

# Field Road Surgery

Field Road, Bloxwich WS3 3JP



Tel: 01922 775139/40  
Fax: 01922 775505  
[www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

# Welcome To Field Road Surgery

## Practice History

Field Road Surgery is based within Pinfold Health Centre. A purpose-built modern health centre erected in 2004, it offers a pleasant and welcoming atmosphere with easy access for the disabled. The practice area covers Bloxwich and surrounding areas of Blakehall, Leamore, Beechdale and Little Bloxwich.

## The General Practitioners

<b>Dr Israr Ahmed</b>	(Male)	MBChB (2004) BSc MRCGP (2010)	(Full time)
<b>Dr Saema Saleem</b>	(Female)	MBChB (2000) MRCGP DFFP DRCOG	
		BSc (Hons)	(Full time)

## Additional GPs

<b>Dr Aneeka Ahmed</b>	(Female)	MBBS MRCGP
<b>Dr Hannah Latif</b>	(Female)	MBChB (Hons) (2005) MRCGP

## Practice Staff

### Practice Manager

The practice manager oversees the day-to-day administration and smooth running of the practice and will be able to help you with non-medical aspects of the services we provide.

### Receptionists

We have four receptionists, usually with two on duty at any one time. They will make your appointments, take requests for home visits, advise you if your test results/hospital reports have arrived and process your repeat prescription requests. They will deal with all your enquiries as efficiently as possible whilst respecting your confidentiality.

### Practice Nurses

<b>Elaine Richards</b>	Advanced Nurse Practitioner
<b>Toni Unsworth</b>	Practice/Screening Nurse

Our practice nurses see patients by appointment. They participate in all the screening programmes such as diabetes, asthma, heart disease and COPD. They also play an important part in the regular review of those with hypertension, contraception and can offer advice on numerous health topics. Our health care assistant performs phlebotomy and assists in most practical procedures under the supervision of the senior nurses.

### District Nurses

NHS Walsall employs district nurses and health visitors who work from within the medical centre.

## Other Services

We also have access to the services of a chiropodist, physiotherapist, community psychiatric nurse and a dentist, all of which are located within the health centre.

## Training

At present we are not a training practice.

## How To Register With The Practice

You will be asked to complete a health questionnaire. Everyone over 16 years of age will be given an appointment with a nurse. She will ask about your past medical history and current medication to assist in assessing your health needs. A brief health check will be performed so please bring a specimen of urine with you. In addition you will be asked to provide details of childhood immunisations of children under six years of age (this will ensure that your child is included in the computerised recall system operated within NHS Walsall).

## Surgery Times

<b>The reception is open</b>	8.00 - 8.30am Emergencies only
Monday - Thursday	8.30am - 6.30pm
Friday	8.30am - 1.00pm

### Consulting Times

<b>Dr Israr Ahmed</b>	Mon, Wed, Thurs and Fri	9.20am - 12 noon
	Mon, Tues and Thurs	4.00 - 6.00pm
<b>Dr Saema Saleem</b>	Mon, Tues, Wed and Fri	9.30 - 12 noon
	Mon	4.00 - 6.00pm
<b>Dr Aneeka Ahmed</b>	Thurs	9.20am - 12 noon
	Wed and Thurs	4.00 - 6.00pm

### Extended Hours

Monday evening	6.30 - 7.30pm
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## Appointments

Appointments may be made by telephoning 01922 775139/40 or by calling at the surgery in order to facilitate the most appropriate appointment for you, the reception team will ask you some questions to ascertain whether you require a same-day or routine appointment. Routine appointments may be made well in advance (maximum two months), which will enable us to offer you an appointment at a time best suitable to your requirements. If you cannot keep an appointment, please let us know well in advance so that the appointment can be offered to someone else. (We allow 10 minutes per consultation.) If you arrive more than 20 minutes late for your appointment, it will not be possible for you to be seen. You can book or cancel routine appointment online 24 hours a day, seven days a week. Please enquire at reception for details.

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## Extended Hours

We offer an extended hours session on Monday evenings for patients who are unable to attend the surgery during the normal hours due to work/college commitments.

