

Pinfold Medical was established in April 2018 as an umbrella organisation to facilitate the closer integration of local practices. With the NHS Forward View and upcoming plans for Primary Care Networks, it is important for general practice to embrace these developments and begin working collaboratively, with the aim of offering improved services to our patients. To this effect All Saints' Surgery (AS) and Field Road Surgery (FRS) have combined to streamline their back office functions whilst keeping two separate wings to minimise any disruption to the services patients have become familiar with. This has provided us with the benefit of reducing unnecessary duplication of administration whilst expanding shared services and offering best practice.

Pinfold Medical is a "training practice" for medical students, GP registrars and FY2 doctors. They will spend a few weeks or months with us in order to gain experience and knowledge of general practice. As a training Practice, your medical records may be used for educational purposes.

We are part of Walsall Clinical Commissioning Group, Jubilee House, Bloxwich Lane, Walsall, WS2 7 JL telephone no. 01922 618388 and we work closely with other practices in the group to ensure quality of services across the area.

The Surgery has wheelchair access, is all on one level and has a disabled WC.

## OUR TEAM

### Admin

#### Practice Manager

Rashda Shanaz

#### Reception/General admin

Sally Jones	All Saints'	Linda Ross	Field Road
Catherine Withinshaw	All Saints'	Susan Bishop	Field Road
Kerri Picken	All Saints'	Emma Terry	Field Road
Donna Hale	All Saints'	Marie Monroe	Field Road
Susan Hatfield	All Saints'	Sophie Patel	Both
Sharon Lawton	Both		

### Clinical

#### GPs

Dr Nasir Asghar	MBChB (1998)	Male,
Dr Israr Ahmed	MBChB (2004)	Male,
Dr Saema Saleem	MBChB (2000)	Female,
Dr Hannah Latif	MBChB (2005)	Female,
Dr Farhaan Shabir	MBChB (2010)	Male,
Dr Raiyna Dhinsa	MBChB (2008)	Female,
Dr Daniel Allen	MBBS (2013)	Male,
Dr Iram Latif	MBChB (2010)	Female,
Dr Raman Khera	BMBS (2011)	Female,

#### Nursing

Elaine Richards	ANP, Field Road
Catherine Thorpe	RGN, All Saints'
Jayne Poxton	HCA, All Saints'
Taira Akhtar	HCA, Field Road

#### Pharmacy Practitioner

Ron Baines	Male, Both
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## RECEPTION

Our receptions are open between 8:00 and 18:30 every weekday and can be utilised for both appointment booking and general enquiries. We are often busiest in the early hours of the morning when most appointments are booked. To prevent blocking the phone lines we would appreciate routine and non-urgent enquiries to be made later in the day (also see results line details later in this leaflet).

**All Saints Reception can be contacted on 01922 775135**

**Field Road Reception can be contacted on 01922 775139**

<https://www.pifoldmedicalsolutions.co.uk>

## PATIENTS RIGHTS AND RESPONSIBILITIES

- Patients have the right to:
- Be registered with a General Practitioner.
- Change doctor if desired.
- Be offered a health check on joining the Practice.
- Receive emergency care.
- Receive appropriate drugs and medicines.
- Be referred to a specialist or second opinion if they and the GP agrees.
- Have the right to review their medical records; subject to the relevant Acts and to know those working for the NHS are under legal obligation to keep the contents confidential.
- With these rights comes responsibilities - and for the patient this means the following:
- Turning up for appointments or cancelling them within a reasonable time i.e. 24 hours.
- Appointments are for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- Respecting others rights by being courteous to all staff.
- Letting us know when you change your address or telephone number.
- Only requesting a home visit when it is truly necessary for medical reasons - when a patient is too ill or immobile to get to the surgery. Please give sufficient details of the problem so that we can give priority to the most urgent cases.
- Only requesting a home visit before 10.30 am so that we can plan our day efficiently. Emergencies are seen whenever they occur, otherwise visit requests after 10.30 am may not be dealt with until the next day.
- It is not a Patients right to demand a visit; the decision for a visit belongs with the GP.
- Use the out of hours service responsibility, remember that it is for genuine emergencies only. It is not for social convenience or repeat prescriptions and we monitor all patients using this service incorrectly.
- Observing the no smoking and no mobile phone policy

## SURGERY HOURS

### Monday to Friday

- |               |   |
|---------------|---|
| 07:30 - 08:00 | - Pre booked extended early hours appointments. |
| 08:00 - 18:00 | - Routine appointments.                         |

## OUT OF HOURS

Anybody requiring medical advice outside of surgery hours should **contact 111** and they will be managed or directed to the appropriate service for them. For emergencies 999 should be used as normal.

