

## Partners

Dr Ruth Edwards	MB ChB, DRCOG, MRCGP
Dr Duncan Heys	BSc, MB ChB, MRCGP
Dr Sadia Saeed	MB BS, DRCOG, DPD, MRCGP
Dr Matthew Parkes	MB ChB, DRCOG, MRCGP
Dr Navpreet Kaur	MB BCh DFRH MRCGP
Dr James Bullock	MB ChB BSc(hons) FRCGP DRCOG DFFP CertMedED
Dr John MacFadyen	PhD, MRCGP

## Associate GPs

Dr Basil Idris

## ANPs

Beverley Tanner  
Katie Thompson

## Nurses

Stephanie Tallett  
Jessica Jones  
Janet Beddows  
Eleanor Davis

## Healthcare Assistants

Susan Read  
Aisha Warner (PCN)

Please see the practice area map below for the practice boundary. Or visit our website, search catchment, provide your postcode and it will inform you if you are within our area.

Like all NHS General Practices in the UK we work within a defined practice area. A rough map of this area is shown below.



# AW Surgeries Practice Leaflet Tel: 01384 465422

[www.awsurgeries.co.uk](http://www.awsurgeries.co.uk)

## Opening Hours

Mon-Fri—Albion	08:00-18:30 08:00—17:00
Extended hours:	18.30– 20.00
Tuesday and Wednesday Saturday Surgery	<b>Albion house only</b> 09.00—13.00 Appointments only

Albion House Surgery,  
Albion Street, Brierley Hill  
DY5 3EE

Withymoor Surgery, Squires  
Court, Brierley Hill,  
DY5 3RJ



Delivering a high quality, safe, patient centred service

## How to register

If you would like to register with the practice please ask at the reception for a form or visit our website.

## Home Visits

Home visits are only for patients who are terminally ill or housebound / elderly. These normally take place between 12—3pm.

## Appointments

Appointments can be made by visiting our website and completing the online form or by telephoning the practice.

Each method of contact will require a form to be completed by yourself, advising of your symptoms, length of time that you have had symptoms and if any additional advice has been sought already. The on call GP will then triage the enquiry and establish if you need to be seen on the day, in 1-7 or 7-14 days time.

You can request to see a specific GP, although this can not always be guaranteed. Please ensure that you arrive for your appointment on time. If you are unable to attend your appointment please let us know so as we can offer the appointment to another patient.

## Non NHS Services

There are certain services that Doctors provide that do not come under the NHS jurisdiction and therefore Doctors may provide these privately for a charge. These services may include the provision of letter, insurance reports, medical examinations etc. Please check with reception for the up to date tariffs.

## Patients Right & Responsibilities

Patients have the right to be treated courteously and with respect. We strive to provide a very high standard of clinical care whilst remaining sympathetic to the wide variety of individual needs of our patients.

Patients have the right to complete confidentiality except when the keeping of this confidentiality may endanger life. Information about patients is shared only with medical professionals who are involved in their care. Patients can ask that information be restricted even more and this can be discussed with their Doctor. Any patient information at all, requested by other parties, can only be given with the written consent of the patient. Patients have the right to read their records from the entries dated 1989 forwards. There will be a small administration charge for this service.

If patients are violent or abusive to other patients or workers of the practice, at the practice or in the community, then we will consider further action depending upon the situation. The result of this could involve removal from our patient list or involvement of the police.

## Feedback

We are always keen to hear of ways in which we can improve our care for patients and your feedback is important to us. Comments and suggestions can be made in writing, by telephone and via our website by using the feedback form.

If you feel that our services have failed to meet your needs, please let us know. Informal concerns can be raised in person or by letter. If you wish to make a formal complaint, a copy of our Complaints Procedure can be obtained from Reception. We strive to deal with any complaint, no matter how trivial or major, in a quick and efficient manner.

If we are unable to resolve the issue, we will advise you about the alternative routes to escalate your complaint.

## Named Accountable GP

New patients registering from 1st April 2015 onwards will be allocated at point of registration but of note we must contractually do this within 21 days of registration.

You are welcome to see **any** of our practitioners, however, if you wish to see a particular GP or Nurse, please specify this when arranging your appointment and we will endeavour to accommodate your request wherever possible.

## Prescription Services Available

All prescriptions take 72 hours to process. Saturday and Sundays are not included in this time scale. A prescription request made on Friday will be ready for collection on Wednesday.

Prescriptions requests can be made via the telephone, in person, by posting a slip in the allocated post box, on the surgery website or via the NHS App.

## Registrars and Trainees

We are a training practice involved in the training of future GPs. These are mostly doctors who have completed their hospital based training and are spending the last year in General Practice working towards their final GP exams (Registrars). We are also involved in training both doctors at earlier stages, and medical students, all of whom are closely supervised.

Trainees have full access to patients' medical records. This is essential for the purpose of training and patient care. The strict rules of confidentiality are adhered to at all times throughout the whole practice.

Videoring of consultations is an important part of training and assessment. If the appointment you are attending is part of a surgery being videoed, you will be advised of this beforehand, you of course can decline to participate.