

## Essential Contact Details

### Out of hours services - 111

Between 06:30pm & 08:00am Monday to Friday or anytime at the weekend break or Bank Holidays.

**NHS Go Smokefree - 0300 123 1044**

**PALS (Patient Advocacy & Liaison Service) - 01922 656 463**

PALS is a service to support you, your carers or relatives.

**Family planning and sexual health - 01922 270 400**

WISH (Walsall Integrated Sexual Health)

**Drug and alcohol help - 01922 669 840**

**Walsall CCG - 01922 618 338**

Jubilee House, Bloxwich Lane, Walsall, WS2 7JL

**Walsall Healthcare NHS Trust - 01922 721 172**

Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS

**Dudley and Walsall Mental Health Trust - 01922 607 000**

Dorothy Pattison Hospital, Alumwell Close, Walsall

### Internet

[www.walsallhealthcare.nhs.uk](http://www.walsallhealthcare.nhs.uk) / [www.walsallccg.nhs.uk](http://www.walsallccg.nhs.uk)

## Yellow Fever

The practice no longer provides Yellow Fever Vaccination. You may wish to approach the National Advice Centre website [www.nathnac.net](http://www.nathnac.net) who can give advice on Yellow Fever and where you might obtain vaccinations.

# Mossley Fields Surgery

Part of Umbrella Medical

Umbrella Medical Partners:

Dr. C Denihan

Dr. S Ismail

Dr. M Stevens

Dr. C Stedall

Dr. B Sood

Dr. R Hobson

Dr. M Dugas

Dr. K Conod

Dr. S Garsed

Mr. G Bloom

Disabled Friendly

(Services include induction loop)

3 Fisher Road

Bloxwich

Walsall WS3 2TA

Tel: 01922 477226

[www.mossleyfieldssurgery.co.uk](http://www.mossleyfieldssurgery.co.uk)

CQC rated 'OUTSTANDING'



Self Help  
Information



Health Apps



Request  
Medication



My Medical  
Records



Book an  
Appointment

## Welcome To Mossley Fields Surgery (MFS)

We are a Teaching and Training practice which undertakes the teaching / training of healthcare professionals or persons intending to be healthcare professionals.

GPs	
<b>Dr Candice Stedall - female</b> MBBS, MRCP, DCH, DRCOG DFSRH	<b>Dr Timothy Lee - male</b> MBCHB, MRCP (2015), DRCOG
<b>Dr Rasa Pabrinskiene</b> Graduated at Kaunas Medical Academy	
Practice Nurses	
<b>Lisa Holmes</b> (female)	
Advanced Nurse Practitioner Manager (ANP)	Advanced Nurse Practitioner (ANP)
<b>Janine Grew</b> (female)	<b>Debbie Lloyd &amp; Riah Mayne</b> (female)
Clinical Pharmacist	Health Care Assistant (HCA)
<b>Hemant Patel</b> (male)	<b>Paige Haldron</b> (female)
Reception Manager	Reception Team
<b>Iris Willams</b>	<b>Pam Broadway, Sally Prime, Mandy Potts, Rachel Eyre and Denise Kirton</b>

### Locality Manager

**Sam Hardwick**

### Midwife

A midwife attends the practice every Monday to hold an Ante-natal clinic.

## Patients' Rights

All patients registered with the practice have a right to access the services described in this leaflet.

In addition:

- Patients have a right to express a preference to receive services from a particular doctor or nurse - providing the preferred practitioner performs that service.
- Registered patients aged 16-75 whom have not been seen for 3 years, can request a health check-up consultation.
- Registered patients aged 75 and over whom have not been seen for 3 years can request a health check-up consultation in their home if they are unable to attend the surgery.
- Patients have a right to see their own health records, subject to the provisions of the Data Protection Act.

## Violent and Abusive Patients

We do not tolerate any form of verbal or physical abuse, bullying or any other form of intimidation.

Any patient guilty of this towards staff, doctors or other patients will be removed from the list with immediate effect, and if appropriate the matter will be reported to the police and the CCG.

## Comments, Concerns, Complaints?

The practice has in place a 'practice-based complaints system'. We hope that we provide a good service to our patients. If you wish to make any suggestions positive or negative, please contact  
Carly Sutton

Any comments requiring an early reply will be acknowledged within 2 working days and fully investigated within 4 weeks of your initial contact. At this point you will be given a full reply or explanation of what is causing the delay. If patients don't wish to complain direct to the practice, you should contact NHS England on **0300 311 2233**.

## Patient Confidentiality and Data Protection

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity, for example with the Clinical Commissioning Group (CCG) and the hospital.

This information is kept to as little as possible and if at all possible the information is kept anonymous, that is, name and other details are omitted. We are obliged by law to provide certain information e.g. notification of certain infectious diseases.

