



**RUSHALL MEDICAL CENTRE**

**PELSALL VILLAGE CENTRE**

*Rushall Medical Centre operate as a partnership*

Serving the population of Rushall, Shelfield and Pelsall.  
**Compassionate care at the heart of the community**



**Rushall Medical Centre**

107 Lichfield Road,  
Rushall,  
Walsall,  
WS4 1HB  
Tel: 01922 622 212



**Pelsall Village Centre**

High Street,  
Pelsall,  
Walsall,  
WS3 4LX  
Tel: 01922 622 212

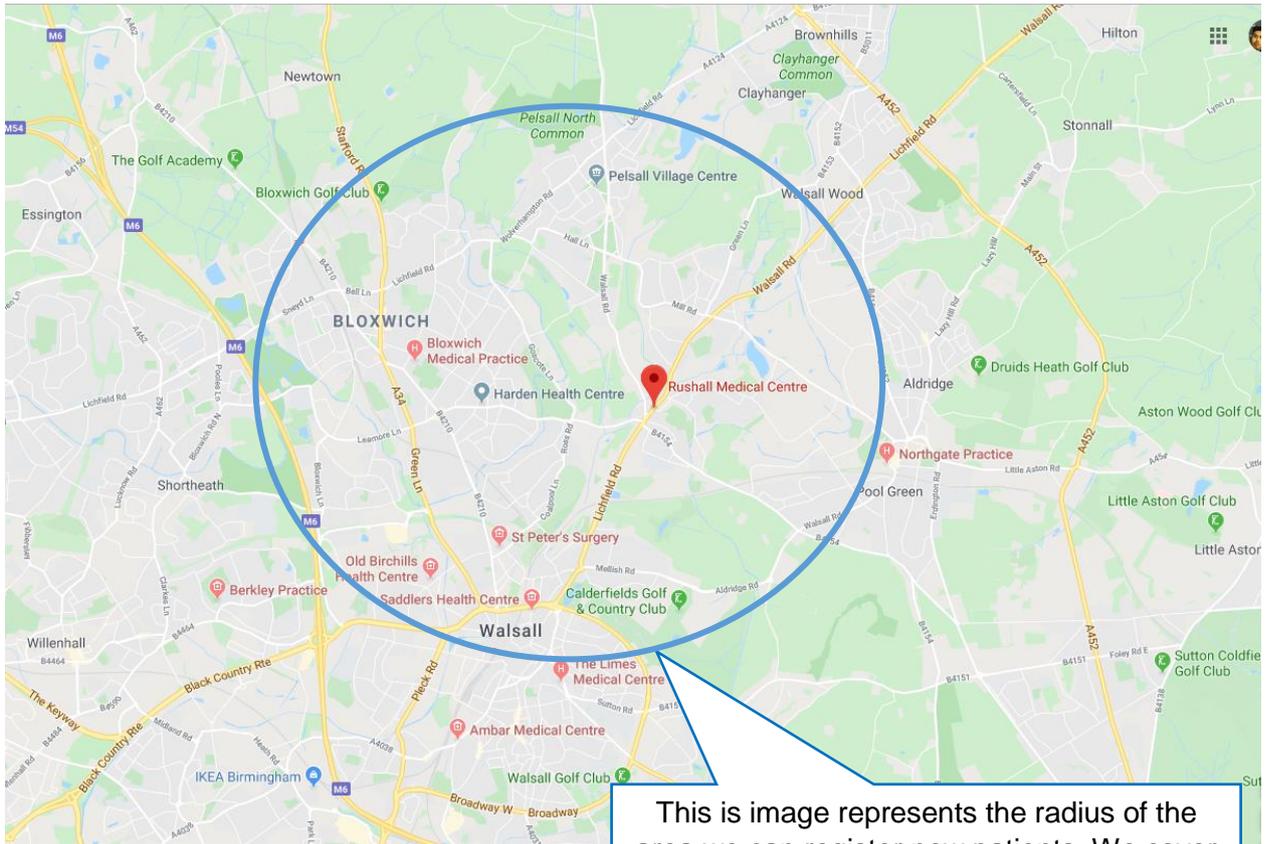
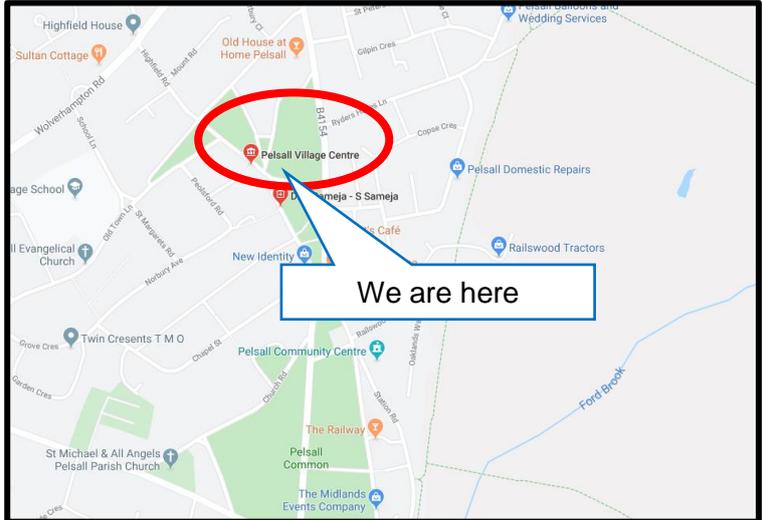
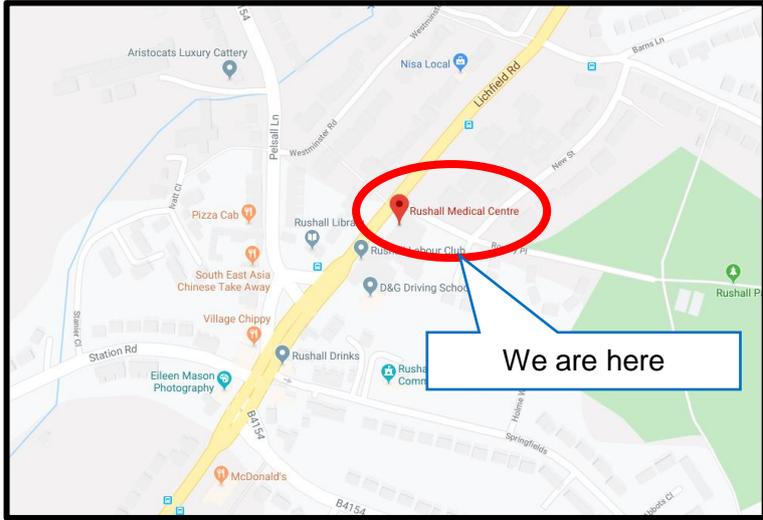
**E-mail: [clinicalinfo.M91019@NHS.net](mailto:clinicalinfo.M91019@NHS.net)**