## Advanced Nurse Practitioner

The advanced nurse practitioner (ANP) service allows patients to access advice and treatment as quickly as possible for minor and acute problems.

## Telephone Advice

Your doctor will be happy to give you advice on the telephone when they are not consulting. The receptionists have been asked not to interrupt your doctor if with a patient unless your call is urgent. You may, therefore, be asked to phone back or leave a telephone number for your doctor to contact you when they are free.

## Practice Pharmacist

The practice pharmacist sees patients for medication reviews and deals with any issues related to repeat medication.

In addition they run hypertension (raised BP) clinics and advise on reducing cardiovascular risk factors for heart disease and stroke.

## Emergencies

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

## Weekend And Night Cover

In an emergency between the hours of 6.30pm - 8.00am please contact 111. This out-of-hours service is for emergencies that cannot wait until the surgery re-opens.

## Walk-in Centre

Walsall Walk-in Centre is open Monday to Sunday 8.00am to 8.00pm for any advice or treatment if you are unable to obtain an appointment at the practice.

The address is: 19-21 Digbeth, Walsall WS1 1QZ

Walsall bus routes available to help you get to Walsall Walk-in Centre are all those that take you to the Walsall town centre.

**For 24 hour information click to: [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)**

## Clinics

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### Antenatal Clinic

Wednesday 9.00am - 12.15pm

Patients are seen by the midwife at the clinics by appointment and if necessary by the doctors during surgery hours.

### Baby Clinic

The baby clinics are run by both doctors and health visitors for child developmental checks and there is an opportunity to discuss other problems, eg sleeping, feeding and child health worries.

Baby immunisations are done by our practice nurses.

### Asthma/COPD Clinic

Asthma/COPD clinics are run by our practice nurse (Elaine Richards and Toni Unsworth) in conjunction with both doctors, by appointment only.

### Cervical Screening

Cervical screening is offered to all female patients aged 24-65 every three years.

### Chlamydia Testing

The practice offers a free and confidential Chlamydia testing service to 14-24 year olds.

### Diabetes Clinics

Diabetes clinics are also run by our practice nurse (Elaine Richards and Toni Unsworth) in conjunction with both doctors, by appointment only.

### Ear Syringing

Ear syringing is provided to patients following a consultation with the GP and referral to the nursing team.

### Family Planning

Contraceptive care is provided by all the doctors during surgery hours. Dr Saleem also offers a coil fitting/removal and hormone implant and removal service.

### Minor Surgery

Minor surgery is available at the local surgeries following consultation with a GP. Dr Saleem also provides a joint injection service as required.

### Weight Management

The practice provides a weight management service in conjunction with NHS Walsall.

## Non-NHS Examinations

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The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment. Please ask at reception for the charges for these services. Charges are also available to view via the practice website, [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

## Patients Over 75 Years

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If you are aged 75 years or over, you should be seen annually either by your doctor or the practice nurse.

## Travel Immunisations/Vaccinations

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Please make an appointment to see our nurse practitioner at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception and is detailed on our website.

## Flu Vaccination

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An influenza vaccination is particularly recommended for patients over 65 and those with heart, lung or kidney disease, diabetes, pregnancy, a carer and residents of nursing and rest homes.

Please contact the reception staff in August/September for details of the vaccination dates and to make an appointment.

## Pneumonia Vaccination

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A pneumonia vaccination is also recommended for all patients over 65 years old.

## Comments And Suggestions

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We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestions box.

## Disabled Access

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There are clearly marked reserved car parking spaces for the disabled. Patient services are provided at ground floor level allowing wheelchair access to all treatment areas. A disabled patients' WC is provided near the front entrance of the waiting room. If necessary a lift is provided to access the first floor.

## Chaperone Policy

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You are entitled to request a chaperone to be present during your consultation with any service provider. Our chaperones have been trained according to the latest guidelines.

If you would like a chaperone to be present then please inform the receptionist when booking an appointment or checking in.

