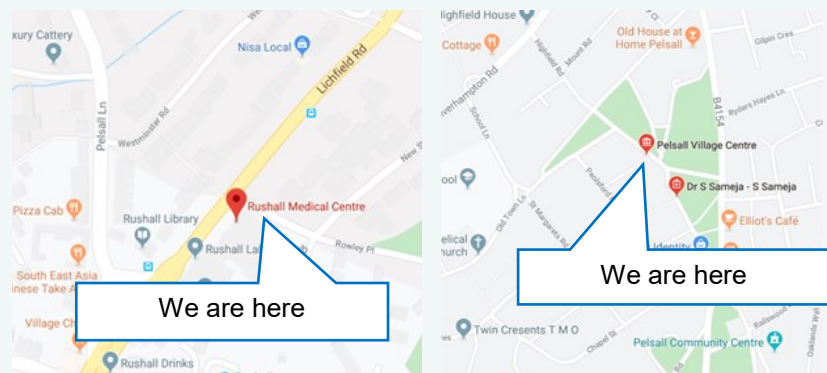


How to Find Us



To review our catchment area please visit the New Patient Registration our website www.rushallmedical.co.uk and use our postcode checker.

If you are still not sure please contact us on 01922 622212 to speak to a member of the reception team.

Useful Contact Numbers

Walsall Manor Hospital– 01922 622212

Enhanced Access Service– 01922 50199

Out Of Hours (NHS 111)- 111

Hartshornes Pharmacy– 01922 682342

Lloyds Pharmacy– 01922 623590

Touchwood Pharmacy Pelsall Village– 01922 691275

Touchwood Pharmacy Pelsall– 01922 682226



Rushall Medical Centre

Providing Compassionate Care At The Heart Of The Community.



Rushall Medical Centre **(Main Site)**

107 Lichfield Road,
Rushall,
Walsall,
WS4 1HB
Tel: 01922 622212



Pelsall Village Centre **(Branch Site)**

High Street,
Pelsall,
Walsall,
WS3 4LX
Tel: 01922 622212

Website– www.rushallmedicalcentre.co.uk

Email– clinicalinfo.m91019@nhs.net

Rushall Medical Centre operates as a partnership in the Rushall, Pelsall and Shelfield areas.

We have a main site Located in Rushall and a Branch Site Located in Pelsall.



Welcome To Rushall Medical Centre

We aim to provide you with high-quality medical care and personal service. Our team believes that the best way to help you to improve your health is for us to work in partnership with you.

We can advise you on adopting a healthier lifestyle and prescribe medication when needed. Tests and specialist referrals can be arranged if necessary.

We have developed programmes and clinics to prevent illness. With your help, our skills and modern facilities, we believe that we can make a difference: let us all work together to make this part of Walsall a healthier and happier place

Surgery Opening Times

Rushall Surgery– Main Site		Pelsall Surgery– Branch Site	
Monday	07:30 am – 18:30 pm	Monday	07:30 am – 18:30 pm
Tuesday	07:30 am – 18:30 pm	Tuesday	07:30 am – 18:30 pm
Wednesday	07:30 am – 18:30 pm	Wednesday	Reception- CLOSED
Thursday	07:30 am – 18:30 pm	Thursday	Reception CLOSED
Friday	07:30 am – 18:30 pm	Friday	07:30 am – 13:30 pm
Saturday & Sunday	CLOSED	Saturday & Sunday	CLOSED

Accessibility

Wheelchair Access

Privacy Room

Disabled Parking

Lift Access

Translation Service (must be booked in advance)

Accessible Toilets with Baby Changing Facilities



Complaints

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as this helps us to establish what happened more easily.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

Our Complaints Form and Full policy are available on our website– www.rushallmedicalcentre.co.uk

In the event of anyone not wishing to complain to the practice you can register a complaint to NHS England directly

NHSE at: By telephone: 03003 11 22 33

By email: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

Feedback

The NHS friends and Family test is a way of gathering your feedback, so we can continually review our service. Your feedback will help us learn more about what you think of your experience, preferences and improvements to our service.

You can leave feedback via text message after your appointment, in person using a compliments form at the surgery or by visiting our website.





