

Practice Information Leaflet



Blackwood Health Centre

Blackwood Road
Streetly, Sutton Coldfield
B743PL

Telephone:

0121 3537558

Email address:

clinicalinfo.m91637@nhs.net

Website:

www.blackwoodhealthcentre.co.uk

Opening hours

	8:00 am	6:30 pm
Monday–Friday		
Saturday–Sunday	CLOSED	CLOSED

Dial 999 for Emergencies

OUT OF HOURS –

If you have an urgent problem when the surgery is closed.

Please ring: **111**

Partners & GPs

Dr J Naik Senior Partner

MBChB MRCGP DCCH DRCOG Dip Pall Med CICD

Dr A Lewis Partner

BA Hons MBChB 1991 MRCGP DRCOG DFFP DCH

Dr A Thornett Salaried GP

MB, BCh, MRCGP

Dr A Weallans Salaried GP

MBChB MRCGP

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown below and on the website where you can search your postcode. If you are unable to use the website, please contact the practice for information about how to register. You can also use the NHS website.



When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery & Joint injections** – Your GP will advise on minor operations & joint injections
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Maternity care & post-natal checks**
- **Flu clinics**
- **Phlebotomy services**
- **Contraception coils/implants**

Details of all clinics are available from reception and are also listed on the practice website.



Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

Patients' rights and responsibilities

Patient Rights:

- Access emergency care at any time.
- Receive appropriate medication.
- View your medical records (subject to confidentiality rules).
- Receive a copy of the practice services leaflet.
- Receive a prompt response to complaints.

Patient Responsibilities:

- Be courteous to staff.
- Attend appointments on time or cancel with notice.
- Book separate appointments for other family members.
- Be prepared for follow-up appointments if needed.
- Use medical time wisely—home visits should be for medical reasons only.
- Be patient if appointments run late.
- Give 48 hours' notice for repeat prescriptions.
- Plan ahead for repeat prescriptions to avoid gaps.
- Follow prescribed treatments.

Access and support for disabilities

Our practice provides step-free access to the premises. We have Automatic doors suitable for wheelchairs and a disabled toilet. Additionally, there is a hearing loop on the reception desk.

We welcome any Assistance Dogs.

The practice team

Advance Nurse Practitioner

Melanie Hobson

Other healthcare staff

Andrea O'Donnell – Practice Nurse

Lucy Wright- Practice Nurse

Hayley Hathaway- HCA

Practice Manager

John Hood, assisted by

Perminder Matharu

Governance & Compliance

Jodie Byrne

The surgery has 3 receptionists and 1 administrator who all work closely together.

Appointments and accessing practice services

To make an appointment to see your GP/ANP this must be requested through RAPIDHEALTH.

Any other appointments such as blood tests, nurse appointments or access any other of our practice services, please contact the surgery and a member of our team will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.



Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues please contact reception requesting **before 10.00 am**. A clinician will then telephone you to discuss your request.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk

Commissioner Details NHS Black Country ICB Website

address: blackcountry.icb.nhs.uk/have-your-say/time-2-talk

Email: bcicb.time2talk@nhs.net

Telephone: 0300 0120 281

Postal address: NHS Black Country ICB
Civic Centre, St Peters Square
Wolverhampton, WV1 1SH

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and handing it to reception.
- Through the NHS app
- Through RAPIDHEALTH

Please **allow 3 working days** for collection from your local pharmacy.



Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

Zero Tolerance Policy

We are committed to providing a safe and respectful environment for all patients and staff. Aggressive, abusive, or disruptive behaviour will not be tolerated. Anyone displaying such behaviour may be asked to leave and could be removed from the practice.

We appreciate your cooperation in maintaining a respectful atmosphere for everyone.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

Use the Right Service

	Minor cuts and grazes Bruises and minor sprains Coughs and colds	Self Care Stock your medicine cabinet Visit www.NHS.uk
	Minor illnesses Headache Stomach upsets Bites and stings	Pharmacy
	Feeling unwell? Unsure? Anxious? Need help?	NHS 111
	Persistent symptoms Chronic pain Long term conditions	GP Advice Out of Hours call 111
	Choking Chest pain Blacking out Serious blood loss	A&E or 999 Emergencies only

Our Health Partnership

OHP Creating a healthy future for practices and patients

