

Quincy Rise Surgery

30 Sandringham Way, Brierley Hill DY5 3JR

Telephone Number

01384 422698

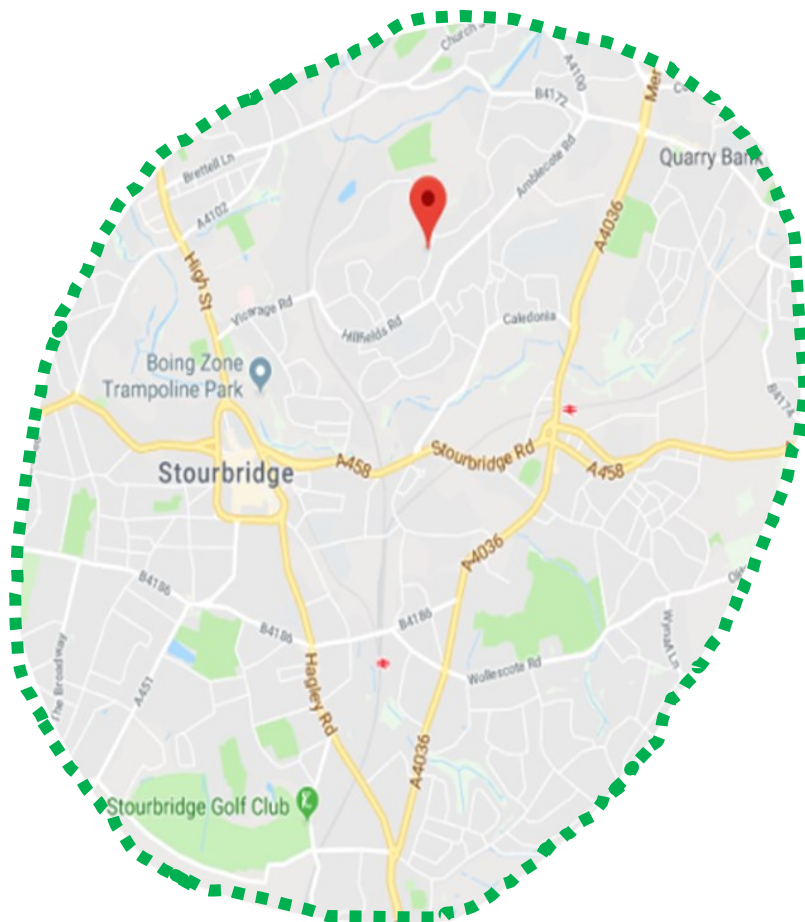
Fax Number

01384 898287



when it's less
urgent than 999

THE PRACTICE AREA



QUINCY RISE SURGERY

Quincy Rise Surgery is a small friendly practice, based within the Dudley area, established since 1984. We endeavour to provide comprehensive clinical care to meet the needs of our patients and their families.

Appointments are needed to see all our clinical staff.

EMERGENCY TELEPHONE NUMBERS:

1-1-1 (After 6:30pm)

If you need to see a doctor for a genuine emergency and there are no appointments, please inform reception.

RECEPTION OPENING TIMES

Monday 8:00am – 6:30pm

Tuesday 8:00am – 6:30pm

Wednesday 8:00am – 6:30pm

Thursday 8:00am – 6:30pm

Friday 8:00am – 6.30pm

DOCTORS SURGERY TIMES

Morning

Evening

Monday - 9:00 - 11:30 4:00 - 7:30

Tuesday - 9:30 - 11:30 4:00 - 6:00

Wednesday - 9:30 - 11:30 4:00 - 6:00

Thursday - 9:30 - 11:30 4:00 - 6:00

Friday - 9:00 - 11:30 4:00 – 8:00

TEL: (01384) 422698 Fax (01384) 898287

30 Sandringham Way Brierley Hill West Midlands DY5 3JR

Dr M Ahmad

PRACTICE STAFF

Practice Nurses

The practice nurses fill a diverse role ranging from counselling individuals on personal lifestyle and foreign travel, to performing specialised investigations and running health clinics and general nursing duties.

