

Complaints/Comments

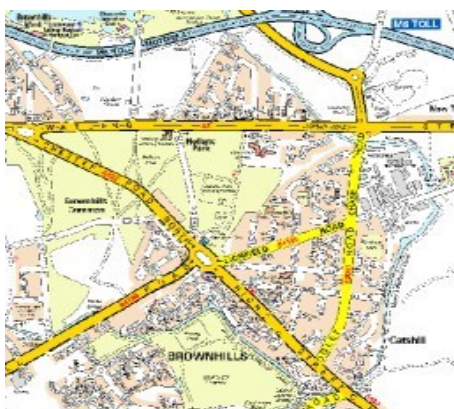
At Parkside Medical Practice we always try to provide the best service possible; there may be times when you feel this has not happened.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a complaint please telephone or write to the practice manager. We will then acknowledge your complaint in writing or verbally within a period of 3 working days.

We aim to give you an outcome to your complaint within 10 working days although occasionally it may take longer. You are also invited to discuss your concerns in a meeting if you wish to.

Comments or suggestions can be submitted by email or via reception.



The boundary for registration includes the WS8 postcode and some parts of WS3, WS7, WS9 & WS11 . Please check with the surgery for exclusions.



Senior Partner Dr D Jay

Practice Manager Samantha Evans

PARKSIDE MEDICAL PRACTICE

Chester Road North, Brownhills, Walsall, WS8 7JB

Tel: 01543 728748 Fax: 01543 377741

Email: walsallccg.pmpgp@nhs.net

Website: www.pmpgp.co.uk

Opening Times

Monday

8.00am - 18.30pm

Telephone Lines Open

8.15am - 6.30pm

Tuesday

8.00am - 18.30pm

8.00am - 6.30pm

Wednesday

8.00am - 1.00pm

8.00am - 1.00pm

Thursday

8.00am - 18.30pm

8.00am - 6.30pm

Friday

8.00am - 18.30pm

8.00am - 6.30pm

The surgery is closed on Wednesday afternoon and Saturday and Sunday all day.

WalDoc are commissioned by Walsall CCG to cover Wednesday afternoon when the surgery is closed.

Extended Hours are available for appointments

Please ask at reception for details

Practice Information

Parkside Medical Practice is a single handed practice which is supported by Walsall CCG.

Patients will be registered with Dr D Jay but we also have a female GP and a Nurse Practitioner who can prescribe medication and make referrals. Patients are however entitled to see a clinician of their choice.



Data Protection Act 1998

Any information held by the practice is kept confidential and we adhere to the General Data Protection Act 2018.



A record of your medication, allergies and adverse reactions is shared with other health professionals within the NHS. You can opt out of this programme or give consent for more details to be shared.

Clinical Staff

Clinicians

Dr D Jay (Male)

Dr S John (Female)

Louise Stanley - Nurse Practitioner

Practice Nurse

Julie Trow

HCA Associate

Laura Melvin

Out of Hours

In an emergency (NOT 999) and between the hours of 6.30 pm - 8.30 am...

Please Ring

NHS 111

This is a universal number for out of hours.

You will be asked some questions to assess your symptoms and then directed to the local service that can help you best.

Please use this number if the surgery is closed.

The surgery closes at 1.00 pm every Wednesday afternoon. During this time WALDOC is available as an out of hours service from 1.00 pm until 6.30 pm.

Their telephone number is ...

WALDOC 01922 501910

Extra GP Appointments in Walsall

6.30 pm - 9.00 pm (all four hubs)

10.00 am - 3.00 pm at weekends (Excluding Darlaston & Portland)

11.00 am - 1.30 pm Bank Holidays (all four hubs)

Darlaston Health Centre, Portland Medical Practice, Pinfold Health Centre, Broadway Medical Practice

Telephone: **01922 501999**

PPG

Patient Participation Group - PPG

This is an opportunity for patient to discuss any concerns or to suggest changes that they may feel may improve the services at the surgery.

You can also submit your suggestions by email as a virtual member or at reception.

Home Visits

Home visits are for housebound patients only. Where possible, please request a home visit as early as possible by telephone.

Missed Appointments

The surgery has a strict policy with regards to missed appointments. Patients that continually fail to attend without notifying the practice will be removed from the list.

Zero Tolerance

We have the right to work in a safe, friendly and non-threatening environment.

Violent, aggressive or abusive behaviour towards any member of staff will **NOT** be tolerated.

Any person found to be behaving in this way will be removed from the practice list.

Services We Provide

ECG

Ultrasound Service

Spirometry

24 Hour Blood Pressure Monitoring

Specialist Diabetes Nurse

Community Psychiatric Support

Dementia Review

Mental Health Review

Learning Disability Review

Chronic Disease Management including...

Diabetes, Heart Disease, COPD, Asthma and Stroke

Contraception Services

Maternity Service

Child Health Surveillance

Travel Vaccination Clinic

Blood Testing

Ear Syringing

Over 75 Health Check

Well Man/Women Check

NHS Health Check

Online Services

Repeat Prescription

Appointment Booking

View your medical record

Please ask at reception for details

Disabled Access

Parkside Medical Practice has reserved car parking spaces that are marked near the front door. Wheelchair access is available throughout the building. There is also a lift to access the first floor if required. A disabled WC is provided on the ground floor.

How to Register

A registration form must be completed on both sides along with a health questionnaire and your preference in relation to your summary care record.

You may also be asked to provide proof of your identity and/or proof of address. For patients entering the UK, a copy of your passport and/or visa will be required.

It is helpful if you can also provide a list of any medications you are taking.

This information is then passed to the GP and a decision will be made within 48 hours. We ask that patients contact the practice regarding the outcome of their application to join the practice.

Once you are registered your records will automatically be requested electronically from your previous GP. You will then be invited to attend an appointment for a new patient health check. This will complete the registration process.

We are a veteran friendly practice and are working towards our registration for Veteran Friendly Accreditation.

Making an Appointment

Consultations at the Practice are by appointment only and we try to offer these within 48 hours.

On weekdays, between 8:30am & 6:30pm, you can telephone to make an appointment or you can do it online (please visit our website for details or ask at reception).

Appointments for working patients can be arranged with the GP at a suitable time or alternatively a telephone consultation can be arranged.

Repeat Prescriptions

We operate a repeat prescription system. Please bring, write or fax your repeat prescription request to the surgery, **allowing 48 hours** for collection

Alternatively you could request it online, please visit our website or ask at reception for details.

If you leave a SAE with the reception your prescription will be posted back to you.

Where possible and for safety reasons we encourage patients to use the Electronic Prescribing Service. This is generally more convenient for patients who can nominate a local chemist.

EPS & Repeat Dispensing

Electronic Prescribing Service

This service sends your prescription directly to your nominated chemist.

To set up this service you simply need to nominate your chemist either in store or at the surgery.

Please be aware that the 48 hour rule still applies to repeat prescriptions. Items that are acutely prescribed can also be sent electronically and collected within a few hours.

Repeat Dispensing

For patients on repeat medication (that is unlikely to regularly change), we can send batches of prescriptions to your chemist. This enables you to obtain your prescription from the chemist for a lengthier period without having to order with the practice.