

**The Greens Health Centre
100 Maple Green
Dudley
West Midlands
DY1 3QZ
Tel: 01902 667949**

www.thegreenshealthcentre.co.uk



Opening hours

**Monday – Friday 08:00 – 18:30
Drs individual surgery hours may vary**

The Doctors

Dr Kevin Riley MB. B.Ch (Cardiff 1981)

Dr Sathyah Rubakantha M.B. B.S. DFFP. MRCP (Jaffna 1999)

The Greens Health Centre is a partnership (not limited) of two doctors with a complement of, nurse, health visitors, practice based pharmacists and other health professionals practicing from the centre. The centre was built in April 2000 on the Wrens Nest estate and has full disabled access.

Our Team

In order to achieve a comprehensive level of service together with efficient running of the practice, it is important to have a co-ordinated team, which includes the following:

Mrs Karlene Watson Practice Manager

Is responsible for the staff and administration of the practice and will be happy to answer any queries regarding this aspect of the practice and deal with any complaints patients may have.

Assistant Practice Manager

Diane Potts

Practice Nurse

Ann Bennett (RN.DIP.HE)

The practice nurse is the appropriate professional to contact for dressings, removal of sutures, syringing of ears, cervical smears, and holiday vaccinations. Long term conditions clinics.

Receptionists

We employ 6 reception staff. All our staff have been fully trained and has a difficult job to do. They have a lot of information at their fingertips and could probably answer many of your queries. If you are in doubt about anything, ask the receptionist.

How to register

If you live within our practice area (and have not previously been removed from our list) you are welcome to register with us. Simply collect the relevant forms from reception and make sure you fill in one for each family member.

All patients at The Greens Health Centre will have a named GP who is accountable for their care at the surgery. However, you are still able to choose to see ANY GP of your choice at the surgery.

Services available

- Family Planning
- Cervical Cytology
- Maternity care
- Child Health Surveillance
- Baby clinics with our Health Visitors
- Disease management clinics for Diabetes, Asthma and High Blood Pressure
- Minor surgery and wart clinic
- Travel advice and vaccinations
- Elderly Screening
- ECG's

Health Checks

You will be offered a health check when you join the practice. Any patients aged 16 –74 years who have not had a consultation within the last three years may request a consultation. All over 75's will have an allocated accountable GP.

Patients 75 years and over who have not had a consultation within the last twelve months may request a health check with one of our practice team. If you are unable to attend the surgery a home visit could be arranged.

Prescriptions

If you are on regular medication your doctor may issue a repeat prescription. You can order your prescription in person at reception, via the online services or through a local pharmacy.

Please give three working days notice for collection

Home Visits

Your doctor may visit you at home if you are medically too ill to come to surgery. When necessary please telephone before 11am to request a visit. Home visits are usually done at the end of morning surgery unless very urgent. Please understand that receptionists will need to ask why a visit is necessary so that the doctor can judge how urgent it may be and plan their visits accordingly.

Telephone advice

Your doctor will be happy to provide you with telephone consultation for this you will need to ring the receptionist who will arrange this; you will be added to the request list.

Enquiries

For results of blood tests, X-rays etc. Please telephone **after 2pm** as lines are usually less busy in the afternoon and the post will have been checked by the GP's. Please note that due to patient confidentiality we are unable to give results to anyone other than the patient concerned.

EXTENDED HOURS

Do you find it difficult to attend the surgery during the normal working day due to work or other commitments?

Routine Problems

Appointments available between 6.30pm and 8.30pm on Mondays

Please note that these appointments will offer a **reduced** service as detailed below:

- All consultations will be by pre-booked appointment and not for emergencies
- **Only** patients with pre-booked appointments will gain entry, which will be via an intercom system.
- There will be no direct telephone access to the practice after 6.30pm.

If you have an emergency please contact the out of hours service in the usual way on NHS111

We also have access to appointments at other surgeries across our area – between 6:30pm – 8:00pm weeknights and Saturday and Sunday Mornings –for details on these please ask at reception.

Out of Hours

When the practice is closed (6.30pm –8.00am Weekdays, Weekends and Bank Holidays) there is an emergency doctor service available via NHS111

The service can be contacted on: - **NHS111**

Patients should only ring this number for urgent medical problems that cannot wait until the next day to be treated.

Patients can also call NHS 111 free of charge 24 hours a day for confidential healthcare advice

Responsibility for commissioning Out of Hours Services is with Black Country Intergrated Care Board (BC ICB)

Dudley Urgent Care Centre

Is a 24hr service, 365 days a year,. Anyone can use the Urgent care Centre, which is based at Russells Hall Hospital, Pensnett Road, Dudley, DY1 2HQ – 01384 45611, including commuters into the borough, visitors, and those not registered with a GP practice.

Appointments

These may be made in person or by telephone.

In line with Government directives the practice operates the advanced access system. You will be able to book on the day and up to four weeks in advance.

GP Preference

When joining the practice you will be allocated a doctor. This is for administration purposes only, patients are free to choose which doctor they would prefer to have a consultation with, although it may not always be possible, as the workload needs to be fairly distributed amongst the partners.

Zero Tolerance Policy

As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this.

Following serious incidents that have occurred in other GP practices around the country we have a Zero Tolerance Policy for unacceptable behaviour towards our staff and clinicians.

Anyone visiting the practice who displays unacceptable behaviour will be given a warning. If after the warning there is a repeat of unacceptable behaviour will result in removal from the practice list.

Violence against NHS staff is a crime and threatening or violent behaviour, will not be tolerated in any form whatsoever.

The Police will be called in all cases of violence or where staff feel threatened.

Chaperones

During your appointment with a doctor or nurse, you are welcome to ask for a chaperone.