Doctors

The doctors are here to meet all your clinical needs when you require them.

Practice Manager

Our practice manager is responsible for the running of the practice, the practice staff, patient relations and liaising with many outside agencies. If you have any non-medical concerns or issues you would like to discuss with the practice manager, please telephone to make an appointment.

Reception Staff

The receptionists are your link with the rest of the practice. They will try and help you in any way possible and the more information you are able to provide them the better they will be able to assist you. The information you give will always be treated in confidence as they are bound by the same codes of conduct as the doctors. Patients have the right to express a preference of which practitioner they would like to see, please speak to our reception staff for further details

Other Staff

Practice Midwife

Mental Health Worker

Pharmacist

Physician Associate

Your Responsibility to Us

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

Please only ask for home visits by the doctor when the person is too ill to visit the surgery.

Please keep your telephone call brief and avoid calling during peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat doctors and practice staff with courtesy and respect.

Remember you are responsible for your own health and the health of your children. We will give you professional help and advice. Please act upon it.

USEFUL CONTACTS

Surgery.....	01384 422698
Out of Hours (Direct).....	111
NHS Direct.....	111
Dudley Group of Hospitals.....	01384 456111
Stourbridge Police.....	0845 113 5000
Social Services Department.....	01384 818181
Stourbridge Health and Social Care Centre.....	01384 366550
Citizens Advice Bureau.....	01384 816499

PRACTICE CHARTER STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Further information about the health and care services may be obtained from:

Primary Care Support NHS England, PO Box 16738, Redditch, B97-9PT

Tel: 0300 311 2233, England.contactus@nhs.net

Black Country Integrated Care Board

Customer service team by Time2Talk:

Telephone: [0121 612 4110](tel:01216124110), Email: bcicb.time2talk@nhs.net

Address: Time2Talk, NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

Our Responsibility to You

- We are committed to giving you the best possible services.
- We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. Please be punctual. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.
- We will try to answer the telephone promptly and to ensure that there is sufficient staff available to do this. However, there are times when we are extremely busy and we ask that you be patient.
- We will endeavour to give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.
- The practice will offer patients advice and information regarding steps they can take to promote good health and avoid illness and self-help which can be undertaken without reference to a doctor.

You have the right to see your health records subject to limitations in the law. These will be kept confidential at all times.

ATTACHED STAFF

Health Visitors

The health visitors deal with families and children. Their remit extends to the whole community, in a variety of settings from clinics to the home and school.

District Nurses

A team of district nurses are available for home nursing when necessary and also for general nursing advice. They are responsible for the assessment and nursing care of individuals within their own home. The district nursing staff facilitate early discharge from hospital by providing a high level of personal service according to individual needs. They also contribute to the continuing care of the chronically sick, terminally ill, elderly and housebound in the community.

Community Midwives

Mental Health Nurse

Practice based Pharmacist

Above services most likely require a referral from your doctor.

Appointments can be made in advance by telephoning 01384 422698. Please remember an appointment is for one person only. Routine appointments can be booked up to four weeks in advance.

Patients between the ages of 16 – 75 and those aged 75 years and over who have not been seen by a doctor or nurse for any reason during the last 3 years will be offered a consultation if requested by the patient. Emergency appointments are available for problems that cannot wait, from 8.00am. You will be given a specific time to come to surgery; you may, however, have to wait and you will be seen by an available doctor. If the condition is not thought to be urgent you may be asked to make a routine appointment. Urgent appointments are available in an afternoon, these are allocated on a call back basis, please call throughout the day to request an urgent pm appointment.

30 Sandringham Way

Brierley Hill

DY5 3JR

CANCELLING AN APPOINTMENT

If you are unable to keep an appointment, please let us know as soon as possible. Missed appointments are a waste of a health professional's time. If you are more than 10 minutes late for your appointment you may be asked to rebook or have to wait until the end of surgery. You are now able to cancel appointments whilst the surgery is closed; please leave your message on the telephone message system. These will be picked up once we are open. Please note this service is for cancelling appointments only.