## Complaints Procedure

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Our staff aim to provide the best possible service to their patients and their families. We are always interested to hear your opinion on how well you think we are doing. We welcome suggestions and constructive criticism as they help us to improve our service. At times you might not be happy with the service you have received and you may wish to make a formal complaint. In this event, please contact the practice manager on **01922 775119** to make an appointment to see her to discuss your problem. Complaints can also be submitted in writing, via an interpreter including the use of British Sign Language or through a representative. Further information on complaints can be obtained from the surgery. We will be conducting patient satisfaction surveys every year.

### Complaining On Behalf Of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed.

## Care Quality Commission

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From April 2013 the CQC (Care Quality Commission) will be monitoring all GP Practices to ensure there is compliance with regulations. If you have any concerns they can be contacted via:

### National Customer Service Centre

**Telephone: 0300 061 6161**

**Fax: 0300 061 6171**

Or write to them:

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

## Confidentiality

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We ask you 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 sometimes necessary that medical information about you is shared between members of the team. If you want to discuss anything in confidence with any member of staff there is an interview room for you to use. A copy of the practice's confidentiality policy is available to download from [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

## Data Protection

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The practice is registered with the Information Commissioner under the Data Protection Act (1984 and 1998) as a Data Controller. Requests for information should be submitted in writing for the attention of the practice manager with the patients signed authorisation included for information to be released.

## Violent/Abusive Patients

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The practice is committed to a zero tolerance approach to abusive language, behaviour or actions. This includes potential or actual physical violence and verbal abuse to the doctors, practice staff or other persons present on the premises. In the event of an actual or threatened action of violence, we reserve the right to contact the police or a security company. This could result in you being removed from the practice's list and the incident will be recorded on your medical records.

## Freedom Of Information

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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 and who this is available to. This scheme is available from reception or to download from [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

## Practice Charter Standards

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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. To view details of The NHS Constitution - The Practice, Patients and Staff Rights, please go to our website [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

### Our Responsibility To You:

We are committed to giving you the highest standards of care at all times and make every effort to achieve this aim. The practice endeavours to treat you with courtesy, whether in the surgery, in your home or on the telephone. You will always be offered the best possible medical and nursing care by suitably qualified people. We constantly monitor our standards and provide a wide range of the supportive services and clinics for your benefit.

We will endeavour to provide you an appointment with the practitioner of your choice, however if this is not possible we will advise you of the reasons for this.



## A. Patient Rights

1. You have the right to dignified and respectful care.
2. You have the right to know about and understand your physical condition.
3. You have the right to know the identity, professional status and institutional affiliation of anyone treating you.
4. You have the right to be informed of all practice rules and regulations governing your conduct as a patient and to understand the procedure for registering a complaint.
5. You have the right to treatment required by your medical condition regardless of race, creed, sex, or national origin.

## B. Patient Responsibilities

1. You are responsible for providing complete information about your health and for reporting the effects of your treatment.
2. You will be responsible for attending scheduled consultations with health professionals at the practice on time / within 20 minutes of your appointment time and participating in activities prescribed by your treatment plan.
3. You will be responsible for considering the rights of other patients and office personnel during your treatment in this practice.
4. You will be responsible for cancelling appointments with good amount of notice to our reception staff and are aware that repeated non-attendance at pre-booked appointments or short notice cancellations will not be acceptable to the practice. If this occurs you may be asked to leave the practice list.
5. You will accept that occasionally clinics run behind the scheduled time, which is outside of the GP/practice staff control.

Full details of the practice responsibilities to you and your responsibilities to the practice are available to download from our website [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

You are responsible for following practice rules and regulations. They are a part of the guidelines, which follow.

## Guidelines

We care for patients with general practice level of complaints in a community practice. Whilst we will see patients with urgent medical complaints, it is not appropriate for us to see certain medical complaints which the doctors may deem emergencies and you may be asked in these situations to provide medical information on the phone to allow triage, and possibly to call 999 for an ambulance if appropriate.

## Visit Times

All our staff wish to help our patients. We need your help in this effort. The first part of this includes having the right amount of time to listen, understand and to form treatment / investigation plans. While most visits of a follow-up nature can be accomplished in 10 minutes, there are times when new symptoms need to be addressed, more questions need to be answered, and more time spent. We are happy to do this, but need your help in scheduling this. If you know you have questions or a new complaint that will take more time to cover, please let the reception staff know so that we can schedule the right amount of time for the visit. We may not be able to allow multiple double appointments so we ask that you attend each consultation for a single (or maximum double issues) and schedule alternative appointments for other problems. Neither the patient nor the health professional wish to feel rushed.

