

# OAKHAM SURGERY

213 Regent Road, Tividale  
West Midlands, B69 1RZ

**Tel: 01384 458 968** (all enquiries and appointments)

[www.yourhealthpartnership.co.uk](http://www.yourhealthpartnership.co.uk)

**Facebook: @Your Health Partnership**

**Twitter: @yhpcoms**

**Email: enquiries@yourhealthpartnership.co.uk**



## WELCOME TO OAKHAM SURGERY

Oakham Surgery was formed when two small practices joined each other in 1964. We currently have six partners and provide healthcare for more than 11,500 patients.

## YOUR HEALTH PARTNERSHIP

In April 2014, the partners of Oakham Surgery merged with Your Health Partnership (YHP) which currently includes Carters Green Medical Centre, Regis Medical Centre, their branch Surgery Rowley Village and Whiteheath Medical Centre alongside their branch surgery, Mace Street Clinic.

## MANAGEMENT PARTNERS

**DR ALEX WRIGHT** (male)  
MB ChB (Leicester 1995) DRCOG (2000) MRCGP (2002)

**DR GURSHARON GANGOTRA** (female)  
MB ChB (Birmingham 1998) DRCOG DFFP MRCGP

**DR AMARJIT SINGH NAGRA** (male)  
BM (Southampton 1986) DRCOG (1990) MRCGP (1990)

**DR BIPINCHANDRA PATEL** (male)  
MB ChB (Wales 1978) DRCOG (1982)

**DR NEELIMA SIBAL** (female)  
MBBS (India 1996) MS (ENT) (India 1999) MRCS (Glasgow 2003) DRCOG (2004)  
MRCGP (2005) DFFP (2006)

**DR IAN RICHARD SYKES** (male)  
MB ChB (Birmingham 1987) BSc (1984) DCH (1990) DRCOG (1991) MRCGP (1992)

## CONFIDENTIALITY

Confidentiality is essential to maintain the trust between patients and doctors. All information about our patients is treated as strictly confidential. Personal data kept by the Practice complies with the Data Protection Act.

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## SURGERY OPENING HOURS

### **Oakham Surgery:**

Monday - Friday 8.00am - 6.30pm

### **Extended surgery hours — by appointment only**

Every **alternate** Tuesday and Thursday from 6:30pm – 7:30pm and  
Every **third** Saturday from 8:40am – 11:00am

## OUT OF HOURS

The Practice offers medical services between 8.00am – 6.30pm, Monday to Friday. Medical emergencies out of these working hours are managed by the NHS 111 service. In order to access this service, please telephone **111**.

Your local Walk-In Centre is: Urgent Care Centre  
Russells Hall Hospital  
Pensnett Road  
Dudley  
DY1 2HQ

## HOW TO MAKE AN APPOINTMENT

### OAKHAM SURGERY

01384 458 968

Please make an appointment by telephoning on 01384 458 968. Appointments can be booked both at Oakham Surgery and via our website.

We have an automated telephone system.

Oakham Surgery has a new service called Doctor First that will help you to get the appointment you need, when you need it.

If you want advice about a health problem you can now have an appointment by telephone and speak directly to your doctor by phone on the day that you call. You can use the telephone appointment service for urgent and non-urgent health problems.

#### **How does it work?**

1. Call us on the Oakham Surgery telephone number and ask to make an appointment with the doctor.
2. The telephonist will ask you for your name and your telephone number
3. The telephonist will ask you to say generally what your health problem is. You don't have to tell the telephonist if you don't want to but if you can, it helps the doctor to decide whom to prioritise for a call back based on clinical need. If you need to speak to a doctor urgently because it's an emergency, tell the telephonist straightaway.
4. If you want to talk to a specific doctor, tell the telephonist. Wherever possible they will try to arrange it.
5. The doctor will then call you back as soon as they can. If you want us to call you between certain times then tell us and where possible, we will arrange that. You can then talk to the doctor about your health problem in the same way you do if you come into the surgery for your appointment.
6. If your doctor thinks you need to come into the surgery to be seen or if you would still like to come in, he or she will make an appointment for you.

## DOCTOR FIRST FAQ'S

- **Why is the surgery offering telephone appointments?**

You have told us that sometimes you find it frustrating and difficult to get the appointment you need, when you need it. By offering telephone appointments and giving advice this way we can make sure that everyone is able to speak to or see their doctor on the day that they call or on the day that they choose.

Many people don't need to come into the surgery to be seen at all; their problem can be dealt with by telephone. This gives your doctor more time to see those patients that need appointments in the surgery. As your doctor is the one making the appointment he or she can judge how much time you might need and give you a long or short appointment. This helps appointments to run on time and means you're more likely to be seen on time. We also know that when people make an appointment close to the date that they call, they are more likely to keep the appointment.

- **What do I do if I need an emergency appointment?**

Please call us and tell the telephonist that your health problem is urgent. The doctor will then make sure that he/she calls you back as soon as they can.

- **Can I still telephone to make an appointment for a home visit?**

When you speak to your doctor ask for a home visit. If your doctor thinks you need to be seen at home, he/she will arrange this when you speak to them.

- **Are telephone appointments safe?**

During your call with the doctor he/she will ask questions to help them make a decision about whether you need to be seen in person or not. For example, if your doctor needs to look at something or examine you, you will be asked to come into the surgery for the appointment. If your doctor thinks you need to be seen he/she will always ask you to come into the surgery.