HOME VISITS

Home visits will only be made to patients the doctor consider being too ill or immobile to come to the surgery. There is no automatic right to a home visit. Please call, before 10am, and provide the receptionist with as much information as you can to assist the doctor in deciding the degree of urgency. It is safe to bring children with a temperature into the surgery. They will be seen as quickly as possible and, if infectious, will be told where to wait.

Situations where visiting is not required:

- Common symptoms of childhood: fever, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are almost always well enough to travel by car. It may well be that children are not well enough to travel by bus or walk, but car transport is sensible and always available from friends, relatives or taxi firms. It is not a doctor's job to arrange such transport.
- Adults with common problems of cough, sore throat, flu, back pain, abdominal pain are also readily transportable by car to a doctor's premises.
- Common problems in the elderly, such as poor mobility, joint pain or general malaise would be best treated by consultation at the surgery. The exception to this would be in the case of the truly bed-bound patient.

The above are examples of visiting guidelines issued by the Department of Health.

Confidentiality

The practice uses a computerised record system for recording patient consultations, medication details, past medical history and registration details. The doctors, nurses and other health professionals all use this system as appropriate. All patient information and records are held in the strictest confidence. Access is restricted to healthcare professionals and the practice teams. All staff are bound by rules of confidentiality under the Data Protection Act 2018. Disclosure of information to third parties requires the consent of the patient. The practice has a 'Caldicott Guardian' who oversees the security information.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme as a guide to the 'classes' of information the practice intends to routinely make available.

Audit of Patient Records

Anonymised non-identifiable patient data is often required by the Dudley CCG. This may be carried out by persons who are not medically qualified but who are also bound by the terms of their contract of employment to respect absolute patient confidentiality. If you object to your records being used in this way, please advise the practice receptionist; warning notices will be placed on your records.

Violence

General Practitioners and their staff have a right to care for others without fear of being attacked and abused. Violent patients will be reported to the police and removed from the practice list.

Suggestions or Complaints

We operate an in-house complaint procedure as part of the NHS complaints system. Should you have any Dissatisfaction with our service, we would welcome the Chance to discuss this with you. All such complaints and queries should in the first instance be addressed to the Practice Manager.

If any complaints can not be resolved at practice level, you have the option to contact NHS England for further assistance-
NHS England, PO Box 16738, Redditch, B97 9PT Tel: 0300 311 22 33, Email: england.contactus@nhs.net.

If you find this unsatisfactory, then please Contact The Parliamentary and Health Service Ombudsman, Millbank Tower London SW1P 4QP Tel: 0345 015 4033
Website: www.ombudsman.org

<https://quincyrisesurgery.co.uk/>

WALK IN CENTRE

Urgent Care Centre

Telephone: 01384 456111

Russell's Hall Hospital

Pensnett Road

Dudley

DY1 2HQ

REPEAT PRESCRIPTIONS

We have a computerised repeat prescription system for which we require two working days' (48 hours) notice for your prescription to be ready. When you require a further supply of your medicines, return the tear-off computer slip to the surgery or call 01384 422698 between 12 and 3pm, medication can also be ordered online through Patient Access on via our website www.quincyrisesurgery.co.uk

Pharmacy Collection

If you have arranged for a pharmacy to collect prescriptions on your behalf, please write on your order slip the name of the chemist. We will only give prescriptions out to pharmacies if the prescription has the chemist's name written on it.

SERVICES WE PROVIDE

Asthma/COPD Clinics

The clinics are run by the practice nurse who is qualified in this field. We offer regular review of treatment and instruction on inhaler use and self-help.

Antenatal Clinics

Antenatal clinics are run by the midwife by appointment only. Your doctor will refer you to the midwife when your pregnancy is confirmed. Alternatively, if you perform a positive home pregnancy test, you may make your own appointment to see the midwife. Telephone the reception to make a booking.

Minor Surgery

Doctors are qualified to perform certain surgical procedures in our specially equipped room. Your doctor will advise you when this may be appropriate.

