



# PRACTICE LEAFLET

## Information for Patients

### RECEPTION OPENING TIMES

Monday	7:30am to 7:00pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	7:30am to 1:00pm
	1:00pm to 6.30 covered by WALDOC out of hours service
Friday	8:00am to 6:30pm

### **Dr Nowsherwan Khan MBBS General Practitioner & Dr Shahab Qureshi MBBS General Practitioner**

Darlaston Health Centre, Pinfold Street, Darlaston, West Midlands WS10  
8SY Tel: 0121 568 4391. Appointments: 0121 568 4390  
[www.nhschoices/drnkhan&drsquareshi](http://www.nhschoices/drnkhan&drsquareshi)



@drskhanqureshi



Dr's Khan and Qureshi

# ABOUT YOUR PRACTICE

## GENERAL PRACTITIONERS

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Dr Nowsherwan Khan MBBS  
**General Practitioner**  
Male Doctor

Dr Shahab Qureshi MBBS  
**General Practitioner**  
Male Doctor

## PRACTICE STAFF

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**Practice Manager**

**Practice Nurse**

**H.C.A.**

**Secretary**

**Receptionists & Administrative Staff**

## ATTACHED HEALTHCARE STAFF

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**Midwife for Ante-Natal Care**  
**District Nurses Pharmacists**

**Health Visitors**  
For advice concerning  
the under 5's

### WHEN WE'RE NOT OPEN & EXTENDED GP ACCESS

Any telephone calls made between the hours of 12:30 to 3:00pm & Thursday afternoons (from 12:30pm) are automatically diverted to Walsall Doctors On Call who provide services on behalf of the Practice.

**Between 6:30pm and 8:00am**, please call 111 for medical advice. If you feel the condition is life-threatening, please call 999.

Walsall CCG provides GP access at four hubs based at Darlaston Heath Centre, Pinfold Health Centre Broadway Medical Centre and Portland Medical Practice. Appointments will be available:

- 6.30pm to 9.00pm Weekdays
- 10.00am to 3.00pm Weekends. Excluding Darlaston and Portland Medical Practice.
- 11.00am to 1.30pm Bank Holidays

To book an appointment Telephone : 01922 501999 during the following times

- 8.00am to 9.00pm Weekdays
- 10.00am to 3.00pm Weekends
- 11.00am to 1.00pm Bank Holidays

NHS 111 will also be able to book an appointment for you if they feel you need to see a GP. For more information please ask at the reception for a leaflet.

## **HOW TO REGISTER AS A PATIENT**

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The practice accepts patients within the practice area. (map on back page). This practice does not discriminate on grounds of race, gender, age, social class, religion, sexual orientation, appearance or medical condition.

If you wish to register at the Practice please ask at our Reception. If you have your Medical Card then please bring this along with you.

Following your registration you will be offered a new patient health check to assess your health needs.

## **MAKING AN APPOINTMENT**

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Doctor and Practice Nurse Clinics are by appointment only and can be made in person, online or by telephone. You have the right to express a preference of GP when making the appointment.

If you are unable to attend for your appointment please let us know within 24 hours so that we can offer this appointment to another patient.

## **ON-LINE APPOINTMENTS, REPEAT PRESCRIPTIONS AND MEDICAL RECORDS**

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You may make appointments and order repeat prescriptions online by asking for your log in details at Reception.

The Practice uses a messaging system called MJOG which reminds you of your appointments and gives you the ability to cancel your appointment via your mobile phone. Therefore it is essential we always have an up to date mobile number. If you wish to review your medical records online or require any further details please ask at reception.

## **URGENT APPOINTMENTS**

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We have urgent appointments each day for the Dr and the Practice Nurse. Emergencies will be seen the same day, at the end of Surgery, but this may involve a wait.

**(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).**

## **HOME VISITS**

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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 10:00am if at all possible. This will help the Doctor plan his visits.

## **TELEPHONE ADVICE**

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Doctors may be available to give telephone advice after their surgery. To arrange this patients are advised to telephone Reception who will advise regarding a suitable time to ring back to speak to the Doctor.

## **PRESCRIPTIONS**

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**ROUTINE** - Requests for repeats prescriptions will be dealt with within 2 working days. To avoid any risk of error, patients are required to hand in the prescription copy to the Reception Staff, ticking the items required and stating from where they will be collected. Outside of surgery hours requests can be posted into the red 'Prescription Request' box found on the left hand side of reception. From time to time the Doctor will ask you to make an appointment to review your repeat medication. Prescriptions can also be ordered on line or through a Pharmacy. You can also order prescription on-line by asking for your log in details at Reception, or by ordering through your pharmacy.