- **What happens if I have trouble using the telephone?**

We would ask that you give your permission for another family member to call on your behalf. Alternative arrangements will be made for those patients who we are aware have diagnosed hearing problems.

- **Will I be seen quicker if I come into the surgery?**

Unless your problem is an emergency you won't be seen more quickly if you come into the surgery to make an appointment. You may have to wait in the surgery, so if you telephone for an appointment it's usually more convenient for you.

- **Can I still book an appointment for next week or next month?**

It should no longer be necessary to book appointments in advance. However, if it is deemed necessary and your problem cannot be sorted out on the same day, the doctor will try to accommodate your request.

- **I'm not confident telling the receptionist what is wrong, do I have to?**

Knowing what your health problem is generally helps the staff at the surgery to make sure those people with more urgent problems are seen quickly. However, you don't have to tell the telephonist what is wrong. If you're not comfortable talking about your health problem, simply say you would rather not and the telephonist will respect your wishes.

## ONLINE SERVICES

Did you know that you can book appointments, order your repeat medication and access your medical record, all online?

Well now you can!

Your Health Partnership is committed to providing online services to our patients to make it easier for you to manage your time with us.

**Before applying for online access to your medical record, you must read and understand the following:**

- Not everyone may be given access to their medical record. Under the Data Protection Act, there are certain circumstances in which we may withhold information. Access may be denied, or limited, where we judge that the information in the records would cause serious harm to the physical or mental health of the patient, or any other person, or where giving access would disclose information relating to or provided by a third person who has not consented to the disclosure.
- In almost all cases you will be granted access to the whole medical record, at present from 01/01/2014. However, it is possible that some information may not be available in order to protect third parties and some patients may be denied access if their record contains information that the Practice feel may be harmful to you. In this case, you will be offered an appointment with the Practice Caldicott Guardian to discuss this.
- Third party information is that given to us about a patient from another person. For example, a person might want us to know something about their partner which is then recorded in their record. Before you access your records, you should consider how you feel if you see information about you from another person. Please bear in mind this will be information given in the best intentions to help us look after you.
- Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists. This may not be easy for you to understand. We are happy to help you understand your records. There are a number of online resources which can explain medical abbreviations, and you can always ask your Doctor for clarification when you are next seen.

- It is not unusual for minor inaccuracies to be present in your medical record. If you find something that you think is important, please contact us so that we can make adjustments. We can only adjust factual information and cannot change medical opinion. For legal reasons, we cannot completely delete entries from your medical record, but we can mark them in error with an explanation as to why this has been done. It is one of the many advantages of patient online access, that inaccuracies can be identified and corrected in this way.
- If you feel you may be pressurised into revealing details from your medical record to another person against your will, we recommend you do not register for access at this time.
- For another person to have access to a medical record, including parents as described below, the patient must complete and sign one of our Online Access Consent form, available from our website or by asking at reception. This is known as Proxy Access. If a person lacks mental capacity to give consent, access to their records will be decided on a case by case basis by a Doctor.
- You must bear in mind that if you have access to your complete medical record online, you may be given access to test results etc. which you may find upsetting. This may occur before you have spoken with the Doctor or whilst we are closed and you cannot contact us.
- There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or a sensitive upsetting incident. If you see anything you did not know about and/or that worries you, please speak to the Practice and they will be able to advise you on how you can discuss this with your Doctor when you are next seen.
- If, when accessing your online medical record, you see anything that is not about you, please log out immediately and contact us as soon as possible.

**To download all relevant forms please visit our website: [www.yourhealthpartnership.co.uk](http://www.yourhealthpartnership.co.uk) >  
Oakham Surgery > Online Services**



## REPEAT PRESCRIPTIONS

Please request your repeat prescription by completing the order form on the right-hand side of your prescription, or write a note or send an e-mail (see details below) giving a list of your requirements, including your name, date of birth and your address. This is a safer method of ordering repeat medications. **We do not accept requests by telephone.** You may wish to send your written requests by post. You must enclose a stamped, addressed envelope if you wish to have your prescription posted back to you; otherwise you can collect it from the surgery. Some local pharmacists run a collection and delivery service to assist patients in obtaining their medication.

Patients issued with a computerised order form for their medication are required to give 48 hours notice when requesting a repeat prescription. The order form will inform you when your treatment should be reviewed and you should then make an appointment to see the doctor. This check helps the doctor to make sure that the medication you are taking is working correctly and appropriate monitoring is being undertaken. We may refuse to issue your medication if you have not attended for your review.

We also offer the Electronic Prescription service whereby patients can nominate a pharmacy of their choice and their prescriptions can be sent to that pharmacy electronically. This prevents patients having to visit the surgery first to collect the prescription. Please ask a member of the reception team for more information.

**You can request your repeat prescription using the online service  
via the website [www.yourhealthpartnership.co.uk](http://www.yourhealthpartnership.co.uk)**

**PLEASE ALLOW 48 HOURS FOR YOUR PRESCRIPTION TO  
BE PREPARED BEFORE COLLECTION**

## YOUR HEALTHCARE TEAM

Apart from the GP management partners, we have an extensive team of healthcare professionals who are ready to provide your health care.