These are run by a GP and assisted by our practice nurse, It includes excisions of minor lumps and bumps and joint injections. You will be offered an appointment by the doctor during routine consultations.

Immunisation Clinic

These are run by the practise nurse/doctor; it is important for the wellbeing of your child that he/she attends this clinic.

Cervical Smears

Reminders for these tests are sent to patients' homes directly from the Dudley Care Commissioning Group (CCG) Upon receipt, please telephone and make an appointment with the practise nurse.

Counselling

Referral is by the doctor. An appointment will be sent directly to the patient by the counsellor. Counselling is to help you work through a wide range of personal and family difficulties. If you are unable to keep your appointment it is imperative that you let us know as soon as possible so that the slot can be given to another patient.

Diabetic Clinics

These clinics are run by the practice nurse who is qualified in this field and a doctor. All diabetics on our register are invited for annual checks. Regular review of diabetes is encouraged, as good control of diabetes helps avoid long-term complications.

Health Checks

All new patients joining our practice are invited to have a health check. If you are aged between 16 and 74 years and have not been seen by a GP within the last three years then please make an appointment for a general health check with our practice nurse. Patients over 75 who have not attended in the last 12 months should make an appointment for a health check.

Weight Management

These clinics are run by nurses qualified in this field. Referral is by the doctor if you meet the required criteria.

GENERAL INFORMATION

New Patients

To register as a patient, providing you live within the practice area, you need to complete a new patient registration form, which is available from reception. We do also ask for photo ID and proof of address via a utility bill; this applies also to anyone changing address. We advise all new patients to make an appointment with the practice nurse for a new patient medical, to obtain details of your medical history and current medication.

Change of Details

If you change your address or telephone number it is important that you inform us as soon as possible as we may need to contact you urgently.

Disabled Patients

The building has been designed to be disabled-patient-friendly.

Test Results

Blood and urine tests will generally take three to four working days before the results are available and x-rays 10/14 days depending on the type of x-ray. The results of cervical smears can take between 4-8 weeks. Patients are not normally contacted with results unless they are abnormal and require an urgent or routine appointment.

Medical Certificates

Sick certificates (SC1) for the first five days of absence from work are available online. After this initial period they will be provided at the time of a consultation with your doctor. A fee will be charged for private certificates.

Accountable GP

All registered patients including those under the age of 16 will be assigned an accountable GP, this GP will take lead responsibility for ensuring that any services provided by the contractor considered necessary, meet the needs of the patient.

TELEPHONE ADVICE

The doctors may deal with your problem with telephone advice, should the doctor be available. Interruptions during surgery are upsetting for both doctors and patients and for this reason reception staff have been asked not to disturb consultations with non-urgent telephone calls.

EMERGENCIES OUT OF HOURS

Dudley Clinical Commissioning Group (CCG) provides an emergency out-of-hours service for evenings, weekends and Bank Holidays for urgent medical problems only. To contact this service you can telephone the surgery on 01384 422698 or by calling direct on 111.

An emergency is defined as an accident or illness for which treatment cannot wait until the surgery is next open. For example:

Chest pain not responding to treatment	Acute asthma
Sudden and unexplained severe pain	Severe headache
Severe abdominal pain	
Possible broken bones, severe cuts, eye/head injuries	

In all these cases go to Casualty at Russell's Hall Hospital.

Common illnesses that are not normally emergencies are:

Earache	- Flu and coughing	- Sore throat
Back pain	- Vomiting and diarrhoea	

Self-administration of pain relief, fluids and simple measures to reduce temperature is expected before a doctor is called. Thereafter, if symptoms persist, you should contact the surgery when it next opens. If the condition is not considered to be an emergency, advice may be given.

However, if you do consider clinical help, please call the surgery from 8AM you may be asked to attend the surgery for an emergency appointment - between 8.00am-11.30am or 4.00pm-6.00pm If you cannot attend a morning appointment then you will be put on a list to be triaged by a clinician; following a phone call from one of our receptionist between the hours 15:30-16:30, if you fit the urgent criteria.