



**FELDON LANE  
HALESOWEN  
B62 9DR**

**6 HAWNE LANE  
HALESOWEN  
B63 3RN**

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### ***Shared Purpose***

***“to treat the practice holistically like we treat our patients, and to protect the practice and its stakeholders from future challenges”***



## Welcome to Feldon Practice

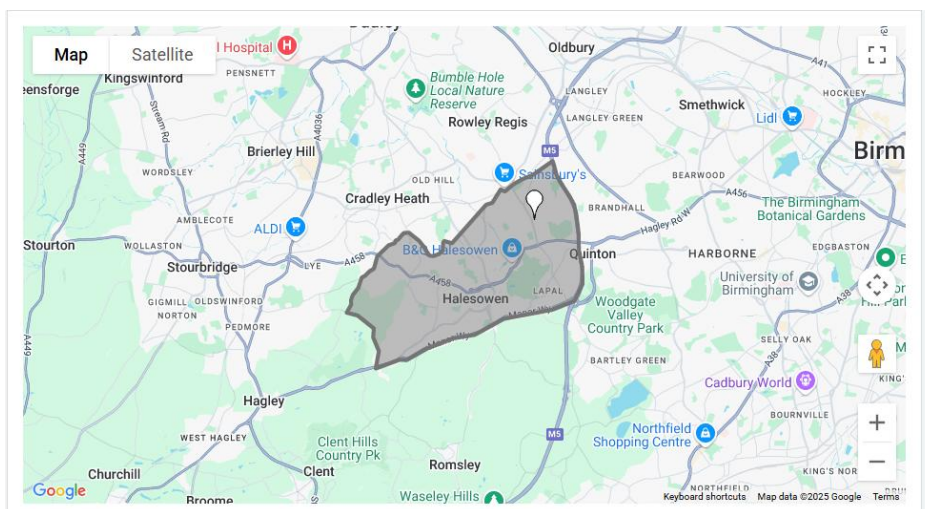
We are a long established family based practice looking after approximately 9,500 patients in the Halesowen area and within a boundary of Rowley Regis and Romsley. The Practice is within three health authorities which encompasses Dudley, Sandwell, Birmingham and Worcestershire. The main surgery is located at Feldon Lane with a branch at Hawne Lane Halesowen where there is suitable access for the disabled. We offer a wide variety of up-to-date diagnostic and therapeutic services in a modern setting and friendly environment. We hope you will find the information in this booklet useful.

## New Patients

The practice welcomes new patients from within the practice area. Should you wish to join the practice you will need to complete a registration form this can be done on our website or by collecting the appropriate registration forms from reception. Although you register with a specific doctor (who you may specify if you wish), you are free to consult any of the doctors or the practice nurses. You may wish to consult with the same doctor for a specific spell of illness in order to receive continuity of care, although this is not essential. It is most important that we obtain details of your past medical history, medication you may be taking and information regarding allergies. Consequently, when registering, you will be offered an appointment for a new patient check-up with one of our nurses.

This practice is a GMS General Practice.

Our Practice boundary is shown on the map below:-





### **Our GP's**

Dr Rebecca Lewis S M.B ChB., D.R.C.O.G., M.R.C.G.P., S.M.M.G.P. PART II - Senior Practice Partner

Dr Mohit Mandiratta M.B ChB, M.R.C.G.P. – Practice Partner

Dr Jonathan M Fox M.B ChB, M.R.C.G.P. – Practice Partner

Dr Amandeep Grewal – BMBS MRCGP Level 3 Advanced Dermoscopy Salaried GP

Dr Mehwish Sharif – MBCHB, MRCGP Salaried GP

Dr Katy Kyprianou — MBChB Medicine and Surgery University of Birmingham 20014,  
RCGP London 2019, UCL Neurology post graduate 2025

### **The Practice Staff**

#### **Practice Manager**

The practice manager, Mrs Louise Scott, is responsible for the administration of the practice. If you have any questions about administration or non-medical aspects of your treatment, she may be able to help you.

#### **Patient Support Officers**

The patient support officers are your first point of contact with the practice. When contacting the surgery, please provide as much information as possible and do not be reticent about what you divulge as they are bound by the same rules of confidentiality as doctors and nurses and any information given to them will only be passed to other health professionals on a need-to-know basis.