**Rushall Medical Centre Opening Hours**

**Pelsall Village Centre Opening Hours**

<b>Monday</b>	07:30 am – 18:30 pm	<b>Monday</b>	07:30 am – 18:30 pm
<b>Tuesday</b>	07:30 am – 18:30 pm	<b>Tuesday</b>	07:30 am – 18:30 pm
<b>Wednesday</b>	07:30 am – 18:30 pm	<b>Wednesday</b>	07:30 am – 18:30 pm
<b>Thursday</b>	07:30 am – 18:30 pm	<b>Thursday</b>	07:30 am – 18:30 pm
<b>Friday</b>	07:30 am – 18:30 pm	<b>Friday</b>	07:30 am – 18:30 pm
<b>Saturday &amp; Sunday</b>	CLOSED	<b>Saturday &amp; Sunday</b>	CLOSED

*\*Please note the Rushall branch provides a variety of appointments between 7.30-8am every weekday.)*



This image represents the radius of the area we can register new patients. We cover a 3 mile radius of Walsall which mainly includes Rushall, Pelsall and Shelfield.

## **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. Remember that most people can take steps to improve their health without even needing to see a doctor.

Rushall Medical Centre currently has two locations, the main surgery is based in Rushall, with a branch surgery located in Pelsall. Our patients are welcome to attend at either location to access our services.

## **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 at your GP surgery
- order repeat prescriptions – see your available medications and request a new repeat prescription
- view your medical record – get secure access to your GP medical record
- choose how the NHS uses your data – register your decision on whether it can be used for research and planning

## **Registering with the Practice**

All new patients will be asked to attend either the Rushall or Pelsall surgery to register. You will be asked to complete a registration form, questionnaire and attend for a new patient health check. This will help us to get to know your past medical history.

As part of the registration process you will be asked to attend a new health check, to enable us to best manage your current medical conditions and assess you. Additionally, you will be allocated a GP dependent on your surname.

## **GP Hub**

If you need to see a GP urgently between 6.30 and 9.00 pm extra appointments are available at the GP hub. The GP hubs are Anchor Meadow Health Centre, Pinfold Health Centre, Darlaston Health Centre and The Broadway. You will need to book an appointment by dialing the contact number on 01922 501 999.

## Summary Care Records

The new central NHS computer system is called the Summary Care Record (SCR). It is an electronic record which contains information about the medicine you as a patient take, allergies you may suffer and any previous bad reactions to medication prescribed. This information is useful and makes a difference to how a doctor decides to meet your healthcare needs, for example choosing the correct prescriptions for you. This is not a compulsory scheme and you have the right to opt out. This can be done by completing an opt out form which can be found on our website: <http://www.rushallmedicalcentre.co.uk/>.

## Making an appointment

The Practice actively encourages all patients to book appointments through the NHS App or online at <https://app.patientaccess.com/login>.

All consultations with Clinical staff i.e. Doctors, Advance Clinical Practitioner, Practice Nurses, HCA and Midwife are by appointment and can be made online, through the NHS App, alternatively by calling the surgery on 01922 622 212 or drop in at reception. Appointments with the doctors can also be booked on the internet through our website or through the NHS app. (You must register for this service – please download the app or access online).

We try very hard to keep to appointment times but our patient's needs are unpredictable and sometimes delays are unavoidable. Although you may consult any doctor in the practice, we prefer you to remain with one doctor as much as possible since we feel that this allows for better continuity and more personal care. This may not be the doctor with whom you originally registered.

To help us: • Please cancel any appointment you are unable to keep • When updating personal details such as change of name, address or telephone number – Original documents as proof need to be provided.

## Telephone Appointments

A Doctor will always be available for emergencies and to answer general enquiries. Telephone the surgery on 01922 622212 between 08:00 & 18:00 Monday - Friday.

## Advanced Clinical Practitioners

We have Advanced Clinical Practitioners who work with our Doctors to provide advanced nursing services. When making an appointment to see a Doctor you may be offered a consultation with our Advanced Clinical Practitioners, who will be able to provide advice on many common conditions and illnesses.

## Patients with carers'

If you have a carer, even if they are not registered with the Practice, we may be able to assist your carer with help through Social Services or support groups. Please ask for details.

## 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 require a home visit please contact the practice **before 10:00 am**. This service is not available at weekends.

**THIS FACILITY IS ONLY FOR PATIENTS WHO ARE BED BOUND OR END OF LIFE.**

Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the Doctor to schedule house calls.

## 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.
- Patients have the right to see their own health records subject to limitations.

### *Responsibilities:*

- Arrive on time for your appointments
- Inform the practice of your intention to cancel an appointment in good time.
- Show the courtesy to staff you would yourself, expect to receive.

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.**

## Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and 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.

## Disabled Access

A ramp is provided leading from the car park into the surgery, as well as a ramp leading to our main entrance. A lift is provided to the first floor & disabled washroom facilities are available on the ground & first floor. We have full access to all consulting and treatment rooms and toilets. There is a portable induction loop available for people with hearing problems. These disabled facilities apply to both of our practices, disabled parking is also available on site.