## ADDITIONAL HOURS

Our patients have access to additional routine appointments outside of normal surgery hours; these help offer extra capacity and support those that find normal working hours difficult.

**These can be booked in advance or on the day by calling 111  
or the Waldoc service directly on 01922 501999.**

### Monday to Friday

- |               |   |
|---------------|---|
| 18:30 - 21:00 | - Pre booked extended evening appointments. |
|---------------|---|

### Saturday & Sunday

- |               |                                    |
|---------------|------------------------------------|
| 10:00 - 15:00 | - Pre booked weekend appointments. |
|---------------|------------------------------------|

### Bank Holidays

- |               |   |
|---------------|---|
| 11:00 - 13:30 | - Pre booked bank holiday appointments. |
|---------------|---|

## ROUTINE APPOINTMENTS

We offer face to face and telephone consultation appointments with GPs, a Clinical Pharmacist Practitioner, a Nurse Practitioner, Nurses and our Health Care Assistants.

The Practice operates an advanced booking system. All the clinicians have access to your medical records and can manage most problems, however if you wish to see a particular individual this can be arranged but it may mean having to wait longer for an appointment. For all appointments please arrive five minutes before your appointment time, if you are more than ten minutes late you may be asked to re-book. You may check in with a receptionist or more quickly by using our automated check in screens. If you have waited for longer than fifteen minutes after your appointment time then please inform reception to ensure your check in has been confirmed.

If you have registered your mobile number with the surgery you will receive an appointment confirmation message by text and if you need to cancel an appointment you can do this by text message also. Otherwise please contact reception as soon as possible for any cancellation so that we may utilise the appointment for another patient. We require at least one hour's notice for a cancellation otherwise the appointment may be classed as a DNA (Did Not Attend).

## URGENT APPOINTMENTS

Every day a few appointments are reserved for potential urgent appointments. We accept, on occasion, it can be difficult to decide whether your need is urgent or not and as such suggest that, if you feel you may be in danger of your condition deteriorating significantly before the offered routine appointment, then please request an urgent one. These requests will be assessed by the on call clinician for the suitability of an urgent appointment. An urgent appointment is often offered late the same day but if you feel you need more immediate attention then we recommend you use the **urgent treatment centre or call 999**. We have a trained advance nurse practitioner and clinical pharmacist practitioner who may be both used to triage urgent appointments.

## HOME VISITS

Home visits are offered to people who are completely housebound, such as the frail elderly and patients who are terminally ill. In certain emergency situations such as with chest pains, severe shortness of breath, suspicion of meningitis etc. a home visit may be declined because an immediate 999 call may be more appropriate. In cases where a patient may require a hospital admission they may be first visited by a rapid response team who will see if they can be managed at home with additional community support before considering an admission. If you do feel a home visit is required then please call the surgery before 10.00 am for the details to be passed to a clinician to assess the need and prioritise and plan the visit if necessary.

## TELEPHONE CONSULTATIONS:

If you feel your issue can be managed over the phone without a face to face consultation then please advise the receptionist of this and they will endeavour to organise a telephone consultation for you. These will be booked in routine appointment slots and will be subject to the same booking processes.

## PATIENT ON LINE ACCESS:

We are actively encouraging patients to register for our online services. Patients using this can see a brief summary of their medical records, can book certain appointments, order repeat prescription and review some test results. For access please ask the receptionist for an on line access form.

## REPEAT PRESCRIPTIONS

To minimise errors we do not accept prescription requests by telephone. Requests for repeat prescriptions can either be made in person or by post, by ticking the appropriate boxes on the tear off slip from your last prescription or by completing a request form at the reception desk. Please do not request medication that has not been authorised for you as a repeat as staff will not be able to process this easily. We require at least 48 hours' notice to process a simple repeat prescription; however one with changes or queries may take longer.

## HOPITAL PRESCRIPTIONS

It is normal process for any emergency medication prescribed by the hospital to be issued by their pharmacy. We do not accept request for urgent medication when these prescriptions are issued by a local hospital. It is agreed locally that the hospital will always issue a prescription for any medication it deems needs to be started urgently. The hospital will normally issue the full course or at least a 28 day supply so that the practice has time to receive the clinical letter from the hospital advising us of the medication changes that need to be made.

## TEST RESULTS

It is normal for all test results to go back to the requesting clinician for review for comment before any details can be passed on. The results of any investigations organised by a local hospital will normally be discussed with you at your next visit by their requesting clinician, although we may be able to give you these details of they have reviewed them and written to us detailing their evaluation. If you were asked to attend for a follow up after having some tests then please ensure the results of these have been received by us before booking an appointment to discuss.

Routine test results are available via our Results Line between 12:30 – 16:00 on 01922 775169.