#### **Practice Nursing Team**

The practice nursing team include Practice Nurses –

Julia - Registered Nurse - Adult

Francesca –Registered Nurse – Adult, Community Practitioner Nurse Prescriber

Laura – Registered Nurse – Adult

Rachel – Registered Nurse – Adult, Community Practitioner Nurse Prescriber, Specialist Practitioner – District Nurse

Tina Tilley – Health Care Assistant - Level 3



### **General Practitioner Registrars**

Our practice is a training practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice usually for 6-12 months and often become general practitioner partners after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

When booking an appointment you may be asked if you would consult with one of our registrars. The registrars are very capable, fully qualified doctors. Some surgeries are videoed but always with patients' consent.

### **District Nurses**

The district nursing team, employed by Dudley Group of Hospitals, work adjacent to the practice, providing a nursing service primarily to housebound patients. Examples of nursing care provided include: wound care, pressure area care, continence support and administration of injections. The palliative care team provide care and support for terminally ill patients.

### **Extended Healthcare Team**

Your GP practice is part of a **Primary Care Network (PCN)** – a group of local GP practices working together to improve care and access to services in your community. As part of this, you may meet new team members during your visit or receive support from them behind the scenes. This leaflet introduces three key roles you may come across:

- **Pharmacists** – for medication reviews and advice
- **Paramedics** – for urgent home visits and acute care
- **Social Prescribers** – linking you with community support and services
- **Mental Health Practitioners** – for support with emotional wellbeing
- **Care coordinators**
- **GPA's**

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### **Others**

Community physiotherapists, health visitors, counsellors, midwives and phlebotomists also provide services to practice patients.



## **Reception Opening Hours**

### **Feldon Lane**

Monday	8.00 a.m.	-	6.30 p.m.
Tuesday	8.00 a.m.	-	6.30 p.m.
Wednesday	8.00 a.m.	-	6.30 p.m.
Thursday	8.00 a.m.	-	6.30 p.m.
Friday	8.00 a.m.	-	6.30 p.m.

### **Hawne Lane**

Monday,	8.00 a.m.	-	6.30 p.m.
Tuesday	8.00 a.m.	-	6.30 p.m.
Wednesday	8.00 a.m.	-	6.30 p.m.
Thursday	8.00 a.m.	-	2.30 p.m.
Friday	8.00 a.m.	-	2.30 p.m.

## **Nurses Appointments**

All nurse appointments are pre-booked, this enables us to allocate the correct amount of time for the reason that the appointment has been made.

## **Appointments**

Appointments may be made by telephoning the surgery or by booking online, (doctors only). Routine appointments in the afternoon may be made well in advance, which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in oversubscribed situations. We run specific clinics on certain days, please ask at reception for further details.

**Please ensure you arrive well in advance of your appointment time. The doctors may decline to see you if you are late for your appointment.**

## **Emergencies**

If you are confronted by a serious problem such as acute chest pain or severe bleeding, call an ambulance (tel: 999).

You may at times be offered an appointment with a doctor who is not your usual GP. It is always helpful if you can be flexible about whom you see as your preferred doctor may not necessarily be available. Please be assured that all of our doctors will have access to your medical records. Patients requiring an x-ray as a result of an injury, or anyone with a wound requiring stitches



should go to the Accident and Emergency Department at the hospital, as we cannot provide such facilities at the surgery.

**We would ask that you telephone the surgery to cancel your appointment should it no longer be required. This ensures that the appointment can be offered to someone else and clinical time is not wasted.**

### **Telephone Consultations**

The clinicians are usually available for telephone consultations during the day in instances where you wish to talk to either a doctor or nurse but do not necessarily require a face-to-face appointment. Please ring the surgery and the receptionist will take a message for the doctor to phone you back. Interruptions during surgery are inconvenient for both clinicians and patients and, for this reason, the receptionists have been asked not to interrupt the doctor. We therefore cannot provide a specific time when the clinician will be able to return your call, so we would ask that you make yourself available all day and ensure that if your contact number is a mobile telephone, it is switched on all day.

### **Home Visits**

If you are too ill to attend the surgery or you are housebound and require a home visit, please telephone before 10.30am. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Patients can also be examined more thoroughly in a surgery environment.

The doctor may therefore request you attend the surgery if they feel this is more appropriate.

If you think you need the urgent help of a doctor outside of normal surgery hours, you should contact the out-of-hours provider. Black Country ICB is responsible for the care of our patients. Please telephone the out-of-hours line on 111. Your call will be triaged and you will receive medical advice by a qualified clinician or arrangements will be made for you to either attend the Out of hours Centre or for you to receive a home visit from the duty doctor. Please note that this will not be a doctor from the surgery.

