



**The inner boundary for registration includes the WS8 postcode.**

**Our outer boundary includes some parts of WS3, WS7, WS9 & WS11 .**

**A larger version of the boundary map is available in surgery.**

**Please ask at reception to check if your address is within our boundary.**



## **PARKSIDE MEDICAL PRACTICE**

Chester Road North, Brownhills, Walsall, WS8 7JB

Tel: 01543 728748

Email: [walsallccg.pmpgp@nhs.net](mailto:walsallccg.pmpgp@nhs.net)

Website: [www.pmpgp.co.uk](http://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 Saturday and Sunday all day.**

**\*\*WalDoc are commissioned by Walsall CCG to cover Wednesday afternoon from 1.00 pm until 6.30 pm**

**Extended Hours are available for appointments**

**Please ask at reception for details**

## Practice Information

### Our Mission Statement:

To provide patients with high quality, accessible care in a safe responsive and courteous manner.

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

Once registered, patients will be assigned to Dr D Jay as their accountable GP.

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.

### Other ways to complain...

#### Complaining to NHS England

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

#### By post to:

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** 0300 311 22 33

**Our opening hours are:** 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

#### NHS Improvement

**If you need to ask for advice or raise a complaint or concern**

**Telephone:** 0300 123 2257

**Email:** [enquiries@improvement.nhs.uk](mailto:enquiries@improvement.nhs.uk)

**In writing :** Wellington House, 133-155 Waterloo Road, London, SE1 8UG

## Walsall CCG

### NHS Walsall Clinical Commissioning Group

Jubilee House

Bloxwich Lane

Walsall

WS2 7JL

Telephone: 01922 618388

Email: [walsallccg.getinvolved@nhs.net](mailto:walsallccg.getinvolved@nhs.net)

## 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 patients consent will be required if a complaint is made by a third party.

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.

The periods of time within which a complaint can be made is normally:

12 months from the date on which the event / incident which is the subject of the complaint occurred; or

12 months from the date on which the event / incident which is the subject of the complaint comes to the complainant's notice.

## Clinical Staff

### Clinicians

Dr D Jay (Male) - **Senior Partner**

MBBS

Dr S John (Female)

MBBS , MRCPCH, DSRH, MRCGP

Louise Stanley - Nurse Practitioner

### Practice Nurse

Julie Trow

### HCA Associate

Laura Melvin

## Reception/Clerical Staff

Michele

Karen

Janette

Christine

Rachael

Tracy

Samantha Evans

**Practice Manager**

## Services We Provide

Contraception Services	ECG
Maternity Service	Ultrasound Service
Child Health Surveillance	Spirometry
Travel Vaccination Clinic	24 Hour Blood Pressure Monitoring
Blood Testing	Specialist Diabetes Nurse
Ear Syringing	Community Psychiatric Support
Over 75 Health Check	Dementia Review
Well Man/Women Check	Mental Health Review
NHS Health Check	Learning Disability Review

Chronic Disease Management including...

Diabetes, Heart Disease, COPD, Asthma and Stroke

## Disabled Access

Parkside Medical Practice has reserved car parking spaces that are marked near the front doors.

Wheelchair access is available throughout the building and there is a lift to access the first floor if required. A disabled WC is provided on the ground floor.

## 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.**

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On Wednesday afternoon WALDOC is commissioned to cover our services 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**

## 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.

## Home Visits

Home visits are available for the elderly and housebound patients although all requests will be considered.

## PPG

### Patient Participation Group - PPG

This is an informal setting and a chance for patients to meet and discuss ideas and suggestions with the practice. You will also be well informed on any new decisions regarding the services we offer.

We usually meet every quarter and details of these meetings are posted on the website and on our practice newsletter. Each year we also have an information session for patients, in the past these have included talks on diabetes, dementia and support for carers.

You can also submit your suggestions by email or join as a virtual member. Minutes of the meetings can be posted or emailed to you upon request.

## 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.

Once you are registered your records will be requested 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. All applications to join the practice are treated equally with no discrimination.

## 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.

## Missed Appointments

The surgery has a strict policy with regards to missed appointments. Where possible, please try to give ample notice if you are unable to attend an appointment.

## Online Services

Multiple apps are supported by our practice software - a list of these is available at reception.

Alternatively, a new NHS App is available .



Using these apps enables you to...

Order Repeat Prescriptions

Book Appointments

View your Medical Record

## 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.