

PRACTICE INFORMATION BOOKLET
DARLASTON MEDICAL CENTRE

Birmingham Street
Walsall Road
Darlaston
WS10 9JS

Tel: 0844 387 8066

Fax: 0121 568 6384



Welcome To Darlaston Medical Centre

THE GENERAL PRACTITIONERS

Dr S F Ali (M) MBBS MS
Dr H S Syed (M) MBBS TGP

PRACTICE STAFF

Practice Manager

Mrs Farida Ali

Practice Nurses

Mrs Lorraine Clarke RGN
Mrs Glenis Smith RGN

Receptionists

Your first contact at the surgery, whether you telephone or call in person, will be one of our team of friendly receptionists. They will do their best to help you.

ATTACHED PROFESSIONAL STAFF AT THE SURGERY

Midwife
Health Visitors
District Nurse
Community Psychiatric Nurse

SURGERY TIMES

Monday 8.30am – 6.30pm
Tuesday 8.30am – 6.30pm
Wednesday 8.30am – 6.30pm
Thursday 8.00am – 1.00pm
Friday 8.30am – 6.30pm

Extended Hours

Wednesday 6.30 – 8.15pm
No surgeries are held on Saturday and Sunday.

Visit our website: www.darlastonmedicalcentre.co.uk

APPOINTMENTS

How To See Your Doctor

You will need to make an appointment. Either call in or telephone 0844 387 8066. Urgent cases will be seen the same day but patients must be prepared to wait. You have a right to see any doctor or nurse of your choice subject to availability of appointments.

If you cannot keep your appointment, please let us know as soon as possible so that someone else can use the appointment.

If You Need To Speak To A Nurse

During surgery times the nurses are busy and may not be able to take your call, but if you leave your name and phone number they will be happy to call you back.

If You Need To Speak To A Doctor

Please ring between 11.00am – 12 noon to speak to a doctor. If he has finished with his patients you will be able to speak to him. If not, the receptionist will take your name and number and the doctor will return your call.

HOME VISITS

If you are too ill to visit the surgery please contact the surgery on 0844 387 8066 between 9.00am - 10.45am if at all possible. You will need to provide details of your symptoms.

HOW TO CONTACT YOUR DOCTOR WHEN THE SURGERY IS CLOSED

Contact the surgery on 0844 387 8066 and a recorded message will advise you on how to contact a doctor. Please have a pen and paper ready.

The out-of-hours service is provided by Waldoc, Tel: 0845 145 1800.

NHS DIRECT

NHS Direct is a 24-hour nurse-led helpline available for health information on 0845 4647 or online at www.nhsdirect.nhs.uk

REPEAT PRESCRIPTIONS

If your doctor agrees, repeat prescriptions can be obtained through reception. Please allow 48 hours excluding weekends and Bank Holidays.

Your request should be made in writing and, where possible, you should bring in your repeat prescription counter slip. We cannot take requests for repeat prescriptions over the telephone as mistakes can be made. However, exceptions are made for housebound patients.

For the latest information click to: www.darlastonmedicalcentre.co.uk

CLINICS

Antenatal Clinic

Tuesday 1.30 – 4.00pm

Baby Clinic For Immunisations

Thursday 10.00 – 11.30am

Well Woman And Well Man Clinics

These are by appointment with the practice nurse.

The practice provides cervical smears, and advice on contraception including coil fitting.

RESULTS OF TESTS

You may telephone or call in for results of tests.

ACCESS FOR DISABLED PATIENTS

We have embraced the principles of the Disability Act by providing dedicated parking for disabled patients.

PRIMARY CARE TRUST

Walsall PCT

Lichfield House

27-31 Lichfield Street

WS1 1EP

Tel: 01922 444000

www.walsall.nhs.uk

OUR POLICY

It is our policy to provide equal opportunities to all the patients requesting to join the practice list irrespective of their gender, race, disability, ethnic origin, age, nationality or religion. We oppose all forms of unlawful and unfair discrimination.

COMPLAINTS PROCEDURE

We will deal fairly and effectively with your concerns and complaints. If you have any complaints, please contact the practice manager Mrs Farida Ali.

Visit our website: www.darlastonmedicalcentre.co.uk

PRACTICE CHARTER STANDARDS

The practice makes every effort to provide a high standard of patient care and is continually looking for ways to improve patient services.

We have listed below the standards of service that you can expect from this practice. In return we ask you to co-operate with us by treating staff courteously.

Standards Of Care

As an NHS patient registered with our practice you are entitled to:

- Courtesy and respect from the staff.
- Privacy and confidentiality when speaking to any member of staff.
- Be given an appointment the same day if you need to see the doctor urgently or as soon as possible.
- Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions.
- Be referred to a consultant acceptable to you when your GP thinks it is necessary and to be referred for a second opinion if both you and your family doctor agree that is desirable.
- Have access to your medical records, as allowed by the Data Protection Act. Please write to the practice manager if you would like to see these or have copies made. There may be a small charge for this service.
- Have your telephone enquiries answered promptly and dealt with efficiently.
- Be informed of test, x-ray and outpatient results upon request.