### **SALARIED DOCTORS**

A salaried doctor is a General Practitioner who is employed by the Practice to provide services to the patients. Salaried doctors are qualified to the same level as the GP partners.

**DR AZEEM TARIQ** (male)  
MBBS Hull and York 2009 MRCGP

### **PHYSICIAN ASSOCIATE (PA)**

A Physician's Associate is a new grade of clinician in the NHS, although the role has been well established in the United States for some 40 years. PAs are licensed to see the full range of medical conditions that would be seen by a GP. They work under the supervision of a GP and liaise closely with all members of the team. Under current legislation they are not able to sign prescriptions and, therefore, will ask the supervising doctor to sign prescriptions on their behalf.

**MATT RAI** (male)  
BSc (Hons) PGDip Physician Associate Studies Birmingham 2016

### **SPECIALIST NURSE PRACTITIONER**

#### **CRAIG CRESSWELL**

RN (Adult) DIP/HE (1998) Dip Primary Care Diabetes Management (2006) BSc (Hons) Specialist Community Nursing (2010)

Craig is a Specialist Nurse Practitioner who, after extended training, is able to see and prescribe for patients with acute illnesses. He is also one of our diabetic nurses.

### **PRACTICE NURSES**

The Practice Nurses look after patients with a number of chronic conditions such as diabetes, heart disease, COPD and asthma etc. They also run a number of other clinics such as: alcohol, sexual health and cervical screening (smear test). Please book to see a Practice Nurse through Reception.

**CATHY SYKES** (Lead Nurse)  
RGN 1986  
Independent and Supplementary Prescriber 2005

**ALISON GADD** (Practice Nurse)  
RGN 1979

**AMANDA GILLAM** (Practice Nurse)  
RGN 2011

### **HEALTH CARE ASSISTANTS**

There is a Health Care Assistant who is very experienced in the practice. She runs her own clinics for new patient registration, blood pressure, ECG's etc. Also provides home visits for housebound patients, blood tests and screening for chronic diseases.

**CAROLE CADMAN**  
NVQ1 Health and Social Care

## PRACTICE STAFF

### **Outlet Operations Manager**

*Mrs Lisa Morrall*

If you have any questions about administration and the management of the practice, the Outlet Operations Manager will be able to help you. She is also available to discuss any suggestions or complaints you may have.

### **Outlet Supervisor**

*Mrs Sonia Wood*

### **Reception Team**

The receptionists are your link with the rest of the Practice. They will try in every way to help you; the more information you are able to give them the better they will be able to assist you. If you need particular privacy when speaking to a receptionist, you can ask to be taken to a quiet room to ensure confidentiality.

### **Telephony Team**

The telephonists are highly trained to point you in the right direction when you contact us by telephone. They will try in every way to assist you; the more information you are able to give them, the better they will be able to assist you.

### **Patient Services**

Patient Services carry out much of the administrative work in the Practice. They provide a link of communication between the patient, doctor and hospital. You may be asked to see them to fill in forms if you are referred to the hospital. They may need to contact you, so please be sure that we have your up-to-date address and telephone number.

## SERVICES AVAILABLE

### **Alcohol**

Oakham Surgery would like to encourage people who do drink alcohol to do so within same limits. If you feel that you have a problem with alcohol, we would like to help. You can be referred to local services for advice about your drinking and on-going support if you wish to cut down. Please ask any doctor or nurse about this service.

### **Asthma Clinic**

Asthmatic patients are invited to attend the clinic, which is run by our practice nurses. The emphasis is on patient education and self-management of the condition.

### **Blood Tests**

Things to know about your test

Request form: This is given to you when you see your GP or at an outpatient appointment at hospital. It is essential you bring this form with you to have your blood taken.

Fasting and Times Tests: Some tests need to be taken at a special time of day (for example certain drug tests) or when you are fasting. You should be advised of this when the form is given to you.

**For fasting blood tests you should not eat or drink (except for water) 12 hours before your blood is taken.**

Results: Tests are sent back to your doctor. Most tests are available within a working day and most results are received electronically. Some tests can take longer, especially if they have to be sent to another laboratory. Your GP or doctor at the hospital can advise you on this.

### **Cervical Screening Clinic (Smear Test)**

This test is carried out by the Practice Nurses, to detect disease of the neck of the womb (cervix), including changes that if untreated could lead to cancer. It could help save your life. We strongly advise that all women between ages 25 – 50 have a smear every 3 years and from 50 – 64 every 5 years, as recommended by the National screening programme. Women who are due for their next smear should receive a letter from Sandwell and West Birmingham Clinical Commissioning Group advising them to make an appointment for their next smear. Cervical smears can be done at Carters Green Medical Centre in our nurse-run clinics.

### **Child Health Surveillance Clinics**

All babies are enrolled into the Child Health Surveillance programme and are seen regularly for health checks by members of Health Visitor's team.

### **Childhood Immunisations Clinic**

Childhood immunisations are by appointment with Practice Nurses. Parents will be notified when their child is due and are asked to make a convenient appointment via reception.

### **Diabetic Clinic**

All diabetic patients are invited to attend the diabetic clinic for an annual review where they will be seen either of our nursing team. Patients who are attending the hospital clinic should continue to do so.