**HOUSEBOUND** - Prescriptions requests will be taken over the phone for agreed housebound patients.

## **CHAPERONES**

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All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

## **ACCOUNTABLE GP**

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All patients have a 'named accountable GP' in person and which will either be Dr. N Khan or Dr. S Qureshi. All patients will be informed via MJOG text messaging service or upon request at Reception. New patients will be informed at the point of registering via MJOG and at their New Patient Health Check. You are allowed to make an appointment to see either GP. Please enquire at Reception for further information.

## **PRACTICE NURSE & HEALTH CARE ASSISTANT**

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We have a Practice Nurse & H.C.A. available every day that holds all disease management/health promotion clinics and carries out vaccinations and dressings.

## **CLINIC & SERVICES**

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The Practice offers a full range of health promotion and disease management clinics. These include clinics for the following;

**Asthma, COPD, diabetes, heart risk, hypertension, epilepsy, thyroid problems, general health checks, smoking cessation, weight management and cervical smear tests.** Appointments are required.

### **ANTE-NATAL CLINIC**

This is held every Wednesday by the Midwife. An appointment is required.

### **BABY CLINIC**

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All baby immunisations and development screening is carried out by the practice, appointments are necessary.

### **FAMILY PLANNING, PRE-CONCEPTUAL ADVICE, EMERGENCY CONTRACEPTION (MORNING AFTER PILL)**

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Appointments to be made with the Doctor or Practice

### **Nurse. YOUR RESPONSIBILITIES**

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- To keep your appointments and arrive on time.
- Ensure you inform us of change of name, address and telephone number.
- Treat us with respect and courtesy.
- Take responsibility for your own health.
- Take our advice about a healthy lifestyle.

### **OUR RESPONSIBILITIES**

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- To treat you with respect and courtesy.
- Advise you on your health needs,
- Explain your treatment.
- Maintain the strictest of confidentiality regarding your medical records.

### **VIOLENT & AGGRESSIVE PATIENTS**

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The practice operates a zero tolerance policy. We will not tolerate abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard our staff and other patients. Violence in this context includes actual or threatened physical behaviour or verbal abuse putting others in fear.

## **SUGGESTIONS & COMPLAINTS**

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The practice welcomes your comments & suggestions. There is a box in the waiting room for you to post your comments. If you have any complaints about any aspect of our service please ask to speak to the Practice Manager or write to the surgery addressing your complaint to the Practice Manager who will investigate your complaint. If you do not wish to contact the surgery directly regarding your complaint you can choose to contact NHS England who are the Commissioner that pays for the service or care you received. You can contact NHS England by post: PO Box 16738, Redditch, B97 9PT. By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) stating 'For the attention of the complaints team' in the subject line or by phone: 0300 311 2233.

Please find further information on their website <https://www.england.nhs.uk/contact-us/complaint/>

If you require any guidance to making a complaint, please contact **The Parliamentary and Health Service Ombudsman**, Millbank Tower, Millbank, London, SW1P 4QP. Tel: 0345 015 4033.

## **CONFIDENTIALITY & ACCESS TO MEDICAL RECORDS**

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All patient information is kept according to strict laws governing personal information. We do not give any information to outside agencies unless we have written consent from the patient. For more information, ask for a copy of "Protecting Patient Confidentiality" from Reception. If you wish to see your medical records, this can be arranged by making a written request to the manager.

## **OUR AIMS**

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Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us. We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## **RESULTS OF TESTS**

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Please contact the surgery three working days after blood tests have been taken. For other test results, call the surgery as advised by the clinician. The receptionist will not be able to discuss results and you may be asked to make an appointment to see the doctor. You will also receive a text message from the Doctor when the results have been viewed.

## **NHS WALK-IN HEALTH CENTRE**

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Walsall Urgent Care Centre, Walsall Manor Hospital, Moat Road, Walsall.

## **DATA PROTECTION**

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All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

## **THE FREEDOM OF INFORMATION ACT**

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The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Practice Manager.

## **YOUR DATA MATTERS**

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Information about your health and care helps us to improve care, speed up diagnosis, plan local services and research new treatments. You can stop your information being used for research and planning. Ask at reception for more details. More information on <https://www.nhs.uk/your-nhs-data-matters>

## **OTHER LEAFLETS**

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You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet, Comments and Complaints leaflets and Your Information leaflet. Please ask at Reception.

# FACILITIES

## PUBLIC TRANSPORT

The practice premises are accessible via local bus routes.

## DISABLED ACCESS

There is suitable access to the surgery for wheelchairs, including automatic doors at the front and rear of the building.

Disabled toilets are also available.

## PARKING

The large car park accommodates patients, visitors and disabled badge holders.

## PRACTICE BORDER

(Revised April 2019)