Patients Rights and Responsibilities

Rights:

- Patients aged 16 –75 who have not seen a doctor/nurse in the previous 3 years may request a health check with a HCA.
- Patients aged over 75 and have not seen a doctor/nurse in the previous 12 months may request a health check with a HCA.
- All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required.

All practice staff who are able to act as a chaperone have been fully trained.

Responsibilities:

- Arrive on time for your appointments
- Inform the practice of your intention to cancel an appointment in good time.

Zero Tolerance Policy

The NHS operate a zero tolerance policy with regard to violence, harassment and abuse. The practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

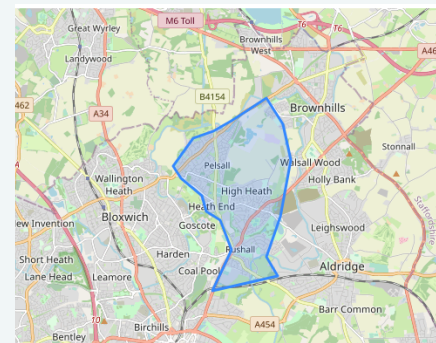
Registering with the Practice

All new patients are asked to complete a registration form and a new patient health check form. You can complete these online through our website www.rushallmedicalcentre.co.uk or you can attend the surgery to collect the forms. We recommend patients who have pre-existing medical conditions such as Diabetes and Hypertension to book in for a New Patient Health Check.

GP Allocation

Each patient has a Named accountable GP. Patients may see any GP for appointments. This does not have to be your named GP. If you have a preference for a specific GP please call to let us know and we will accommodate this as much as possible.

Catchment Area



Our boundary for registration includes the areas of Rushall, Shelfield and Pelsall.

If you are unsure please contact us by telephone or visit the New Patient section on our website to use check your postcode.

NHS App and Online Services

The NHS app is free to download from the App store and Google Play store. You can use some of the app's features without your GP surgery being connected. With the NHS App you can:

- book appointments – search for, book and cancel appointments.
- order repeat prescriptions – see your available medications and request a new repeat prescription
- view your medical record – get secure access to your GP medical records





Appointments

The Practice actively encourages all patients to book appointments through the Patient Triage on our website rushallmedicalcentre.co.uk or through the NHS App. All consultations with Clinical staff i.e. Doctors, Advance Clinical Practitioner, Practice Nurses, and Health Care Assistants are by appointment and can be made online.

Booking Appointments

- Request an Urgent or Routine appointment online by using Patient Triage on our website. We aim to respond on the same day between 8.00am- 6.00pm.
- Contact us by phone on 01922 622212 to speak to a member of our Reception Team. Our phone lines are available Monday to Friday, 8.00am-6.30pm.
- Additional appointments are available through the Enhanced Access Service by calling 01922 501999 between 8.00am-9.00pm weekdays, 10am-3pm weekends and 11.00am-1.30pm Bank Holidays

Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:00am**. This service is not available at weekends. You may only request a home visit if you are housebound or are too ill to visit the Practice. You may be visited by a GP or a Practice Paramedic.

Out Of Hours

If you need medical help now, use NHS 111 online (111.nhs.uk) or call 111. 111 online is for people aged 5 and over. Call 111 if you need help for a child under 5.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

Visit your Local Pharmacist for Minor Ailments.

Objections / Complaints

Should you have any concerns about how your information is managed at the GP, please contact the GP Practice Manager or the Data Protection Officer. If you are still unhappy following a review by the GP practice, you have a right to lodge a complaint with a supervisory authority: You have a right to complain to the UK supervisory Authority as below;

Information Commissioner:

Wycliffe house
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545745
<https://ico.org.uk/>

Black Country Integrated Care Board

Rushall Medical Centre operates as limited partnership as part of the Black Country ICB. The Black Country ICB is responsible to managing the local NHS Budget. For more information on the Local Commissioner please visit; <https://blackcountry.icb.nhs.uk>.

