

## **PELSALL VILLAGE SURGERY**

### **INFORMATION BOOKLET**

**This practice is a Teaching Practice**

*Dr Amole*

Pelsall Village Centre  
High Street  
Pelsall  
WS3 4LX  
Tel: 01922 683857

<https://pelsallvillagesurgery.com>

<https://www.facebook.com/PelsallVillageSurgery>

### **Reception Telephone Access**

**Monday - Thursday**

**8:00am until 6.30pm**

**Friday 8am – 1pm then ring Walsall Hub on 01922**

**501999 from 1pm-6:30pm**

### **Surgery Desk Opening Times:**

<b>Monday</b>	7:45am - 6.30pm
<b>Tuesday</b>	7:45am - 6.30pm
<b>Wednesday</b>	7:45am - 6.30pm
<b>Thursday</b>	8.00am - 6.30pm
<b>Friday</b>	7:45am - 1pm after 1pm call 01922 501999 (EXTENDED GP ACCESS)

### **WELCOME**

The surgery is a 1 Partner GMS practice, working within the Black Country ICB. Our GP is registered with the GMC. The surgery is purpose built and is designed to accommodate the elderly and infirm with access for wheelchairs. We are committed to providing the highest level of care (CQC GOOD MAY 2024)

### **REGISTRATION**

Our catchment area is Pelsall, and parts of Shelfield and Rushall- Please check our postcode checker on our website to see if you are living within our boundary and provide registration forms. A new patient medical will be

arranged for you with a nurse/HCA. If for any reason we are unable to register you, we will notify you in writing giving the reasons.

### **THE PRACTICE TEAM**

Dr Abbas Amole	MBBS FRCGP GP Partner
Dr Latoria	Regular GP
Mrs Laura Husselbee	RGN, Practice Nurse
Mrs Rachael Hawkins	Practice Manager
Mrs Karen Clifft	Practice Administrator
Mrs Debbie Wilkins	Practice Administrator
Ms Kara Hill	Receptionist / Administrator
Mrs Sonia Harland	Receptionist
Mrs Diane Gittings	Receptionist
Mrs Tracy Westwood	HCA

### **CLINICS**

GP clinics, Asthma, Antenatal, childhood immunisations, HPV smears, COPD, Contraception, Coronary heart disease, Diabetes, NHS Health checks, HRT, Hypertension, New patient checks, Over 75s checks, Travel vaccinations, Weight management

### **Ante Natal Clinic – Community Midwife**

Wednesdays 1.30-4.30 pm

### **Practice Pharmacists**

Pardeep Hothi  
Alisha Mistry  
Charanjit Saini  
Seema Sikka

### **Medications advice, queries and reviews**

**CHAPERONE**-please ask when booking your appointment if you require a chaperone

### **REPEAT PRESCRIPTIONS**

We do not take repeat prescription order requests over the phone except for housebound or palliative care patients. Prescriptions may be ordered online using the NHS App, via your nominated pharmacy or by calling

into the practice to complete a request form. When ordering repeat prescriptions, please allow a full two working days before collecting your medications from your nominated pharmacy.

Both Doctors and Nurses are here to give advice on health matters, you may phone the surgery on 01922 683857 if you need advice.

### **Black Country Integrated Care Board (ICB)**

The Black Country ICB are responsible for ensuring all necessary services are available to meet your needs. They can be contacted by telephoning 0300 0120 281 email [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)

**SUMMARY CARE RECORD** Please ask at reception for details about information stored on a SCR and how you can decline to participate if you wish

### **APPOINTMENTS**

To book an appointment, please call: **01922 683857**, call in person at surgery or book available slots online or via the NHS App or via our accurx online form on our website. If you are unable to keep your appointment, please let us know so we can allocate it to someone else. You can usually expect to see or speak to a GP, ANP or other clinician within 2 weeks or earlier if urgent. If your call is an emergency, please let us know.

