

Wolverhampton Road
Surgery

WRS

PRACTICE INFORMATION

**Wolverhampton Road Surgery
Wolverhampton Road
Stafford
ST17 4BS**

Senior Partner Dr Elizabeth J Albright

**Doctors M Raza (m), E Afoakwah (m), K Ziobro (f), F Airey (f),
S Raza (m), O Ariba (m)**

Website: www.wolverhamptonroadsurgery.nhs.uk

Telephone Number- 01785 258161

April 2018

Partners

Dr Elizabeth Albright (Female)	MB ChB AFOM (Birmingham 1978)
Dr Masood Raza (Male)	MB BS FRCS Glasg.DRCOG (Univ of Karachi 1983)
Dr Emmanuel Afoakwah (Male)	MB ChB RRCS (Edinburgh)

Salaried GPs

Dr Katarzyna Ziobro (Female)	Lekatz (Medical University of Lublin 2005)
Dr Faith Airey (Female)	MB ChB BsC (Manchester 1994)
Dr Syed Amir Raza	MB BS SMC, Pakistan
Dr Olatayo Ariba	MB ChB (Olabisi Onabanjo University)

Management

Paul Meredith	Dip Professional Management
Nicola Dagg	Assistant Manager (Patient Services)
Sarah Bathew	Assistant Manager (Support Services)

Practice Pharmacist

Shalini Aggarwal	Masters in Pharmacy
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Nurse Practitioner

Karen Aucock (Advanced Nurse Practitioner & Nurse Lead)	BSc Clinical Practice, Nurse Independent Prescriber
Sr Andrea Cortes-Pooler	Emergency Nurse Practitioner
Sister Jay Godwin	RGN, BSc Paediatric Nursing

Practice Nurses

Sister Andrea Lawson (Governance Lead)	RGN, Dip Nursing studies BSc Hons, Independent /Supplementary Prescriber
Sister Beth McNally	RGN, Dip Asthma, Dip COPD

Senior Health Care Assistant

Sue Thompson	Phlebotomy, ENT and Women's Health
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Phlebotomist

Sharon Double	Phlebotomy
County Hospital Phlebotomy Team	

Support Services - Secretarial and Administration Staff

Sheena Halberda (Senior Secretary)	DipMS RSA
Gina Harrison (Practice Secretary)	

Data Quality

Lyn Miller	Quality and Information Officer
Sharon Evans	Workflow Administrator

Patient Services - Care Navigators/Reception Team

Dawn Isherwood	
Angela Moore	
Helen Hartman	
Lisa Ward	
Wendy Roebuck	

SURGERY OPENING TIMES

Monday to Friday: 8.00 am – 6.30 pm

During these times there is always someone available to attend to queries from both personal callers and telephone callers.

Doctor Consultation Times

The practice runs morning and afternoon clinics between 8.00am and 6.00pm.

To Register with the Practice

If you wish to register with the practice, please ask at reception. If you are living within our practice boundary we will be able to register you. You will be asked for your medical card and be given a registration form and a questionnaire for completion; once you have done this you will be offered an appointment for a new patient's health-check. Please inform the receptionist if you have previously been registered at the practice.

We are a large group practice and although your medical card will give you a named doctor, you are registered with the practice and will be able to see any of the doctors.

To Book Appointments

TELEPHONE 01785 258161

We offer pre-book appointments with all doctors which can be booked up to 2 weeks in advance. We will try to give you an appointment with the doctor of your choice but if this is not possible you will always be offered an appointment with another doctor.

If you are unable to attend for an appointment, please telephone to cancel it and re-book if necessary.

Appointments are available to be booked on-line – please ask for a registration form from a member of the team.

Urgent on the Day Problems

You may be asked by a member of our Patient Services Team for a brief description of your problem, this is to help book you the most appropriate appointment for with our Urgent Care Team.

A message will be put through to the Urgent Care Doctor and you will get a call back. You may be given an appointment with a Doctor, Advanced Nurse Practitioner or given advice over the telephone.

If you are at the Reception desk and have an urgent on the day problem, please tell the receptionist if you require more confidentiality.

Extended Opening Hours

We run early morning appointments with GPs, Nurses and our Senior Healthcare Assistant. These are pre-bookable 15 minute appointments designed for patients who would otherwise find it difficult to see a Doctor during normal opening hours due to their work commitments. We are also opening some Saturday mornings for pre-booked appointments.

Nurse appointments are available from 7.30am apart from Tuesday mornings.

You may not be able to see your usual Doctor. We are also unable to provide blood testing and dressings during these hours, therefore some patients may have to come back and see a Nurse.

Practice Training

The practice usually participates in training during one afternoon each month from 1.30pm – 6.30pm and is closed for routine appointments and telephone enquiries, please see practice notices for up to date information.

How to Get Healthcare Advice & Assistance when the Surgery is closed:

NHS 111

If you have an urgent problem outside normal surgery hours, please telephone **NHS 111**.

Calls to 111 are free from land lines and mobile telephones. Lines are 24/7, every day of the year.

You can call 111 when you think you need to go to the Emergency Department at the hospital, or another Urgent Care Service, if you need advice outside surgery opening times or are not sure who to call for medical help.

PRACTICE WEBSITE

The practice website address is www.wolverhamptonroadsurgery.nhs.uk.