Information is not shared with any third party outside of the health service (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this subject please contact the Philip Hope.

## Patient Responsibilities

Patients have a **responsibility** to:

- Arrive on time for their appointment.
- Inform the practice if they can't make an appointment or that the appointment is longer necessary.
- Not to make a request for home visits, particularly night visits unless absolutely necessary; patients must be either housebound or seriously ill.
- Co-operate with all practice staff and give them the same level of courtesy that you would expect to receive.

## Surgery Opening Times

<b>Monday</b>	08:00am - 06:30pm
<b>Tuesday</b>	08:00am - 06:30pm
<b>Wednesday</b>	08:00am - 06:30pm
<b>Thursday</b>	08:00am - 06:30pm
<b>Friday</b>	08:00am - 06:30pm

## Extended Opening

<b>Monday</b>	07:30am - 08:00am
<b>Tuesday</b>	07:30 am - 08:00am
<b>Wednesday</b>	07:30am - 08:00am
<b>Thursday</b>	07:30am - 08:00am
<b>Friday</b>	07:30am - 08:00am

Pre-booked appointments only.

No telephone calls will be taken during this period.

## Joining The Practice (How To Register)

Anyone wishing to join the practice should ring, or call into the practice and ask if they may register. You will be required to provide details of your current doctor.

*When you register with us, we will need your NHS number. You can get this from your previous GP practice or recent hospital letters.*

You should normally have a reply within 24 hours, dependant upon the area in which you live and the fullness of the practice list.

Mossley Fields Surgery does not discriminate on the ground of:

- Race, gender, social class, age, religion, sexual orientation or appearance.
- Disability or medical condition.

**Please see the map of our practice area on the following page.**

## Out of Area Registration

If you register with us but you do not live within our practice area, you will be registered as an '**out-of-area patient**', and will not be entitled to any home visits by our doctors.

## Accountable (Named) GP

Every patient at our practice has a named accountable GP who is responsible for their overall care at the practice. Unless you are told otherwise, this is the GP you are registered with, but this does not stop you from seeing any other GP's at the Surgery

## Repeat Prescriptions

Please note that in view of the demand on telephone lines we cannot accept prescription requests by telephone unless the request is for medicine to support palliative care / end-of-life.

- Please **order online**, bring your request into the surgery, or request from your local pharmacy.
- Please use the tear-off slip on the right hand side of your prescription and tick the items that you require. Pay attention to the review date and other messages printed on the slip.
- Please allow for **48 hours** for collection. If you leave a prescription request on a Friday evening, it may not be ready for collection until Tuesday evening.
- If you want the prescription sent back to you then please enclose a stamped addressed envelope.
- If you call personally at the surgery, please place your request in the box at the front door in the waiting room.

## Patient Participation Group (PPG)

**You can have your say to help us improve your healthcare.**

All patients are welcome - and encouraged - to join our regular series of Patient Participation Group meetings.

Our Patient Participation Group consists of valued volunteer patients who meet with practice team members to discuss the work of Mossley Fields Surgery

Together, we can all help the practice to improve healthcare for all of our registered patients.

If you are interested in attending the next PPG meeting, please ask at reception for more details.

## Cervical Smears

In line with national policy, we recommend a cervical smear every 3 years for a woman between the ages of 25 & 50 years, and every 5 years for women aged 51-65 years of age.

These are usually carried out by the practice nurse.

## Emergency Appointments

If you consider that the appointment you are offered is not soon enough, and that your condition is more urgent, then please say so to the receptionist. We will always try to see you when time allows.

We would ask you not to abuse this facility as it may reduce the time available for patients that have already booked. At these 'urgent' appointments there is not time to treat anything but your 'urgent condition'.