### Interpreters

An interpreter service is available for those patients that do not speak English or for patients that require British Sign language. Please ask at reception for details.

### Maternity

You should consult your doctor as soon as you think you may be pregnant, as early and regular attendance at the Antenatal Clinic has been shown to improve the health of mother and baby.

### Minor Surgery

Minor surgical procedures are undertaken in the surgery. These include injections of painful joints, removal of skin tags and certain types of cyst, cauterising of warts and cryotherapy. Please discuss your problems with a doctor who will then make the necessary arrangements.

### Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- **Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)**
- **Insurance claim forms**
- **Passport signing**
- **Prescriptions for taking medication abroad**
- **Private sick notes**
- **Vaccination certificates**

The fees charged are based on British Medical Association (BMA) suggested scales and our reception team/telephony team will be happy to advise you about them along with appointment availability.

### Smoking Cessation Adviser

There is a wide range of help available to people wishing to consider giving up smoking. We facilitate a Smoking Cessation Service; please ask at reception for details.

### Test Results

For test results please ring the surgery where a member of our team will be able to provide you with your result. Please leave at least **10 working days from the date of the test** before contacting us for your results.

### Travel Immunisation Clinic

Patients must collect forms from reception at least 6—8 weeks before the date of expected travel. Upon returning the form reception will allocate an appointment with the Practice Nurses. If no vaccinations are needed, the nurse will contact you to cancel the appointment. It is most important that these instructions are followed to ensure patients complete their full course of vaccinations prior to travel. Some immunisations/medication may incur a charge. Please download the forms from our website.

### Weight Control Clinic – Mytime Active

Mytime active offer lifestyle advice and guidance within a clinic setting and will refer on to the required pathway. Please book an appointment via reception or telephone 0121 366 0966 or visit [www.mytimeactive.co.uk/sandwell](http://www.mytimeactive.co.uk/sandwell)

### Year of Care

This is for any patient with 3 or more chronic conditions; where they can attend for one appointment and have all of their conditions monitored.

*For respiratory patients* — the lead nurse will also see the patient at this appointment for their annual respiratory assessment

## **NEW PATIENTS**

If you wish to register as a patient with the Practice, please collect registration forms from Oakham Surgery reception. All newly registered patients will be asked to complete a lifestyle questionnaire and will be asked to attend for a registration appointment upon joining the Practice.

## **CHAPERONES**

We offer chaperones for all personal and intimate examinations. You are welcome to request a chaperone during any examinations should you wish one please speak to the doctor to arrange one.

## **MEDICAL STUDENTS**

We are a Training Practice for medical students the University of Birmingham. They will either sit in with the doctor or see patients on their own before discussing with the doctor. All patients will be asked to sign a consent form during such circumstances. We will encourage all our patients to help us train these future health professionals. If you wish to see your doctor alone, please tell the receptionist and this will be arranged.

## **CARERS**

A carer is anyone of any age who regularly helps another person with everyday tasks or provides emotional and/or social support. They can be parents, a relative, friend or neighbour. They may provide full or part-time care or share such care with others.

We are currently compiling a register of carers. We ask that, if you are a carer, you inform reception. They will give you a form to complete so that we may add your name to our register. We need to identify all carers, even those who care for people who are not patients of ours. The aim of the carers register is to ensure carers have easy access to information which will be of help and support to them.

## **INFLUENZA/PNEUMONIA VACCINE**

Influenza vaccination is usually available for 'at risk' groups, those aged 65 and over, and those suffering from chronic diseases including heart, lung and diabetes. Please book for the influenza vaccination in September - normally immunisations commence early in October. Pneumococcal vaccination may also be given. This is to prevent pneumonia and is also available for 'at risk' people.

## **MEDICAL CERTIFICATION FOR SICKNESS ABSENCE FOR EMPLOYERS**

Only after 7 days' absence is there a legal requirement for a medical certificate. Prior to that, a self-certification form should be obtained from, and returned to, your employer. We do not routinely provide private medical certificates. If somebody insists on getting private certificate, there is a fee for this payable to the Practice, either by the individual or his/her employer.

## **PATIENT PARTICIPATION GROUP**

The Practice has an active Patient Participation Group (PPG) which meets every 6-8 weeks. This is a forum where patients discuss the services offered by the Practice and make suggestions for improvements.

We encourage patients to join, and you can do so by speaking to the Outlet Operations Manager. By joining the PPG you can help us improve services available at your Practice. To find out more information and see our past developments, please visit our website under our tab.

## **FREEDOM OF INFORMATION - PUBLICATION SCHEME**

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.

## **THE USE OF ANONYMISED PATIENT INFORMATION**

The Practice contributes to research by sending patient information to the General Practice Research Database, which is run by the Office for National Statistics, and also The Health Improvement Network. Your information is protected because it is only linked to your name and address by a unique code in our computer system. This means that the researchers using this information cannot identify your name or any personal details from the data we send. It is, therefore, called anonymous information. If you would like your information not to be sent in this way, we can exclude you from the data download. Please make the Outlet Operations Manager aware.

## **INTERPRETING SERVICES**

We are able to provide foreign language and deaf sign language interpreting services for those patients who require them. These services need to be booked in advance so please ask speak to the doctor if you require this service.

## **DISABLED ACCESS**

There is disabled access to Oakham Surgery and disabled toilet facilities are also available. A hearing aid loop is available in the waiting room at Regis Medical Centre < duplicated?