Each patient needs an individual appointment, if more than one person in your family needs to see a clinician, please let us know. We have additional appointments available to us via our membership of Walsall East 1 Primary Care Network- these can be accessed by telephoning 01922 501999

### **HOME VISITS**

Home visits are made by exception only to patients who are recognised as housebound or in the clinician's opinion is too unwell to attend the surgery. Please telephone the surgery to arrange a visit.

## **URGENT CARE CENTRE**

Our local urgent care centre is based at the Manor Hospital, Walsall, and is open 7 days a week. Contact is via telephoning '111' or '111' online.

## **TRANSLATOR SERVICE**

We can arrange a translator service when booked in advance- please give as much notice as possible

## **RESULTS**

The best way to receive results is via the NHS App. If you cannot use the App, please phone 01922 683857 between 2-3pm Tuesdays or Thursdays for your test results. We can only give you your own results; we cannot give out your family or friends results to anyone but them if they are over 16 unless we have been advised of a formal proxy arrangement, copies of which we hold on your records.

## **PATIENT CONFIDENTIALITY**

It is very important that the NHS maintains accurate, up to date information concerning your health. Your information is only available to health care professionals involved in your care. We will always ask your permission before sharing your information with outside agencies.

## **COMPLAINTS, COMMENTS, SUGGESTIONS**

We hope that you will be happy with all aspects of your health care, but in the unfortunate event that you have a complaint, comment or suggestion connected to this practice, please address it to our management team who will deal with your concerns appropriately.

The practice will acknowledge your complaint within 3 working days, and will aim to finalise the outcome within 21 days.

If you do not wish to complain to the practice, you can direct your complain to:

Time to Talk Team, Black Country ICB, Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH  
Telephone 0300 0120 281  
Email [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)

If you are unhappy with the initial outcome of the complaint you may escalate your concerns to:  
Parliamentary and Health Service Ombudsman  
Ombudsman's Complaints Helpline  
0345 015 4033  
<http://www.ombudsman.org.uk>  
Text phone (Mincom) 0300 061 4298

## **PALS- Walsall Manor Hospital**

Walsall has a Patient advice and Liaison service which can often resolve a problem before it becomes a complaint. The phone number is 01922 656463  
Email: [pals@walsall.nhs.uk](mailto:pals@walsall.nhs.uk)

## **SPECIAL ALLOCATIONS SERVICE**

This practice operates a special allocations service. We will not accept offensive, abusive, aggressive or violent behaviour. Patients demonstrating this behaviour will be warned to stop the behaviour and if they persist, we will exercise our right to take action to have them removed from our list. We will also call the Police if necessary.

## **PATIENT RIGHTS & RESPONSIBILITIES**

All Patients have an allocated named GP who holds responsibility for ensuring provision of healthcare services:

All patients are allocated to Dr Amole  
Patients have the right to see their own health records subject to limitations

**Responsibilities-** Arrive on time for your appointments.  
Inform the practice of your intention to cancel an appointment in good time  
Show courtesy to staff as you would expect to receive yourself

## **ACCIDENT & EMERGENCY**

If you or someone else experiences severe chest pain, loss of blood or suspected broken bones, please go to your local A&E Department, which is the **Manor Hospital, Moat Rd, Walsall**. Tel: **01922 721172**.  
This department is open 24 hours a day 7 days a week, 365 days a year.

## **OUT OF HOURS**

When your condition cannot wait until the Surgery is open:

**Monday to Friday** 6:30pm – 8am  
**Including Weekends and Bank Holidays**

Please phone: **NHS 111**(free from mobiles & landlines

**Friday afternoons** 1pm – 6:30pm

Please phone 01922 501999

**There are also extra appointments available**

**6:30pm-9pm Monday to Friday, 10am till 3pm**

**Saturday & Sunday and 11am -1pm Bank Holidays-  
phone 01922 501999 for an appointment OUR**

Reviewed January 2025