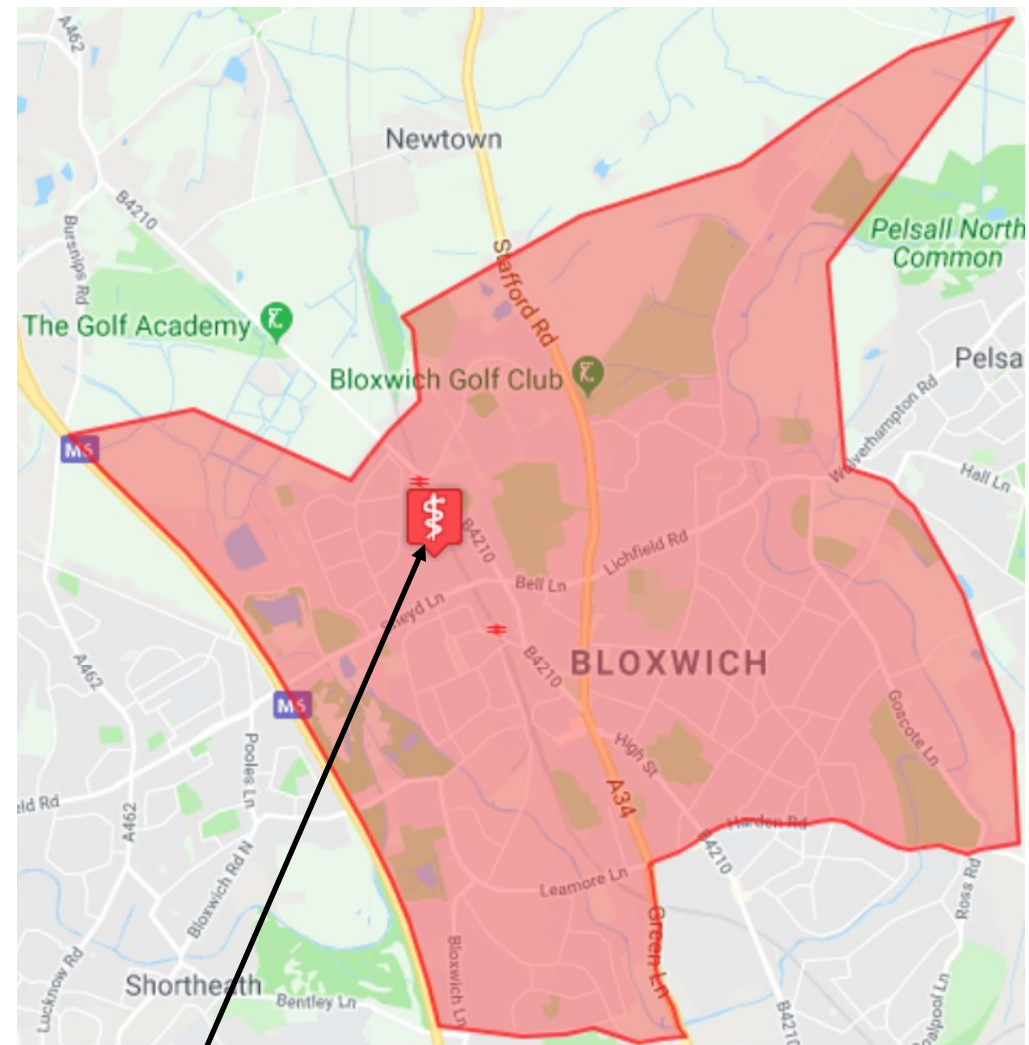
**Please think of others!**

## Home Visits

These visits are for people who are housebound or too ill to travel. Lack of transport is not a sufficient reason to request a home visit. We would ask you to attend the surgery if at all possible. At least 3 patients can be seen in the time it takes to conduct 1 home visit.

If you are registered with us as an 'out-of-area patient', you **will not** be eligible for any home visits from our doctors.

## Practice Area



We are here

## Online Services

myGP™	Patient Access
myGP™ is a free phone app available for download on the Apple Store and Google Play.	Patient Access is a free service you can access from the 'My Medical Records' button on the homepage of our website.
Using the app you can: <ul style="list-style-type: none"> <li>• Book appointments.</li> <li>• Set up medication reminders.</li> <li>• Provide feedback to us.</li> <li>• Receive appointment reminders.</li> </ul>	Using this service you can: <ul style="list-style-type: none"> <li>• Book appointments.</li> <li>• View your test results and medical records.</li> <li>• Request medication.</li> </ul>

## Self Help Advice

You can access a variety of resources to help you manage your conditions by clicking on the 'Self Help Information' button on the home page of our practice website.

Here you will find helpful information about diabetes, asthma, pain management, dementia, as well as other conditions.

[www.mossleyfieldssurgery.co.uk](http://www.mossleyfieldssurgery.co.uk)

## Telephone Advice

**Please provide a landline in view of the expense of calling a mobile number**

There are many things, medical and non-medical (eg. Sick notes, blood results, insurance claims) that can initially be discussed on the phone, saving a visit to the surgery. If you do wish to discuss a clinical matter on the telephone with a Doctor, please call the surgery and make an appointment for a telephone consultation. If your query is non clinical, all of our friendly reception staff will be happy to help you.

**You can view your test results online**  
please talk to a member of the reception team for details

## Services Available

- General Medical Practice
- Minor Surgery (*provided at Lichfield Street Surgery*)
- Family Planning
- Ante-Natal (mothers-to-be)
- Cervical Smear
- Child Health clinic including
- Vaccinations
- Travel Vaccinations (some are not covered on the NHS)
- New Patient Examinations
- Routine health checks for over 40's

## Family Planning

We are not currently offering contraception clinics due to Dr Stedall being on maternity leave. For ladies wishing to have a coil or implant fitting please ask at reception for details.