### **Dudley Urgent Care Centre**

Anyone can use the Urgent Care Centre, including commuters into the borough, visitors, and those not registered with a GP practice.

The Urgent Care Centre offers all the services expected from a family doctor or nurse, in addition to some minor surgery, help for minor injuries (sprains, strains, cuts and bruises) and will offer specialised services for those with heart failure, diabetes and learning disabilities.



Patients, who will not need to have booked an appointment, will be seen from 8am to 8pm, 365 day a year. This is located at Russells Hall Hospital Dudley

### **Repeat Prescriptions**

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Prescriptions can be requested in person, using right hand side of previous prescriptions with required items clearly marked, or via Patient access and NHS App, ask at reception for details. Several of the local pharmacies offer a repeat prescription service – ask at your regular pharmacy. We require forty-eight hours' notice for preparation of prescriptions.

Patients on repeat prescription are required to see their doctor/practice based pharmacist for review of their treatment/medication at least every six months. Should the doctor wish to see you for a review then a message will be attached to your prescription asking you to make an appointment before we can issue you with a further prescription.

### **Blood Tests, X-rays and Other Laboratory Results**

Blood test results are normally returned to the practice within 48 hours but the results of x-rays and some other laboratory tests take up to 7-10 days. Please ensure that you telephone the surgery for results after 11.30 a.m. when the receptionists will have more time to help you. Please be aware that except where the patient has provided expressed consent, results will not be divulged to anyone other than the patient.

A hospital outreach phlebotomy service is provided throughout the area, appointments by calling 01384 365 155 or booking online at <https://dudleygroupnhs.simplybook.cc/v2/> - Blood test labels are required from the practice ahead of test.

### **Blood test centre – opening times**

***Merry Hill Shopping Centre*** – Mon-Fri 8:10-19:30, Saturday 8:10-18:00 and Sunday 10:10-16:00 (Pre-booked appointments only) (Located on the ground floor near NatWest Bank)

***Russells Hall Hospital*** – Mon-Fri 8:00-17:50 (Consultant referrals & Urgent GP referrals only)

***Corbett Outpatient Hospital*** – Mon-Fri 08:00-16:50 (Pre-booked appointments only) – **If results are required within 24 hours patient will be seen, if not patient will need to book an appointment**

***Guest Outpatient Hospital*** – Mon-Fri 08:00-16:50 (Pre-booked appointments only) – **If results are required within 24 hours patient will be seen, if not patient will need to book an appointment**

***Ladies Walk Health Centre*** – Mon-Fri 09:00-13:50 (Pre-booked appointments only)



***Netherton Healthcare Centre*** – Mon-Fri 8:00-15:50 (Pre-booked appointments only)

***Children's Outpatient Blood Tests, Russells Hall Hospital*** – Mon-Fri 09:00-16:30 (Pre-booked appointments only, 16 year olds and under)





## **Clinics**

### **Antenatal**

During your pregnancy your immediate care will be undertaken by the midwife attached to the practice from Dudley Group of Hospitals. The antenatal clinic is held at both Feldon and Hawne Lane Surgery ask at reception for details.

The midwife will explain your antenatal care and arrange your booking appointment at your chosen hospital. She will also arrange first scans, blood tests and give you information books and leaflets.

Following this appointment you will then be seen at various intervals during your pregnancy by the midwife, the doctor or the obstetrician depending on your specific care plan. For all appointments, we ask that you bring with you your antenatal notes.

### **Postnatal Appointments**

Your postnatal check will be due six weeks following the birth of your baby and will be carried out at the surgery by one of the doctors. We ask that patients contact the surgery when this becomes due to make an appointment.

### **Child Health Clinic**

The child health vaccination programme is managed by the Child Health , the practice will contact you with invitations for your baby's vaccinations which are held in clinic here at the surgery, ask at reception for further details.

### **Cervical Smears**

Ladies aged between 25 and 64 will be invited to attend for a cervical smear every three years. Smears are undertaken by the practice nurse at the surgery. If you do not receive an invitation (and you have not had a hysterectomy) then please telephone the surgery.

### **Family Planning**

The practice offers a family planning advice, please book and appointment with a practice nurse or GP to discuss options.