## **REMOVAL OF PATIENTS FROM THE PRACTICE LIST**

The Practice is allowed to remove patients from its list, under certain circumstances. This is not something we undertake lightly and if this situation arises, we will always inform you of the reason. We notify the Clinical Commissioning Group (CCG) who will write to the patient to inform them of the date they will be removed from the list. Such patients are then provided with a list of doctors in the area and are encouraged to find a GP. If they cannot find one, the CCG will allocate them to a list, initially for a period of six months. The CCG is working hard to try and reduce removals from GP lists and hopefully this should only occur when the patient/primary health care team relationship has deteriorated beyond repair. Patients will also be asked to change their doctor if they move to an address outside the practice area.

## **SUGGESTIONS AND COMPLAINTS**

If you feel strongly about something, it is important that you have the opportunity to have your voice heard. Please discuss your suggestion with a member of our team.

If you feel you need to make a complaint you should follow our complaints procedure, which meets the national criteria for making complaints.

### **Making your complaint**

In the first instance, if at all possible, discuss your complaint with the staff member concerned to see if the issue can be resolved. If the issue cannot be resolved at this stage, please contact the Outlet Operations Manager, who will try to resolve the issue and offer you further advice on the complaints procedure. You will be sent/given a copy of our complaints form to complete with as much detail as possible. We will always keep details of your complaint confidential.

You will receive acknowledgement of receipt of your complaint within 3 working days. We will contact you either by letter or telephone to arrange a meeting to discuss your complaint and agree with you how this is going to be investigated and the timescales for this to be completed.

If you do not raise your complaint immediately, please let us have the details of your complaint within the following timescales:

- within 12 months of the incident that caused the problem
- OR
- Within 12 months from when the complaint comes to your notice.

### **Complaining on behalf of someone else**

If you are complaining on behalf of someone else, please note we have strict rules of medical confidentiality. We need to know that you have the permission of the other person concerned and they will be asked to complete a consent form, unless they are incapable, because of illness for example, of providing this, when we would normally get signed consent from the next of kin.

### **Investigating your complaint**

When we look into complaints, the Outlet Operations Manager will:

- Ascertain the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

If you wish to talk to someone who is not involved in your care, you can contact the NHS England Customer Contact Centre on 0300 311 22 33. They will be able to signpost you through the system, although they will advise you that it is preferable to go through local resolution by contacting us in the first instance.

You do, however, still have the right to approach the Customer Contact Centre if you feel you cannot raise your complaint with us. You can contact them on 0300 311 22 33, by email [England.contactus@nhs.uk](mailto:England.contactus@nhs.uk) or by writing to NHS England, PO Box 16738, Redditch, B97 9PT.

Please note: If your complaint has already been investigated by us under the Health and Social Care Complaints Procedure, then it cannot be reviewed by the NHS England Customer Contact Centre. It would have to be forwarded to the Parliamentary Health Service Ombudsman, as detailed below.



### **If you are still not happy**

If you are still not happy, you have the right to take your complaint to the Parliamentary Health Service Ombudsman. The Ombudsman is independent of government and the NHS. The service is confidential and free. There are time limits for making your complaint to the Ombudsman, but these can be waived if there is good reason to do so.

You can contact the Ombudsman on 0845 015 4033 or write to them at:

The Parliamentary Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Independent advice**

You can receive help with your complaint from POhWER – the NHS Complaints Advocacy Service on 0300 456 2370. They can help you with writing letters and completing forms etc. Their website is [www.pohwer.net](http://www.pohwer.net).

### **Complaints about Secondary Care**

If your complaint is about secondary care (a hospital for example), please contact Sandwell and West Birmingham CCG on 0845 155 0500

## YOUR HEALTH PARTNERSHIP PATIENTS CHARTER

Patients will be treated as an individual, given courtesy and respect at all times, irrespective of ethnic origin, religious beliefs, personal attributes or the nature of their health problem.

Patients should expect to be involved in discussing what is happening to them and what the doctor is trying to do. Patients should expect to have illnesses properly treated and doctors will call in specialist help if necessary.

Waiting time will be kept to a minimum and patients told of any expected delays to their booked appointment time.

Patients may receive a copy of the Practice Booklet with any other information setting out the services provided. Patients should be able to consult any other Primary Health Care Team members about their health.

The premises will be clean, comfortable and accessible, including facilities for the disabled.

Patients will be offered a registration appointment upon joining the Practice list.

This is a non-smoking Practice.

Patients may have access to their health records, subject to any limitations in the law, and know that those working in the surgery are under a legal duty to keep their contents confidential. We do not disclose any information regarding patients, without their written consent. However, whilst a number of people may have access to all or part of your records, be assured they are all bound by a confidentiality agreement. These include Health Visitors, District Nurses and the CCG.

Patients may choose whether or not to take part in medical research or medical student training.

Patients will receive a full and prompt reply to any complaints they make about Practice services when submitted to the Outlet Operations Manager.

Confidentiality will be respected by all staff members.

