



Information Leaflet for Penn Manor Medical Centre

(Part of the Primary Care Services group under The Royal Wolverhampton Hospital Trust)

**Manor Road
Penn
Wolverhampton
WV4 5PY**

Main telephone number

01902 575142

Emergencies Only between
8-8.30 and 12.30-13.30 daily:

01902 575096

Fax:

01902 575078

E-mail us for prescriptions on:

wolccg.pennmanor@nhs.net

Practice Manager e-mail:

helen.ryan3@nhs.net

Out of hours emergencies dial:

111

In a medical emergency dial:

999

Salaried GPs

Dr John Burrell MBChB

Dr Elisabeth Strieder

Dr Manish Rana MBChB

Dr Satveer Randhawa MRCP

Dr Helen Doggett MBBS DRCOG

Surgery Hours

Monday	8.30am - 6.30pm (extended hours 6.30-7)
Tuesday	8.30am - 6.30pm (extended hours 6.30-7)
Wednesday	8.30am - 6.30pm (extended hours 6.30-7)
Thursday	8.30am - 6.30pm (extended hours 6.30-7)
Friday	8.30am - 6.30pm (extended hours 6.30-7)

Extended Access

There are pre bookable or same day appointments every Saturday and Sunday from 8am to 2pm at West Park Surgery (one of the other Practice within the Primary Care Services Group). Please speak to reception to book an appointment or alternatively call 422677 directly at the weekends. There are appointments available at the other Practices working together within Primary Care Services during the week up until 8pm, please ask at reception for further details.

Home Visits:

Please come to the surgery if at all possible, where you can get much more comprehensive care. If you are truly housebound, please request for a home visits before 11.30am. Please ensure that you leave access arrangements, full details of the reason for the visit, if you are requesting for another patient you will be required to leave your contact details and you may be required to speak with the clinician first. Please be advised that visits are allocated to both Advanced Nurse Practitioners and specialist community teams as well as GP's.

Home visits are strictly for those patients who are medically not fit to travel. (It is the patient's responsibility to arrange transport to the surgery)

Surgery Staff

Practice Manager:	- Mrs Helen Ryan
Assistant Manager:	- Mrs Ruth Davies
Practice Pharmacist:	- Mrs Jo Patel
Medical Secretary:	- Suzanne Lowe
Medical Secretary:	- Zoe Powell
Data Administrator and Coder:	- Lyn Marklew
Data Administrator and Coder:	- Lucy Dews
Practice Administrator:	- Kelly Brettell
Reception Team Members:	- Laura Perks
	- Leanne Roberts
	- Jade Aston
	- Jackie Doggett
	- Karen Davenport
	- Jenny Johnson
	- Stephanie Curley
	- Hayleigh Griffiths
Practice Nurses:	- Jane Atkinson
	- Angela Fenton
	- Jan Jenkins
	- Lisa Simmonds
Advanced Nurse Practitioner	- Susan Corden
Nurse Practitioner	- Yvonne Allan
Health Care Assistant	- Lynsey Collins
Apprentice	- Melissa McLaren

We aim to provide the best healthcare we can in the community within the available resources.

- ✓ You will be received courteously and be able to identify all staff by name.
- ✓ We will acknowledge your religious and cultural beliefs.
- ✓ We aim to be able to offer appointments with a member of the clinical team every working day. To achieve this, some appointments will not be booked until the same day.
- ✓ For medical emergencies, a service will be available, although you may not be able to see the doctor of your choice or it may be at another site
- ✓ The practice will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability, medical condition or marital status.

