

## **Dr Kaur's Surgery – Practice Leaflet**

### **The Practice History:**

We are Dr Surinder Kaur's Surgery, **118 Warley Road Oldbury, B689SZ**.

Phone Number: (0121) **544 5681**. The surgery was opened at the end of 1979 on the Health Authority's suggestion that there was a need for a surgery in the area. Dr Kaur started as a single-handed Practice without any patients and built up her list within 12 months of opening.

The semidetached property was bought and converted into a surgery as it is today. The practice consists of two consultation rooms, one on each floor, a treatment room on the ground floor, 2 waiting areas, one on each floor, reception area on the ground floor, staff room and office on the first floor and two toilets one on each floor.

### **New GP Partner**

In 2024, Dr. Kaur and Meeta Arhi Minhas have taken on a new GP partner, Dr. Gurdeep Suthi. Gurdeep is a GP who was brought up in Birmingham and has worked with the surgery as a locum for almost 2 years. He has a special interest in skin conditions and can also carry out joint injections to the knee. Gurdeep also speaks Punjabi in addition to English and his gentle manner has fitted in wonderfully with the team here at the surgery. We look forward to continuing to work with him in the coming years.

### **Car Parking:**

There are car parking spaces that are on the road outside of the surgery and space for disabled patients on the forecourt of the surgery.

### **Access for disabled and prams:**

Access into the surgery for wheelchairs is via a ramp at the rear entrance. A pram porch is provided for the storage of pushchairs at the entrance of the surgery.

### **Reception Hours:**

- Monday: 8:00 am - 6:30 pm
- Tuesday: 8:00 am - 6:30 pm
- Wednesday: 8:00 am - 6:30 pm
- Thursday: 8:00 am - 6:30 pm (Extended Hours 6:30 - 8 pm)
- Friday: 8:00 am - 6:30 pm

We now run clinics with various clinicians throughout the day at different times depending on room availability and patient need. Traditional GP clinics are now run each morning and each afternoon, but we also have:

- Independent prescribing clinical pharmacists (remote clinics every day, face to face clinics Mondays, Tuesdays- (ASTHMA EXPERT), Thursdays and Fridays (diabetes and lipids experts) -)
- First contact physiotherapist (Monday mornings)
- Health coach (alternate Thursday afternoons)

- Mental health practitioner (Thursday evening till 8 pm)
- Social Prescriber ( Wednesday afternoons)

## **The Doctors and Prescribing Pharmacists:**

### **The Doctors:**

#### **Dr. Surinder Kaur - Female GP**

- Wednesday afternoon
- Wednesday evening
- Thursday afternoon
- Thursday evening
- Thursday extended access until 8 pm
- Half-day Saturdays once every 5 weeks

#### **Dr. Gurdeep Suthi – Male GP**

- Monday morning
- Monday evening
- Tuesday morning
- Tuesday evening
- Friday morning
- Friday evening
- Friday extended access once every 5 weeks until 8 pm
- Half-day Saturdays once every 5 weeks

#### **Dr. Tim Parmar – Long term locum male GP**

- Tuesday mornings
- Wednesday mornings

### **The Prescribing Pharmacists**

- Independent prescribing pharmacist Mr. Ameet Bhogal and his team carry out face to face and remote remote clinics daily. Ameet is supported by his team made up of Mr. Aujla, Mr Bhangoo, and Mr. Juss (non-prescribing specializing in Asthma and medication reviews).
- Mr. Gurkirpal Jalaf is available on Thursdays and Fridays, he specialises in lipid management, respiratory conditions and diabetes, available face to face or on the telephone.
- Mr. Kalvinder Tandy is available on Friday mornings, he is a prescribing pharmacist with a specialist interest in diabetes, available face to face or telephone.

### The Clinical pharmacist

Mrs. Jagdish Khaira is available on Mondays and Wednesdays. Mrs. Khaira is a community pharmacist and has over 40 years of experience. She deals with prescription queries and medication reviews and is currently undergoing training to become a prescriber.

### **Practice Staff:**

Non-Clinical Partner	Meeta Arhi - Minhas
Practice Manager	Sarb Hayer
Receptionist	Daisy Kooner, Amie Hickman, Valjeet Chungh, Jaspal Bachu
Receptionist PM	Jaspal Bachu
Practice Medical Secretary	Tina Rai
Health Care Assistant (HCA)	Kamilla Khan, Amie Hickman
Practice Nurses	Maryam Karim

### **District Nurses:**

The district nursing team attached to the surgery carries out service to the patient home – **IF** patients are housebound. Telephone: (0121) **507 2664**

### **Midwife:**

A community Midwife is attached to the surgery and helps with ante-natal care, she also visits during the ante-natal and post-natal period if appropriate. The midwife is here on a Tuesday Afternoon. Your first booking is made at the Hub.

**Important Notice: Midwifery Service Relocation** The midwifery service will be moving to another centre in the coming months.