There is a Zero Tolerance Policy in the NHS, of verbal or physical abuse of doctors and their staff. Any patient who abuses any member of the Primary Health Care Team, either verbally or physically, is likely to be removed from the list

## HELP US TO HELP YOU...

1. If you have made an appointment, please do your best to keep it or to cancel it in advance. Please remember that one appointment is for one patient only; it is to the benefit of all patients that the appointment system is used properly.
2. Please be ready to give us details of past illnesses, medication, immunisations and other relevant details. Always inform us of any change in address or telephone number.
3. Each person is responsible for their health and should take appropriate action, where necessary, with advice on how to prevent ill-health.
4. Let us know if you need more information about your care and treatment, or if you are unhappy about any decisions made.
5. Repeat prescriptions take 48 hours to process. Make sure that you do not run out at the last minute.
6. A doctor has to see many patients every day and their time is limited. Please try not to delay a doctor unnecessarily as this leads to long waiting times for others.
7. A doctor can see many more patients in surgery than when out visiting. Please try your best to come to the surgery for the appointment when not prevented by severe illnesses or infirmity. Requests for home visits should be made before 10.00am if possible.
8. Between 6.30pm and 8.00am and at weekends, emergency medical problems are now the responsibility of the CCG and no longer handled by the Practice. Please remember that this service is for medical emergencies only. In order to access these services please telephone NHS 111.
9. There are some patients who need longer consultations because of the nature of their illness. A doctor does not know in advance who they might be. Patients in the waiting room should take this into consideration, because on another occasion that long consultation might be theirs.
10. As all members of the Primary Health Care Team are required to treat patients with courtesy and respect, so we also require patients to act in a similar manner with all members of the Primary Health Care Team.

## USEFUL TELEPHONE NUMBERS

ADDACTION	0121 525 7575
Adult Sexual/AIDS & HIV Helpline	0800 567 123
Aquarius (Alcohol Advice Centre)	0121 525 9292
Black Country Partnership NHS Foundation Trust	0845 146 1800
Brook Advisory Centre	01384 239 001
Cancer Support Groups	01384 231 232
Dudley CCG	01384 322 002
Feldon Lane Clinic	0121 550 9061 and ask for Feldon Lane Clinic
Halesowen Health Centre	0121 550 9061
Lyng Centre	0121 612 2323
NHS Walk In Centres Sandwell: Parsonage Street, West Bromwich, B71 4DL Dudley: Russells Hall Hospital (Inside A&E Dept), Pensnett Rd, Dudley, DY1 2HQ	0121 612 3575 01384 456 111
NHS 111	111
Physiotherapy self referral Birmingham City Hospital, Dudley Road, Birmingham, B18 7QH	0121 554 3801
Relate (Marriage Guidance)	0121 544 7088
Russell's Hall Hospital (and all Dudley Hospitals)	01384 456 111
Samaritans	01384 78111
Sandwell Diabetic Support Group	0121 588 4164
Sandwell Healthcare NHS Trust	0121 553 1831
Sandwell MIND	0121 543 3930
Sandwell Patient Advice & Liaison Service (PALS)	0121 507 5836 or Free phone – 0800 587 7720 – Monday to Friday
Sandwell and West Birmingham CCG	0121 500 1500
Social Services: Sandwell Halesowen	0845 352 2266 01384 815 900
Victims Support (for victims of rape & sexual assault)	0121 569 7980

## STEPS TO A HEALTHIER LIFESTYLE

### **Regular Exercise**

**Regular exercise is an important way of staying healthy because.....**

- Regular exercise can help to reduce your chances of developing heart disease. Regular walking can halve the risk of heart disease. (Wannamethee et al 1998, Morris et al 1990)
- Exercise can help to reduce chronic tiredness or fatigue.
- Exercise can help to reduce stress, tension, anxiety and depression.
- Regular exercise and a healthy diet can help to reduce cholesterol levels.
- Exercise significantly reduces the chances of developing Type 2 diabetes. (Lynch et al. 1996)
- Regular walking can strengthen the bones, reducing the risk of osteoporosis and subsequent hip fracture. (Brooke-Wavell 1997, Cummings 1994)
- Regular exercise can reduce weight by as much as 14 pounds in three months. (Morris, Hardman 1997)
- Lifelong exercise has been shown to lessen the chances of developing Alzheimer's disease. (Smith 1998)
- Regular walking can significantly reduce pain and self-reported disability in those suffering from osteoarthritis of the knees. (Ettinger et al 1997)
- With regular exercise, blood pressure in those with hypertension is reduced. (Fagard 1994, Bouchard 1994)
- In the elderly, exercise can reduce the risk of falling, improve joint flexibility, co-ordination and balance. (Buchner 1997)

### **Healthy Eating**

**You are what you eat.....** Think of your body as a car. It needs constant refueling with the right amount of the right fuel!

**8 tips for eating well:**

1. Base your meals on starchy foods
2. Eat lots of fruit and vegetables
3. Eat more fish
4. Cut down on saturated fat and sugar
5. Try to eat less salt – no more than 6g a day
6. Get active and try to be a healthy weight
7. Drink plenty of water
8. Don't skip breakfast

Eating a healthy diet can reduce your risk of obesity and illnesses such as diabetes, heart disease, stroke, osteoporosis and some types of cancer.

### **Quit Smoking**

**You will Save your HEALTH**

**You will Save TIME**

**You will Save MONEY**

**Quitting smoking** substantially decreases the risk of cancer and other major diseases including coronary heart disease, lung diseases and cardiovascular disease.