Your commitment to us:

- ✓ Co-operating in your medical care by keeping to the agreed treatment plan.
- ✓ Advising us updated of your current contact details or any changes in your name or home address
- ✓ Giving us 24 hours' notice if you cannot keep your appointment, enabling us to offer you another appointment, and offer your cancellation to another patient.
- ✓ When arranging a home visit, or booking an appointment, please inform us if the patient is temporarily residing at an address other than their own.
- ✓ Observing our No Smoking Policy.
- ✓ **We do not tolerate violent or abusive behaviour.** Patients who display violent or abusive behaviour will be removed from this practice list. In extreme cases we may summon the police to remove offenders from the practice premises.
- ✓ If you feel we have not reached our standards, or would like to make any suggestions about our service, please ask for the process for reporting compliments, concerns and complaints. Please ask a reception. Thank you

Other Services Available at the Practice

Access - There is full wheelchair access to the building, which has toilets for disabled people.

Access to Patient Information

All surgery and attached staff ie, Health Visitors, District Nurses and Midwives have access to patient information. Medical information will not be disclosed to a third party without patient consent. The Practice complies with the GDPR and the NHS Code of Confidentiality.

Antenatal Clinic – Held on Wednesdays and run by Community Midwives

Cervical Smears – Women aged between 25 and 49 years – recommended to take a test every 3 years. Women aged between 50 and 64 years – recommended to take a test every 5 years. Please make an appointment with the Practice Nurse when you receive your invitation letter

Chaperone – All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. Please make your clinician aware of your wishes at the beginning of the consultation.

Complaints, Concerns or Compliments – Please ask at reception for the procedure

Contraceptive Advice – A range of contraceptive advice is offered by Practice Nurses and GPs. **Eye Problems** - The Wolverhampton **Minor Eye Conditions Services (MECS)** provides assessment and treatment for people with recently occurring minor eye conditions. The service is provided by **MECS** accredited optometrists (also known as opticians) across Wolverhampton who have specialist knowledge, training and skills. Please ask at reception for more details

Minor Surgery – This Practice offers a minor surgery service

Full Medical Examinations – For insurance, driving medical etc. by appointment. These are NOT NHS SERVICES; therefore the individual will be charged a fee.

Minor Ailment Scheme/Pharmacy First - This surgery and the local community pharmacies are running a scheme to enable you to get some medicines directly from the pharmacy. If you do not usually pay for your prescription, you will still be able to get your medicine free.

Registration – Patients wishing to join the practice list should enquire at reception to check if they are in the practice catchment area and if they are, forms will be issued to register

Repeat Dispensing – If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the community pharmacist. This will save you having to visit the surgery every time you need more medicine. The first step is to talk to the person who prescribes your medicines, and ask them if you can use repeat dispensing.

Repeat Prescriptions – can be obtained by forwarding the tear-off right hand side of the previous repeat prescription indicating items required. Please allow 48 hours for collection. Patients can also arrange with their local chemist to have their repeat prescription sent electronically, this means that patients can collect their prescriptions direct from the chemist without collecting the prescription from the practice. You may email, use online services, ask in person or drop off your repeat slip to order your medication. Only phone calls from housebound patients will be accepted,

On-line Access

Patients can register with reception for on-line access to their medical record, by doing this patients can order repeat prescriptions, make appointments, view test results and hospital correspondence. Please ask at reception. Access is subject to review of the request by your GP/Clinical team and is not instant.

Test Results – can be obtained by calling the reception team, please leave adequate time for your results to arrive back with us and for our GP or Nurse to review them. Ideally 7-10 days.

Training in General Practice – occasionally, medical, nurse and receptionist students spend time with us. If you do not wish a student present during your consultation, please tell the receptionist or Doctor otherwise you will be asked to sign a consent form allowing the student to remain in the room.

Travel Advice – Please contact reception to book in with one of our Practice Nurses.

Other clinics:

Immunisation Clinics / Respiratory Clinics/ CHD Clinics/ Diabetic Clinics/ Hypertension Clinics/ Learning Disability Reviews/ Mental Health and Depression reviews/Dementia Reviews

For information on Primary Care Services visit (working with the Hospital)

<http://www.royalwolverhampton.nhs.uk/primarycare/>