We will attempt to accommodate all appointment requests from patients. In addition:

- Registered patients aged 16-74 who have not been seen for three years may request a consultation.
- Registered patients over 75 years who have not been seen in the previous 12 months may request a consultation. If you are unable to attend the surgery for this consultation because of your medical condition, a home visit may be arranged.



36a Pinfold Street, Darlaston, Wednesbury WS10 8SY

FREE PRESCRIPTION COLLECTION & DELIVERY SERVICE

Do you request repeat prescriptions from your local surgery?
Arranging for it to be picked up, getting it to a local pharmacy
and then waiting for it to be dispensed can be time-consuming!!

At JHOOTS Pharmacy we can make it easier. Did you know
that you can request your repeat prescription from your
local surgery as normal and then ask for it to be collected
by JHOOTS? We can then have it ready and waiting in our
pharmacy when you call for it.

Covering the local area

*JHOOTS PHARMACY OFFERS A WIDE RANGE OF SERVICES
AND FACILITIES FOR YOU AND YOUR FAMILY*

"One Call Does It All"

0800 389 60 80

Proud To Be Independent

Established in 2002, Jhoots Pharmacy offers a range of independent services to clients throughout the local area.

“Because we’re independent we are able to take the time to get to know each of our clients and offer services tailored individually to them.”

These services include collection and delivery where necessary of NHS prescriptions. “We are happy to collect prescriptions from local GP surgeries and deliver them to any of our clients who are unable to visit us at the pharmacy.” Jhoots Pharmacy aims to offer same-day delivery wherever possible.

Monitored dosage systems are also dispensed for clients who may be elderly or vulnerable. “It’s a service handled by our specialist pharmacist who also deals with residential and nursing homes.”

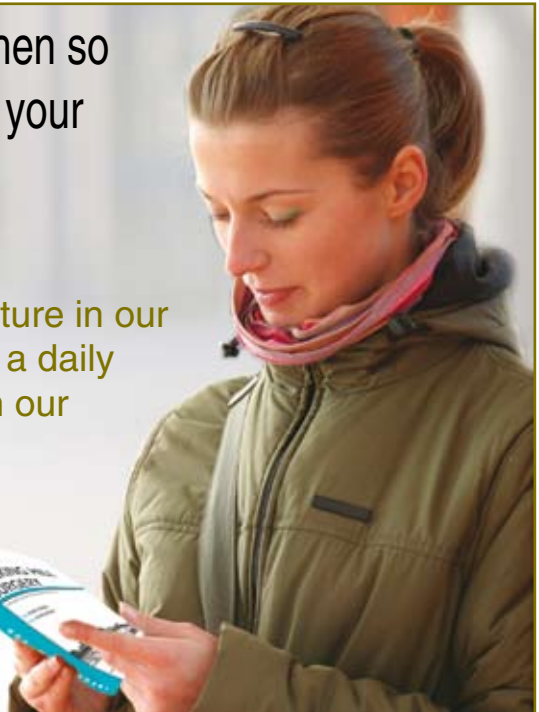
With their own private consultation area, Jhoots Pharmacy’s experienced team can provide advice and guidance on a number of issues. “We offer medicine usage reviews, for example, where we go through each of a patient’s repeat prescriptions to make sure the items are still appropriate and are being used correctly.”

Whatever a client calls in for, however, the one thing Jhoots Pharmacy guarantees is they will receive the same great service. “We’re fast, reliable and efficient, and always happy to help.” For more information call Jhoots Pharmacy on 0800 389 60 80.

Advertising Feature

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



To feature your business in our booklet call 0800 612 1516

How You Can Help Us To Help You

- By treating all our staff with courtesy.
- By giving the doctor all the relevant information about your condition and past medical history.
- By letting us know when you move address or change telephone number – we need to keep our records up to date.
- By keeping appointments or giving as much notice as possible if you have to cancel.
- By using your appointment for one person only.
- By not expecting a prescription every time you see the doctor – implementing our advice can often be far more effective than drugs.
- By giving 48 hours' notice before collecting repeat prescriptions.
- By remembering if you need a home visit to make your request before 10.30am.

You can also help us by letting us know when you are not happy with the services we provide or if you have useful comments about how they can be improved. Hand in your suggestions at reception.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the medical profession.

ZERO TOLERANCE

We strongly support the NHS policy on Zero Tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients, be it verbally, physically or in a threatening manner, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Visit our website: www.georgestreetsurgery.co.uk

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Bedsores

Bedsores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods.

They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet.

For the latest information click to: www.darlastonmedicalcentre.co.uk

Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Stomachache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

FREEDOM OF INFORMATION

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.

This scheme is available on request to the practice manager.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

Soluble Aspirin Tablets

For adults and children over the age of 16. Good for headaches, colds, sore throats and painful bruises.

Paracetamol Mixture

For relief of pain or fever in young children.

Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Dressing Strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Thermometer

For fevers.

Tweezers

For removing splinters.

Remember that your local chemist can give you advice about medicines.