People who **quit smoking**, regardless of age, live longer than people who continue to smoke.

A two pack, 40 a day smoker spends around one million 460,000 minutes of their lifetime smoking. That's equivalent to 24,320 hours or indeed 1,000 days!

Those who smoke between 20 and 40 cigarettes a day will save around £2,500 per year by becoming a non-smoker. You will also save 30% on your life insurance costs.

*Go smoke free and put your body on the mend.....*

After...	Health Benefit...
72 hours	Breathing becomes easier. Bronchial tubes begin to relax and energy levels increase
1 month	Skin appearance improves owing to improved skin perfusion
3-9 months	Cough, wheezing, and breathing problems improve and lung function increases by up to 10%
1 year	Risk of a heart attack falls to about half that of a smoker
10 years	Risk of lung cancer falls to about half that of a smoker
15 years	Risk of heart attack falls to the same level as someone who has never smoked

## Alcohol

**Most people who have alcohol-related health problems aren't alcoholics. They're simply people who have regularly drunk more than the recommended levels for some years.**

Regularly drinking above recommended daily limits risks damaging your health.

### NHS Recommendations:

Men should not exceed 3-4 units a day on a regular basis

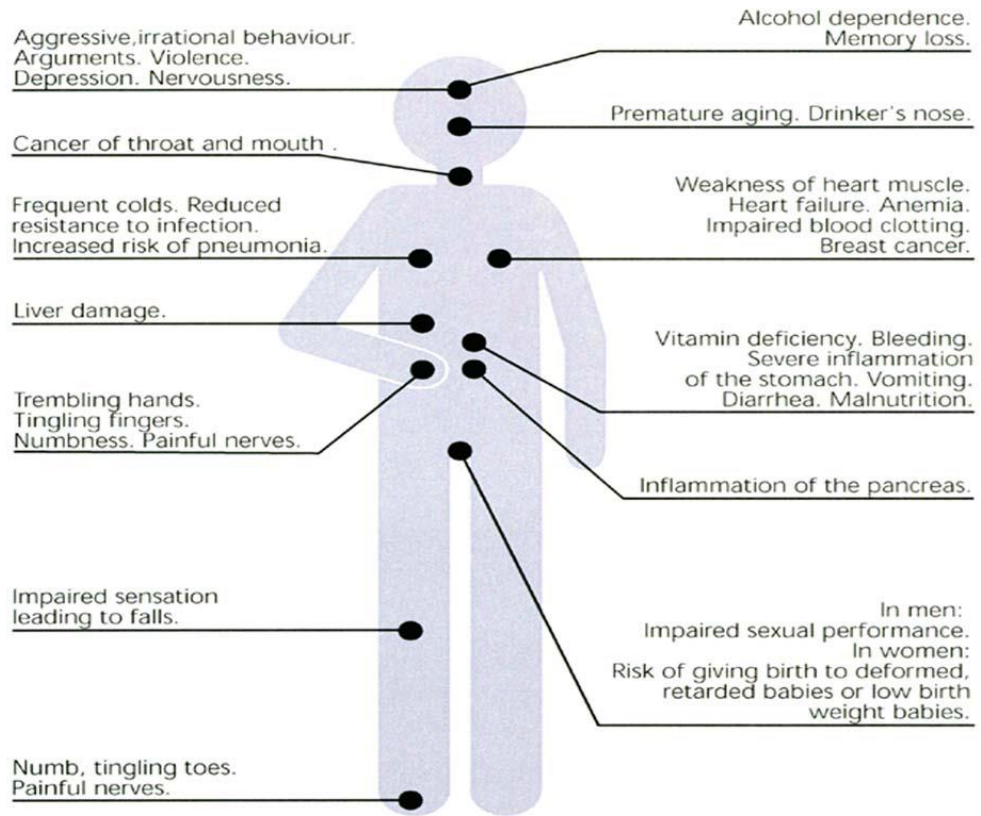
Women should not exceed 2-3 units a day on a regular basis

The effects of alcohol on your health will depend on how much you drink. The more you drink, the greater the health risks.