## Your Treatment

You have the right to be heard and investigated as to the nature of your symptoms and their effects on you. The practice staff will do their best to help you in these matters. You must do your best to comply with the directed therapy. Our clinical staff reserve the right to use their clinical judgement in investigating and managing your condition and will aim to do this to the best of their ability but will expect you co-operation.

## Your Advocate

Your doctors are your advocates for the achievement of control in management of your physical and mental health. We will help you, but there are times when you will need to help yourself, especially if that requires lifestyle changes, compliance with medical / pharmacologic regimens, or simply following directions. Sometimes, you may need others to help you get the care you deserve and this may include co-operating with other allied health professionals outside of the practice but which may be based locally e.g. district nurses, podiatry, physiotherapy etc.

## Respect

You have the right to compassionate care provided to you with respect for your privacy and maintenance of medical confidentiality. Respect and consideration are two-way streets. We must ask that you treat the staff with the respect as well. We cannot tolerate misbehaviour, crude language or threatening actions to staff who are trying to carry out their jobs. If these situations arise, we will attempt to contact you to attempt to find out about why a problem has arisen – but if no resolution can be found or if the relationship has broken down with the patient, we will have no choice but to request that you leave the practice list.

## Forms

Please let staff and GPs know up front if forms need to be completed. The GPs are happy to complete disability forms and return to work forms, but be advised that these forms are best completed together. So, this takes time for us to complete these and time needs to be scheduled. So, allow staff to schedule the right amount of time for the visit. Please note that duplicate medical certificate forms as replacement for lost ones will be charged for. Forms such as passport attestation, private sickness forms and insurance forms, which all fall out of NHS services domain will also incur a charge and we shall try to communicate this to you before undertaking any of this work. A list of fees charged for non-nhs services is available on our website [www.fielddrsurgery.co.uk](http://www.fielddrsurgery.co.uk)

## Prescriptions

We offer a repeat prescription service, whereby you may bring in or arrange to have your medication request slips into the practice or post/fax your requests into us. Please note – we DO NOT offer a repeat prescription over the telephone unless you are noted to be housebound on your medical record. You can order repeat medication over the internet 24 hours a day, seven days a week. Please enquire at reception for further details. We aim to have your prescription ready 48 hrs after we receive this. Please note that our staff are always very busy and there may be times when we cannot meet this target due to staff sickness or unexpected high acute workload. If this is the case – we ask that you communicate with our reception staff so that we can try to get urgently required medication to you on an individual basis, and not blame the reception staff if your prescription is not ready.

It is the patient's responsibility to check the stock of their medication and ensure that they do not exhaust their supply and request a repeat prescription at the 'last minute'.

Furthermore, please ensure that you attend your scheduled medication reviews regularly especially if you are taking multiple repeat medications. If there are outstanding reviews – the practice is within rights to with-hold non-essential medication until the patient is contacted and agrees to attend for a review with the clinician. Refusal to attend the clinician for medication or other medical reviews indicates that it may not be safe to treat your medical conditions and we may need to discuss this with you personally.

## Home Visits

The doctors and our advanced nurse practitioner do carry out home visits for selected triaged patients. We ask you to call in before 11.30am to arrange this so that we can assess the need for a visit. Later calls will make it very difficult to arrange visits for the same day.

Please note that the General Practice is not an emergency service as such – it should not be a regular occurrence that a visit is requested the same day. If an urgent response is requested – you will be called asked to either call an ambulance if 'red flag' symptoms are relayed to our reception staff. Alternatively, a clinician may call you back to assess the situation and advise you appropriately.

We do not usually see children or young adults for home visits – we would ask you to bring them or come in to the clinic for assessment. There are very good reasons for this in terms of leaving open visit slots for the frail and elderly who require home visits and who are more vulnerable, and also because we can often assess patients better with more facilities and help around at the clinic rather than at home, thus leading to a better service to yourself.