### **NHS Health Check**

The NHS Health Check helps to identify potential risks early. By having this check and following the advice of the health professional, you improve your chances of living a healthier life. Everyone between the ages of 40 and 74 who have not got a pre-existing long term condition will be invited for a check once every five years. Even if you are feeling well it is worth having your NHS Health Check.



### **Travel Advice, Immunisations/Vaccinations**

We provide a full range of travel vaccinations, when visiting some countries, malaria prophylaxis may be necessary; you will be required to complete a travel questionnaire in advance our practice nurse will call you to discuss the questionnaire and arrange any necessary appointment with you.

### **Chronic Disease Management**

The practice provides a comprehensive package of care for patients with Diabetes, Heart Disease and Respiratory problems. Clinics are run by the practice nurse and overseen by the doctor. The practice has a recall system in place to invite patients for review either once or twice per year.

### **Health Promotion**

We encourage all our patients to share the responsibility for their health in both preventing disease and treating existing conditions. The practice nurse will be happy to discuss any concerns you have regarding family history of heart disease, stroke, high blood pressure and diabetes as well as your general health. Advice on diet, alcohol intake or smoking cessation can be given as necessary.

Patients aged 75 years and over who have not been seen by a doctor or nurse for any reason during the last 12 months will be offered a general health check either when they attend for a consultation or in some cases by written invitation by the practice nurse.

Patients between the ages of 16 and 75 who have not attended the surgery in the last three years for any reason will be offered a similar general health check when they attend for consultation or by written invite where appropriate.

### **Minor Surgery**

The surgery routinely offers joint injections and removal of 'lumps and bumps' and some other procedures. If your doctor cannot provide the service, you may be referred to another of the partners or sent to the hospital.

### **Seasonal Vaccinations**

Influenza vaccine is provided primarily for patients aged 65 or over, those with specific illnesses such as asthma, diabetes or heart disease, pregnant or patients who may be carers. The vaccine is normally available by the end of September. Please contact the surgery at this time to make your appointment and to check your eligibility for the vaccine. Pneumococcal vaccine for the prevention of pneumonia is normally available all year round and will be given to those fulfilling the NHS criteria.



## **Carers**

The practice is committed to helping those that care for others. If you are a carer or are looked after by a carer, please advise the receptionist or clinician (during your new patient check), to ensure that this information is added to your records. The practice will provide you with contact details for local support networks and advise of your entitlement to a Carer's Assessment.

## **Comments and Suggestions**

We are happy to accept and consider comments and suggestions from our patients.

## **Car Parking**

We have limited car parking facilities available for patients at both sites with a section for doctors. These facilities are provided for patients attending surgery only and vehicles must not be left at any other time or for any other reason. All cars parked are left at the owners' risk; the surgery does not take any responsibility for loss or damage to vehicles or property whilst you are attending surgery premises. At present we do not have a designated disabled space.

We would ask that patients do not use the spaces reserved for doctors as they often need to leave the surgery several times during the day to carry out home visits and will need to return to carry out their afternoon surgeries. If a patient has parked in a reserved space, it will result in a waste of the doctor's time and embarrassment for the patient concerned.

Please do not park on the roads in such a way as to obstruct the frontages of our neighbours' houses or impede traffic at any adjacent road junctions.

## **Complaints Procedure**

We always try to provide the best services possible, but there may be times when you feel that this has not happened. All complaints should be addressed in writing to the Practice Manager. All complaints will be dealt with in accordance with the complaints procedure, details of which are available on request in leaflet format.

## **Time 2 Talk**

If you don't wish to contact the practice directly regarding your complaint please feel free to contact Black Country ICB:-

- **Telephone:** [0300 0120 281](tel:0300 0120 281) and select Option 4
- **Email:** [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)
- **Address:** Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH
- **Operational hours:** Monday-Friday (excluding Bank Holidays) 9.00am – 5.00pm



## **Confidentiality**

We ask for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is sometimes shared between members of the team.

It is sometimes necessary to share information about our patients with other organisations. Reasons for this include for the purpose of NHS audit, the investigation of complaints, training of health and social care staff and to plan for future health care needs. Personally identifiable information will only be shared with your prior consent unless the law requires information to be passed on to improve public health or where we are required to report certain information to the appropriate authorities such as the notification of new births, or where a formal court order has been issued.

Everyone working for the NHS and Social Services has a legal duty to keep information about you confidential. This legal obligation extends to anyone who receives information from us.

## **Freedom of Information**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Any applications under the Freedom of Information Act should be addressed to the Practice Manager.