Contact the ICB customer service team by Time2Talk:

Telephone: [0300 0120 281](tel:03000120281) and select Option 1
Email: bcicb.time2talk@nhs.net

Address: Time2Talk, NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

Operational hours: Monday-Friday (exc Bank Holidays) 9am - 5pm





Data Protection (General Data Protection Regulation)

Rushall Medical Centre will be what's known as the 'Controller' of your personal data. Under GDPR regulation; we collect basic personal data and location-based information. This includes address as well as information that is linked to your healthcare. These records help to provide you with the best possible healthcare and treatment. Visit our website for our Full Privacy Notice.

If you would like to know more about your rights in respect of the personal data we hold about you, please contact the Data Protection Officer as below.

Data Protection Officer:

The Practice Data Protection Officer is Paul Couldrey of PCIG Consulting Limited. Any queries regarding Data Protection issues should be addressed to him at: -

Email: Couldrey@me.com
 Postal: PCIG Consulting Limited
 7 Westacre Drive
 Quarry Bank
 Dudley
 West Midlands
 DY5 2EE

Summary Care Records

There is a new Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Only healthcare staff involved in your care can see your Summary Care Record. It is not compulsory to have one. To opt out of this service, complete a form online through our website or collect an 'Opt out Form' from the surgery.

Repeat Prescriptions

You can order repeat prescriptions online by:

Using your NHS account (through the NHS website or in the NHS app)

Complete a medication order form on our website-
www.rushallmedicalcentre.co.uk

Bring the paper form to the surgery, Monday to Friday, from 7:30am to 6.30pm.

Please give at least 2 working days notice for prescriptions

Nominating a Pharmacy

You will need to choose a pharmacy to collect your prescription from. We call this nominating a pharmacy. You can change your nominated pharmacy at any time:

Online, on the app or website where you order repeat prescriptions

At the surgery

At any pharmacy that accepts repeat prescriptions

If you have a repeat prescription, we may ask you to come in for a regular review. A member of our Pharmacy team may contact you for a review.

Test Results

Tests results are available to view online via the NHS App. Results can be given over the telephone or by SMS. Please telephone the surgery on **Wednesdays after 11am**. The Receptionist or Nurse may ask you to make an appointment with the Doctor to discuss them.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release.





Clinics and Services

In addition to GP consultations the Practice offers a wide range of clinics and healthcare services at both our Rushall and Pelsall practice

- **Management of diabetes & insulin initiation**
- **Antenatal clinic (usually Thursdays and Fridays)**
- **Anti-coagulation clinic (for those taking Warfarin)**
 - **Child health checks**
 - **Community Psychiatric nurse**
 - **Family planning clinic**
 - **Health visitor**
 - **CHD & Hypertension**
 - **Asthma clinic**
 - **Cervical smears**
 - **Vaccinations and Immunisations**
 - **Joint & soft tissue injections**
 - **Health Checks**
- **Minor surgery– Vasectomies, Lumps and Bumps**
 - **Nurse Practitioner appointments**
 - **Alcohol advice**
 - **Travel Health Advice**
 - **Physiotherapy**

Our Team

Our Partners	Salaried GP	Pharmacists	Advanced Nurse Practitioner
Dr S Sandilands	Dr J Antony	B Patel	S Jinks
Dr S Owen	Dr G Chan	N Gogna	
Dr S Imtyaz	Dr S Nasser	A Hamid	
Dr M Verma			
Dr S Afreedi			

Rushall Medical Centre operates as a training practice for GP Registrars and Medical Students from Birmingham University.

Nurses	Health Care Assistants
J Hoggins	S Westwood J Pettit
B Morton	T Singh
E Byrne-Burns	C Allan
H O'Neill	K Brooker

Practice Managers

V Arbenz– Manager
J King– Assistant Practice Manager
S Bennett– Reception Manager

Administration Team

K Horton– Claims and Administration Manager

Business Administrators

D Wall	C Bostock	S Timmins
L Dudley	S Lloyd	
C Burn	L Westley	
L Dangerfield	C Glover	
C Willoughby	A Stoneman	

Secretaries

K Smith H Lunt H Powell

Associated Staff/Community Services

Pharmacists	Mental Health Nurse	Audiologist
Pharmacy Technicians	Midwife	
Paramedics	Health and Well-Being Coach	
Physiotherapist	Social Prescriber	