## Repeat prescriptions

Details of long-term medication will be entered on to the computer. Ordering a repeat prescription **can be done via the NHS App** or alternatively please complete the slip provided on the reception desk. Place the repeat slip or note into the repeat prescription box next to the reception counter. **You may also order via the internet** (please ask at reception to be registered for this service). **Please give at least 2 working days' notice.** The Doctor will need to review your condition from time to time. Prescriptions will not be taken over the phone. Prescriptions can also be done online and via the NHS app. **Please note:** you need to register online via the website to use the prescription ordering service.

## Test Results

You can contact the surgery on a Wednesday **only after 11.00 am** to speak to an administrator for the results of any investigations you have had performed. Online access via the internet or NHS app will enable you to review your test results at any time.

## Services Provided at the Centre

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
- Anti-coagulation clinic
- Asthma clinic
- Cervical smears
- Child health checks
- Community Psychiatric nurse
- Family planning
- Health visitor
- CHD & Hypertension
- Immunisations
- Joint & soft tissue injections
- NHS Health checks
- Medicals
- Minor surgery
- Nurse Practitioner appointments
- Travel health advice
- Allocation of GP

***\*All services are commissioned by NHS England and NHS Walsall Clinical Commissioning Group – Jubilee House, Bloxwich, WS2 7JL. Tel: 01922 618 388***

## Outside Surgery Hours

If phoning between **6.30 pm and 8.00 am** please phone **111**  
If you have a **life threatening** emergency please **dial 999**.

### **Walsall Urgent Care Centre (hospital site):**

Tel: 01922 721 172

Walsall Manor Hospital, Willbraham Road

Walsall, WS2 9PS

Providing treatment for injuries and illnesses that are urgent but not life threatening

**Opening Times—7:00-00:00 Monday-Sunday**

## Useful Telephone Numbers

Manor Hospital	01922 721 172
Family Planning	01922 270 400
Out of Hours (NHS111)	111

### Local Pharmacies:

Co-op Pharmacies Pelsall Village	01922 691 275
Hartshorne's Pharmacies	01922 682 342
Co-op Pharmacies Pelsall	01922 682 226
Lloyds Pharmacies	01922 623 590

## Community Services

The Practice offers access to a range of community services and our Community Nursing Team is based at Rushall Medical Centre:

- Community Midwife
- Health Visitors
- Community Psychiatric Nurse
- Diagnostic Ultrasound
- Audiologist

## Student Doctors

Student Doctors from the University of Birmingham are taught at the Practice. As part of their educational process these students have access and contact with patients and their records. All students sign a confidentiality form regarding the importance of sensitive information. You have the right not to have a student present at your consultation and to refuse to see a student doctor. Tutors: Dr Sandilands, Dr Owen & Dr Imtyaz.

## Veterans: Priority NHS Treatment

A veteran is someone who has served in the armed forces for at least 1 day. When servicemen and women who leave the armed forces, their healthcare is the responsibility of the NHS. It is **important** that you register with a NHS GP and inform them that you have served. Allowing GP's to better understand any service related health conditions.

It is important that you provide your GP with your military medical records from which you were given from your medical military centre. Being flagged as a veteran in your medical records notes will help to ensure you are able to access dedicated services for those who have served in the UK armed forces. These include services for:

- Mental health conditions
- Physical Health conditions

### Personalised Care Programme:

If you have served in the UK armed forces and have an ongoing complex health condition, you may be eligible for the veterans personalised care programme. This programme is based on what matters to you, ensuring you get the right support you need to live a healthy lifestyle.

If eligible for this care plan, you will receive a personalised care plan to meet your health and wellbeing needs. In addition, you may get a personal budget to pay for some of the care and support you need. To apply you should contact your local clinical commissioning group - NHS Walsall Clinical Commissioning Group – Jubilee House, Bloxwich, WS2 7JL.  
Tel: 01922 618 388

## **Data Protection Act – Patient Information**

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments. The NHS is committed to keeping patient information safe and always being clear about how it is used.