## Locums

At times when our nurses or doctors are sick or are on annual leave - it may be necessary for you to see a Locum doctor rather than your regular GP. You will be informed of this situation when you call to book your appointment.

## Advanced Nurse Practitioner Service

An ANP (advanced nurse practitioner) is an experienced nurse who through further education and specialist training has developed skills and knowledge in order to offer an extended service for patients. The service is not a replacement for doctors but can provide nursing services that incorporate some aspects of care previously provided by doctors.

The service is available every morning. Home visits are offered on a Thursday afternoon. Patients requesting same day appointments will be offered an appointment with the ANP if the problem is one of the following:

**Minor Illness:** Infections of the ear, chest, throat, sinus, eye, urinary infection or cystitis (female), cough, cold, wound infection, cellulitis, viral infection, dizziness, abdominal pain (new episode not already undergoing treatment)

**Minor Ailment:** Hayfever, insect bites, rashes, scabies, impetigo, allergies, fungal skin infection, thrush (oral or vaginal), emergency contraception (morning after pill), red eye, threadworms, head lice, eczema, dermatitis, in-growing toenails, paronychia (finger nail infections), diarrhoea and vomiting

**Minor Injury:** Acute back pain (sudden onset), minor injuries, torticollis (wry neck), animal bites, wounds/wound infections.

The ANP is able to prescribe from a set list for the above problems as required.

## Staff Training

The practice is closed on the last Wednesday of the month for staff training purposes

## Pharmacy First

If you currently receive free prescriptions then you can register to use the Pharmacy First scheme at the practice. The Pharmacy First scheme allows you to see a pharmacist rather than wait for an appointment to be seen at the practice for a range of issues and receive medication. You can join the scheme at reception or at any participating pharmacy. If you pay for your prescriptions you can still receive advice under the scheme, however will have to pay for any medication supplied (at a lower cost than a prescription fee).

Problems that the pharmacist can deal with under the scheme are:

- Headache
- Hayfever
- Fever
- Indigestion
- Cough
- Constipation
- Cold and Flu
- Vaginal Thrush
- Head Lice
- Nappy Rash
- Sore Throat
- Bites and stings
- Eczema/Dry Skin
- Sunburn
- Diarrhoea
- Mouth ulcers
- Ear ache
- Cold sores

## Summary Care Record – your emergency care summary

The NHS in England is introducing the Summary Care Record, which will be used in emergency care. The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely.

Your Summary Care Record will be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. This means that if you have an accident or become ill, the doctors treating you will have immediate access to important information about your health.

Your GP practice is supporting Summary Care Records and as a patient you have a choice:

- Yes I would like a Summary Care Record – you do not need to do anything and a Summary Care Record will be created for you.
- No I do not want a Summary Care Record – complete an opt out form and hand it to a member of the GP practice staff.

For more information, visit the website [www.nhs.org/summarycare](http://www.nhs.org/summarycare), telephone the dedicated NHS Summary Care Record Information Line on 0300 123 3020 or talk to your GP practice staff.

Further details regarding the Summary Care Record and how to opt-out of the scheme are available on our website [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

Further lifestyle advice and advice for self-treatment at minor illness/injury is available on our website [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)

**For the latest information click to: [www.fieldrdsurgery.co.uk](http://www.fieldrdsurgery.co.uk)**

## Useful Telephone Numbers

### Hospitals

Walsall Manor Hospital .....	(01922) 721172
Goscote Hospital .....	(01922) 710710
Sandwell Hospital .....	(0121) 553 1831
Queen Elizabeth .....	(0121) 472 1311
New Cross Hospital .....	(01902) 307999

### Health Service Authorities

NHS Walsall.....	(01922) 720255
PALS (Patient Advice and Liaison Services) .....	(01922) 656463

### Pharmacies

Rowlands Chemist .....	(01922) 477784
.....	(01922) 476426
Lloyds Chemist .....	(01922) 479825

### Others

Relate .....	(01922) 626004
Alcoholics Anonymous .....	(01384) 482929
Lantern House .....	(01922) 858463
Registrar of Births and Deaths .....	(01922) 652268
Samaritans .....	(01922) 624000
Out of Hours Service .....	111

## Notes

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# Practice Area Map