### **Registration:**

An appointment will be offered AFTER you have attended for your new patient check. In this new patient check appointment please bring a list of all your current repeat medication. Please note you can also download a registration form from our website on <https://www.warleyroadsurgery.org.uk/>

### **Services Available at the practice:**

All GP Practices are contracted to provide “essential services”, that is, basic treatment of ill people. We also provide the following, “additional services”:

- Child Health Surveillance, together with the Health Visiting Team
- Contraceptive services. Specialist Services such as IUCD insertion are available the Family Planning Clinic in the Health Centre
- Maternity services in the ante-natal and post-natal period, together with the midwives from the local relevant hospitals
- Routine immunisation of children, together with the Health Visiting Team
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our practice nurse for details

- Cervical Smears
- In house counselling for patients suffering from anxiety and anger management
- Menopause Clinic for ladies 45 years upwards
- An annual flu immunization programme to protect the elderly and at risk
- Regular monitoring, by blood and urine tests for patients.
- Annual comprehensive reviews for patients with heart disease
- Annual comprehensive review for patients with diabetes; this includes appointments with the dietician and podiatrist
- Stop smoking services.

### **Appointments:**

All surgeries are by appointment, and can be made in person or by telephone or online once you register for the service and provide ID. We can offer same day Dr's appointments therefore there is no need to book your appointments in advance. We also do still offer a small amount of pre-booked appointments if needed. If you are unable to attend your appointments, please let us know so that we can offer this to another patient. **Please note once we are at full capacity we will refer you to the local walk in centre as advised by NHSE.**

Appointments can also be requested via our website and booked online. Once our appointments are used up, we will signpost you to our local walk-in centre for urgent appointments. We keep daily appointments for urgent matters that are released at 8 am each day. You can also book in advance. We are also working with many levels of skilled practitioners such as nurse practitioners so that the most appropriate clinician can be made available.

### **Urgent appointments:**

We will still have urgent appointments each day for the DR. and one doctor is on duty for all urgent requests. *(Urgent appointments are not for repeat prescriptions, fitness for work certificates or for signing forms or sick notes).*

### **Telephone advice:**

On some occasions, doctors are available to give telephone advice after their morning surgery. Patients are advised to telephone or submit an on line enquiry via our website before 11:30am to arrange this.

### **Home visits:**

Home visits should only be requested for those who are unable to come to the surgery because of SERIOUS illness and infirmity. They should be requested before 11:00am if possible. Whenever possible we prefer to see you at the surgery; if you do not feel well enough to sit in the waiting room, we may be able to make alternative arrangements depending on how many rooms at the practice are in use.

### Disabled Access:

Please use the side alley for wheelchair access. If you need help, please Disabled toilets in the waiting room. We now also offer appointments at local 'Hubs' on evenings up until 8pm and weekends – please ask reception if this is required.

### Repeat Prescriptions:

#### **Requests for medications over the phone are not accepted.**

Please email us on [M88640.warleyroadsurgery@nhs.net](mailto:M88640.warleyroadsurgery@nhs.net) to request your medications or ask your pharmacy to do so on your behalf. You can also provide the reception with completed request form (the tear off page opposite your last prescription). Prescriptions will be ready for collection in **48 hours** or alternatively you can arrange for your regular chemist to collect the prescription for you. *Some chemists will collect your prescription, dispense your medication and deliver it to your home free of charge.*

### Routine:

Requests for repeat prescriptions will be ready to be dealt with, within **48 hours**. This can be in person or online using the repeat ordering service or via your chosen pharmacy collect service.

### Urgent:

Requests for urgent prescriptions will be ready to be collected by 16:30pm the same day, but please try to request these in person.

### Chaperones:

All patients are entitled to have a chaperone present for any consultation. Please request this at any time of booking or speak to GP. Please note that all patients can have a narrator if booked and requested in advance.

### Leaflets:

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurse you will find a variety of practice leaflets which inform you of all the services we provide for our patients. These were last updated July 2019.

### Out of Hours Cover:

Please call NHS 111 or 999 in an emergency

## **Students**

Medical students and Nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance, and if you do not want them to be present at your consultation, your wishes will be respected. This will not affect your treatment in any way.

## **Information Sharing:**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you, e.g. from district nurses to hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others, e.g. in child protection cases
- Anonymised patient information will also be used at local and national level to help the Local anonymous information about you to be used in such way, please let us know.
- All information help about patients is completely confidential. The practice is registered under the data protection Act 1984. This act protects data held on the computer system. We are compliant with GDPR.

## **Suggestions and Complaints:**

We make every effort to give the best possible service to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause of complaint. If this is so, we would wish for the matter to be settled as quickly and amicably as possible. Simply contact the complaints handling partner, Mrs Arhi-Minhas and she will set all the necessary wheels in motion. Further written information is available on the complaint's procedure from reception.

## **Out of Hours:**

If you have an urgent problem when the surgery is closed, please ring NHS 111. Your call will be answered by the prime care, which covers out of hours. Please note that when contacting them the telephone conversation will be recorded. In emergency, please call 999.

## **Access to Doctors and Nurses:**

In keeping with government guidelines, we are working towards an appointment system that allows access to a doctor as soon as possible based on the nature of your condition. Given our current staffing levels we are not always able to meet this, particularly at times of high demand. However, we guarantee to see anyone the same day if the patient considers this to be necessary.

### **Zero Tolerance Policy:**

The practice does not tolerate aggressive behaviour, abuse and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

### **Useful telephone numbers**

- The Surgery: (0121) **544 5681**
- District Nurses: (0121) 507 6104
- Sandwell PCT: (0121) 569 2266
- Health Visiting Team for Under 5: (0121) 612 5021
- NHS 111
- Emergency 999
- Walk In Centre: (0300) 247 0066
- Telephone to make an appointment for bloods: (0121) 507 6104
- Self-refer for physiotherapy (0121) 507 2664

**Leaflet Updated – May 2024**