### **How your data is used**

Information about your individual care such as treatment and diagnoses is collected about you whenever you use health and care services. It is also used to help us and other organisations for research and planning such as research into new treatments, deciding where to put GP clinics and planning for the number of doctors and nurses in your local hospital. It is only used in this way when there is a clear legal basis to use the information to help improve health and care for you, your family and future generations.

Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

### **You have a choice**

You do not need to do anything if you are happy about how your information is used. If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service. You can change your mind about your choice at any time.

### **Will choosing this opt-out affect your care and treatment?**

No, choosing to opt out will not affect how information is used to support your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

### **What do you need to do?**

If you are happy for your confidential patient information to be used for research and planning, you do not need to do anything.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

## **Compliments, Comments and Complaints**

Our Practice Manager will be pleased to answer any questions or queries about the services offered by the practice. All complaints will be investigated following procedures set out in our practice policies. A copy of our complaints procedure is available upon request at Reception. Forms can be obtained from Reception if you wish to make a compliment, comment or complaint.

## **The NHS Friends and Family Test**

The NHS want you to have the best possible experience of care. 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.

If you'd prefer to give your comments anonymously, then please do so. If you do leave your contact details then we might get in touch, to talk to you about your feedback so we can better understand your views.

## **PALS**

Patient Advice & Liaison Service—01922 656 463. Walsall Hospitals provide this service to help patient's access NHS services.

## Our Partners

Dr Satvinder Sandilands	MBChB DRCOG MRCGP DCH
Dr Samantha Owen	MBChB DRCOG MRCGP DCH DFFP
Dr Saffeia Imtyaz	MBCh B BSc MRCGP DFSRH
Dr. Manish Verma	M.B. B.S.
Dr. Shahzeb Afreedi	MBBS

## Our Doctors

Dr Julie Antony	MBBS, DFSRH, DRCOG, MRCGP
Dr Guan Chan	MRCGP, MB ChB, Degree B medicine- surgery
Dr Sophia Nasser	MB BS
Dr Aasma Begum	MBchB
Dr Guan Chan	MRCGP, MB ChB, Degree B medicine- surgery

## Your Practice Team:

## Qualifications:

Victoria Arbenz	Practice Manager	
Jackie King	Assistant Practice Manager	AMSPAR
Sarah Jinks	Nurse Practitioner	BA (Hons) RGN
Bharat Patel	Clinical Pharmacist	BSc (Hons) Pharmacy Grade 2.1
Beth Morton	Practice Nurse	RN Adult
Julie Hoggins	Practice Nurse	RGN RM
Lisha Harris	Practice Nurse	RN
Heather O'Neill	Practice Nurse	RN
Siobhan Westwood	HCA	NVQ 3
Carlene Burdett	HCA	
Chloe Allan	HCA	
Shazma Begum	HCA	NVQ 3
Helen Powell	Medical Secretary	
Karolyn Smith	Medical Secretary	
Helen Lunt	Medical Secretary	
Sara Bennett	Reception Manager	
Katie Horton	Claims and Finance Manager	BSc Hons, NVQ 2
Caroline Bostock	Business Administrator	
Amy Coyne	Business Administrator	
Amy Stoneman	Business Administrator	
Rachel Broom	Business Administrator	BSc (Hons)
Emily Mace	Business Administrator	
Lynn Watt	Business Administrator	
Lisa Dudley	Business Administrator	
Charlotte Jones	Business Administrator	BA (Hons)
Charlotte Glover	Business Administrator	
Clare Burn	Business Administrator	
Chloe Ball	Business Administrator	BSc (Hons)
Caroline Willoughby	Business Administrator	
Manvir Dhaliwall	Business Administrator	
Leonie Westley	Business Administrator	

(V3 – June 2021 – Review June 2021)