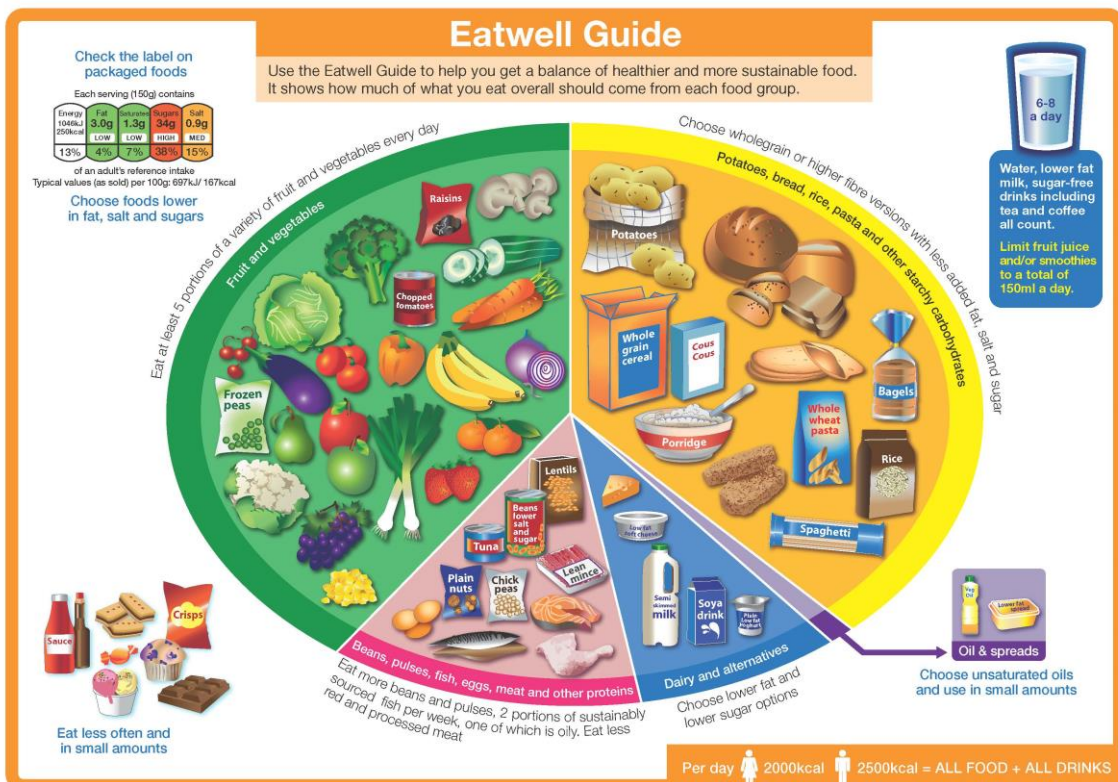
References: Adapted from: Babor, Higgins-Biddle, Saunders, Monteiro: The Alcohol Use Disorders Identification Test: Guidelines for use in primary care. WHO, 2001

# Effects of High-Risk Drinking <sup>1</sup>



High-risk drinking may lead to social, legal, medical, domestic, job and financial problems. It may also cut your lifespan and lead to accidents and death from drunken driving.

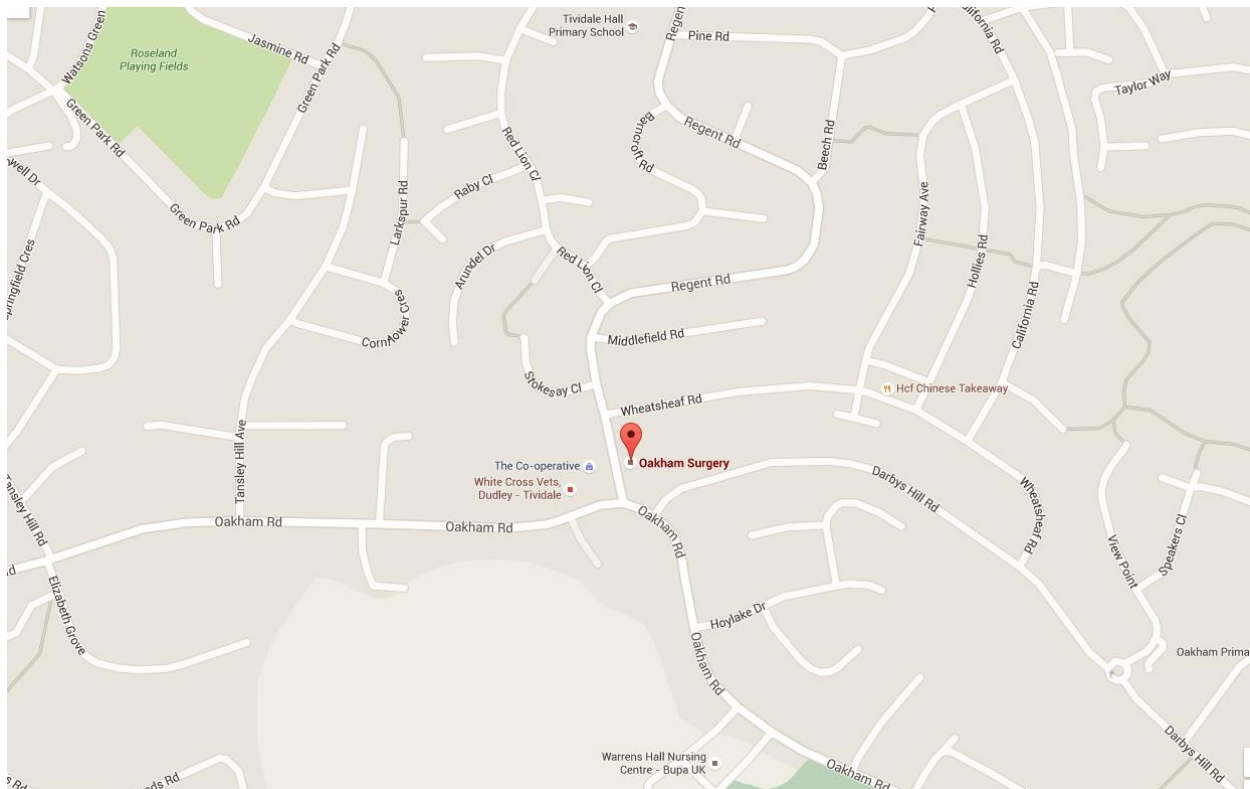
## Eatwell Guide





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