Community Nursing Team

There is a community nursing team attached to the practice. Their role includes: - Assessing patients in their homes, observation of patients after hospital discharge and giving professional nursing care, advice and health promotion.

Health Visitors

The health visitor is a qualified nurse with special training for working in the community. They are available to give advice and monitor the health and development of children and other family members.

Midwife

The midwife's role in your maternity care is to prepare you for motherhood and promote good health for you and your baby.

There are regular antenatal clinics on Monday Afternoon and Thursday mornings. They are run by our attached midwife. She can be contacted on 01902 667949.

Complaints

We aim to provide professional and compassionate care for you and your family and are happy to accept suggestions on how our services can be improved. If you feel your expectations have not been met please write to our Practice Manager. You will receive a written reply and explanation. If this is unsatisfactory you may further address your complaint to

NHS England
P.O.Box 16738
Redditch
B97 9PT
england.contactus@nhs.net
0300 311 2233

Non-NHS Services

Certain medical examinations and certificates are not covered by the NHS and attract a special fee. These include H.G.V medicals, insurance and private medical insurance claim forms, private certificate and passport forms. These forms and examinations cannot be dealt with in normal surgery. Please talk to the receptionist who will make arrangements and tell you the fee involved.

Access to Medical Records

You are entitled by law to have access to your medical records. Ask at reception for details.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to what information the practice intends to routinely make available. A copy of the scheme is available in reception.

Data Protection

The practice uses computers in many aspects of its day-to-day activities. The computer is also used during consultations as it enables us to keep your records up to date, as well as help maintain an efficient register of all patients. Patient's records are held on computer according to guidelines of data protection act. Access is only authorised to trained staff employed by the practice.

Confidentiality

Any information given to anyone at the surgery is confidential. It will not be shared with anybody without your consent unless there is a medical need. We treat any breach of confidentiality with great seriousness. Because of this we can only give information to patients and not to any third party.

Building

The doctors lease the building and responsible for its upkeep. Please look after the building, its contents and its staff this will ensure you are treated in a pleasant and friendly environment. In return we will do our best to keep you healthy and happy.

Disabled access

The Health Centre main entrance has automatic doors. All patient toilets have wheelchair access. A hearing loop is available at the front reception desk.

If you require a large print copy of this leaflet please ask at reception.

Your responsibilities

Please keep us informed of any change of name, address and telephone number in case we need to contact you.

All Patients have the responsibility to attend or cancel appointments within a reasonable time frame.

Please treat our staff with respect they sometimes have a very difficult job to do.

Primary Medical Services

NHS Black Country ICB is responsible for ensuring that you get the services you need for details contact:

**Black Country Integrated Care Board
Time2Talk
NHS black country ICB
Civic Centre
St Peters Square
Wolverhampton
WV1 1SH**

Equality Act 2010 Statement

The Greens Health Centre seeks to ensure that all staff, patients, carers and visitors to our surgery are treated fairly and equally, and are not discriminated against because of their race, gender, disability, age, religion or sexual orientation. All policies will be equality assessed, and will be written in a way that does not discriminate against any groups of people.

We are here for you

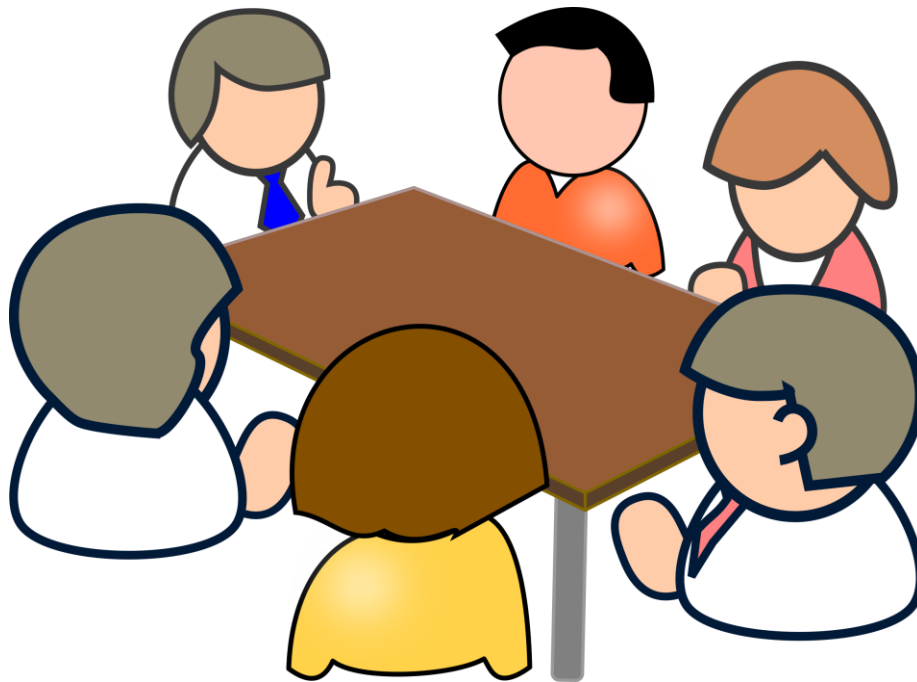
How are GP practices working now?

All appointments are being triaged. This gives you the chance to explain what is wrong and we can then ensure you have an appointment with the most appropriate person and to help those with the greatest need get seen first..‘

What is triage?

Triage is usually conducted by a trained member of the practice team, the receptionist, who will ask you a number of questions in order to assess you and decide the most appropriate type of appointment for you, this might be:

- to be seen in person (face to face)
- a phone consultation
- a video consultation
- self-care or help from a community pharmacy



Would you like to have a say in how the services that we provide are decided.....

The practice has a Patient Participation Group which meets monthly to discuss new services

If you would like to become involved please let reception have your details or please ask to speak to the Practice Manager