## **Fees**

The surgery offers some services that are not covered by the NHS, for example, certain travel vaccinations, medical reports and certificates. These services may attract a fee. Details of our fees are available in reception. Please note that medical reports for insurance companies (mortgage, life etc) can take up to 30 days to complete dependent upon the doctor's workload. You should plan with your broker or agent well in advance of the date that you wish cover to start.

## **Patient Choice**

Should you need to be referred for secondary care treatment, you will have the option to select which hospital or secondary care centre to have this.



Patients are advised to speak to the referring GP who will be able to provide you with the options that are available. Please note that this may not be possible for all specialties.

### **Personal and Medical Identifiable Information**

If you move or change your name, get married or divorced please let us have your new details. Always let us know your current telephone number.

We also need to know if your Occupational Health Centre at work has carried out any tests and would be grateful if you could ensure that they copy the results of any tests carried out to the practice.

### **Our Responsibility To You**

Our practice will endeavour to offer you the best service that we can. No member of our practice may discriminate against or treat unfairly any other member of the practice, a patient or member of the public attending the surgery on grounds of gender, race, nationality, ethnic origin, colour or creed, age, marital status, disability, medical condition, social background or sexual orientation.

All information about our patients is treated as strictly confidential. Personal data kept by the practice complies with the Data Protection Act. We will only release information containing your personal data with your explicit consent.

We believe that respect and dignity are the right of everyone, staff, patients and members of the public.

### **Patients' Responsibilities**

In return we expect that you as patients will respect our rules, our premises and our staff. We strongly support the NHS policy on zero tolerance and will not allow rudeness or aggression towards any of our staff, doctors or other patients. Any such incidents will be recorded and may result in your being removed from our practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Smoking is not allowed in the surgery. We also request that you do not eat or drink in the surgery building, and request that mobile phones are used only in an emergency. Mobile phones are distracting for our staff and sometimes distressing to other patients.



### **Do It Yourself**

Nowadays everyone is into DIY. Why? It saves money! Equally you should be able to undertake some DIY medicine for the same reasons. You can buy drugs over the counter at the pharmacist often cheaper than the cost of a prescription and the pharmacist will always be willing to give you advice if you don't know quite what to do. With this in mind, below you will find a list of what we think you should be keeping in the medicine chest at home. You may alternatively seek advice for minor conditions/ailments from NHS Direct or [www.patient.co.uk](http://www.patient.co.uk)

Suggested Medical Chest:

Paracetamol tablets

Soluble/liquid paracetamol for children under 12)

Thermometer

Crepe bandage (ideally three inch)

Cotton wool

Gauze swabs

Elastoplast tape

Selection of sticking plasters

Antiseptic solution (TCP, Savlon etc) and antiseptic cream

Sun creams (factor 8 for adults and 15 or more for children)

Caladryl (a calamine cream)

Simple linctus (ask the pharmacist for this)

An inhalant (menthol crystals, Vicks vapour rub etc)

Indigestion mixture (Gaviscon, Asilone, milk of magnesia)

Re-hydration solution (Rehidrat, electrolade or Dioralyte)

REMEMBER, HOWEVER, THAT LIKE THE FOOD IN YOUR KITCHEN, MANY OF THESE ITEMS HAVE EXPIRY DATES AND YOU SHOULD CHECK THEM AT REGULAR INTERVALS AND DISCARD AND REPURCHASE AS NECESSARY.



### **Useful Telephone Numbers**

#### **Hospitals**

Dudley Group	01384 456111
Queen Elizabeth	0121 627 2000
Alexandra	01527 503030
Midland Metropolitan Hospital	0121 553 1831
Birmingham Women's	0121 472 1377
Kidderminster	01562 823424
Worcester	01905 763333
Royal Orthopaedic	0121 685 4000
Heartlands	0121 424 2000
New Cross Wolverhampton	01902 307999
Children's	0121 333 9999
Patient Advice and Liaison Service	0800 073 0510 or 01384 244420
Community Midwife (Blue Team)	01384 456111
District Nurses	0121 550 9061



### **SELF HELP GROUPS**

Age Concern (Dudley)	01384 357118
Alcoholics Anonymous - helpline	08009177650
Atlantic Recovery Community Service	01384 426120
White House Cancer Support	01384 231232
Relate	0808 802 6666
Samaritans	116 123
CRUSE Bereavement Support	0808 808 1677
NHS Black Country ICB Civic Centre St Peter's Square Wolverhampton WV1 1SH	0300 0120 281