We operate strict confidentiality policies and, therefore, we will only release test results to the person to whom they relate. The member of staff will be able to read the basic comments on the results but will not be able to interpret them in detail. If this is needed, then please discuss an appointment with one of the clinicians.

## SERVICES PROVIDED

General Medical Service

Chronic Disease Management

Asthma

Urine Tests

COPD

ECGs

Diabetes

Coronary Heart Disease

Hypertension

Well Man & Woman Clinics – NHS Health Checks

Ante-natal & Post-natal care

Travel and immunisation advice

Community Midwife Clinic

Book via our routine reception

Spirometry – lung function tests

Phlebotomy – blood test

Vaccinations

Influenza

Pneumonia

Shingles

HPV

Childhood Immunisations

Dietary Advice

Cervical Screening

Contraception Service

Health Visitors:

Drop in clinic on 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month.

13:30 – 15:30 call 01922 603076

## ARE YOU A CARER?

If you are a carer for a friend or relative, please make the reception staff aware. We would advise carers to have routine health check and discuss vaccinations that they may be entitled to.

## SUGGESTIONS

We welcome any suggestions that you feel would help us to give an improved service. Please ask at reception for a suggestion form.

## CONFIDENTIALITY

The Practice complies with Data Protection and Medical Record legislation. Only the appropriate staff who are directly involved in your care are allowed access to your personal information. Anonymous information will be used at a local and national level, for example, for audit purposes to check accuracy of records and for the government to plan patient services.

## RECORDS ACCESS

You have the right to know what information we hold about you. If you would like to see your records, please speak to reception staff, who will be able to provide you with information on how to do this.

## ZERO TOLERANCE

The Practice has a Zero Tolerance Policy and does not tolerate any form of aggression, threatening or violent behaviour towards GP's or staff under any circumstances.

## COMPLAINTS

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. The Practice operates a complaints procedure as part of the NHS system for dealing with complaints which meets the national criteria. Please ask the receptionist for a leaflet. You can also contact NHS England via

Email – [england.contactus@nhs.net](mailto:england.contactus@nhs.net) type in the Subject tab "for the attention of the complaints team"  
( Helpline 0300 311 2233 – Customer Care Centre)

## CHAPERONES

For certain types of examination, the doctor or nurse will offer a chaperone to be present.

Similarly if you decide that you would like a chaperone to be present and one has not been offered, please do not hesitate to ask.

## PATIENT PARTICIPATION GROUP

The Practice is looking for people of all ages and backgrounds who are enthusiastic about influencing and improving the way health care is delivered. If you are interested in joining our Patient Participation Group, please ask the receptionist for an application form.

## REGISTRATION PROCESS

If you live in the Practice area and would like to register with us, please bring your medical card to the reception desk. If your address details have changed since your card was issued, we will need you to verify your address.

If you have no fixed abode, please speak to a member of staff.

If you do not have a medical card, you will have to complete a registration form (FP1) and we will require proof of your identity by means of a Birth Certificate, Passport or Driving Licence **and** verification of your address.

The Practice does not discriminate on the grounds of race, gender, social class, age, religion, appearance, sexual orientation, disability or medical condition.

## Over 75's

All patients over 75 will be offered an annual health check.

## NAMED ACCOUNTABLE GP

Pinfold Medical Services doctors have always kept their named patient lists. This is now a requirement of every practice's contract with NHS England. Your usual doctor in the contract is referred to as "your named accountable GP". The role of the named GP is to take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required (based on the named GP's clinical judgement) to each of their patients. The named GP will deal with all correspondence received from hospitals and other organisations regarding your care, and will review any repeat medication you have. Having a "named GP" does not mean that this is the only doctor or clinician at the practice who will provide you with care. If you need to be seen urgently this may be with any of the doctors working that day.

If you want to check who your named GP is, please ask our receptionists who will be happy to help.

If you have a preference for your named GP please let us know and we will make every effort to accommodate this request.

## Other Useful Telephone Numbers

### Hospitals

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

### Health Service Authorities

NHS Walsall	(01922) 618388
PALS (Patient Advice and Liaison Services)	(01922) 656463
Out of Hours/Non-Emergency	111

### Pharmacies

Rowlands Chemist:	Pinfold (01922) 477784
	High Street(01922) 476426
Lloyds Chemist:	Pinfold (01922) 479825

### Others

Relate	(01922) 626004
Beacon Alcohol Services	(01922) 669840
Lantern House	(01922) 858463
Registrar of Births and Deaths	(01922) 652268
Samaritans	(01922) 624000
NHS England	(0300)3112233 <a href="mailto:England.contactus@nhs.net">England.contactus@nhs.net</a>

## PRACTICE CATCHMENT AREA