Accessing the website will allow you to view information about the practice and general medical advice, order repeat prescriptions and notify us of any change of address/telephone number.

HOME VISITS

These are for people who are medically unfit to attend the Surgery.

For a home visit please telephone 01785 258161 if at all possible before 10.30 am.

REMEMBER that in the time it takes to see one patient at home we can see four in the Surgery.

REPEAT PRESCRIPTIONS

If you are on regular medication the Doctor MAY allow you to obtain a repeat prescription without being seen every time.

You will be advised when the Doctor needs to see you which will be at regular intervals

When you receive your prescription you will be given ½ of the piece of paper back from the pharmacy. This slip is for you to send or deliver to the surgery to request your next prescription. You should allow two working days before collecting the prescription. We do not routinely send prescriptions via the postal service,

You can also order your prescription using:

The Patient Access Service – please register at Reception

The Practice website: www.wolverhamptonroadsurgery.nhs.uk

Via your nominated Community Pharmacy

The Practice is actively moving to a full electronic prescribing service.

CLINICS

The Practice believes strongly in the benefits of all children being immunised and Women having cervical smears unless there are medical contraindications. We strongly support and are involved in routine mammography for Women aged 50-64, and you will be sent an appointment when your turn comes.

Antenatal Clinics

This is held on Wednesday and a midwife is present.

Minor Surgery

We have the facilities to perform various minor operations. Please see one of the Doctors in Surgery.

Coronary Heart Disease Clinic

This is a weekly Doctor and Nurse clinic for the follow up of patients having heart disease.

Smear Clinic

These are held weekly by our Practice Nurses and you may book a smear with one of our female doctors.

Immunisations

The Nurses will do all routine and holiday immunisations, including Yellow Fever. They also have the latest information from the World Health Organisation to help them to advise you on your travel protection.

OTHERS WORKING AT THE SURGERY

Our practice is involved with the teaching and training of other health care professionals and people intending to become health care professionals.

A **Registrar** is a Doctor who is fully qualified and experienced in Hospital work and wants to gain experience in medicine in the Community. They help us by bringing a fresh approach and the most up to date ideas and we hopefully help them to enjoy the different world of General Practice.

Students from many different disciplines may visit the Practice. Your rights to privacy and confidentiality will always be respected. If you do not want a student to be present during your consultation please tell the Doctor or Nurse.

Occasionally doctors need to be assessed through video and you may be asked if you would mind participating.

CAR PARKING

To access the surgery car park please drive through the entrance arch off the Wolverhampton Road and to exit it drive through the exit arch onto the Lichfield Road.

The parking is limited as this is also a staff car park and access is shared with the residents and service users of Drakeford Court. There are alternative car parks within walking distance of the practice and there are excellent public transport links.

DISABLED ACCESS

The Surgery ground floor is all on one level and designed for ease of access. There is also a toilet for disabled patients situated on the ground floor.

FIRE PRECAUTIONS

In the event of a Fire Alarm sounding, please leave quietly and immediately by the nearest Fire Exit and assemble at the front of the building, where a member of Staff will be there to advise you. Do not re-enter the building once you have left.

PATIENT PREFERENCE OF PRACTITIONER

You have the right to express a preference to receive services from a practitioner of your choice and the practice will endeavour to allow you to do this wherever possible.

SUGGESTIONS AND COMPLAINTS

We are always pleased to receive your comments and suggestions. There are comment/suggestion/Friends and Family slips on the reception desk, please complete one if you have any comments /suggestions and put it in the envelope provided and hand it to the receptionist. We try to give you the best service possible but there may be times when you feel this has not happened. If you have any complaints about the services, please contact our Practice Business Partner, Mr Paul Meredith, who will be happy to meet you and discuss your problems. Alternatively you may prefer to telephone or write to him or the Senior Partner, Dr Elizabeth Albright.

HELP US TO HELP YOU

If you can't make it to your doctor's appointment, please tell the surgery. We'll make another one for you and may be able to fit someone else in on your cancellation.

If you change your name, address or phone number, please let the surgery know.

Please ask to be visited at home if you are too ill to come to surgery. If you're not sure, ring the surgery for advice. Please order repeat prescriptions in plenty of time.

ZERO TOLERANCE

In a great majority of cases relationships between patients and staff are excellent. However, on occasions staff has cause to bring to our attention unreasonable behaviour by patients. Please may we remind you that staff working in this organisation come to work to care for others. Aggression, violence and threatening behaviour, whether physical or verbal, will not be tolerated. In the unlikely event of individuals behaving aggressively towards staff they will be reported to the police and, where appropriate, prosecution will follow.

NHS England

The local telephone number for NHS England is 01889 571356

BOUNDARIES

We regret that we cannot register patients who live outside our designated area. Please see the Boundary Map and ask at reception if you require assistance.

CONFIDENTIALITY AND HEALTH RECORDS

Patient's Health Records are kept by the practice with which they are registered. Each health professional is responsible for the accuracy and safekeeping of health records.

The records include general information like name, address and date of birth. They also contain details of care such as consultations, illnesses, investigations undertaken, prescriptions received and treatment carried out.

Health professionals in the course of their work, e.g. doctors, nurses, community health workers, therapists and technicians all have access to the health records of their patients. Other NHS, Practice, Hospital and Social Services staff may have some access to your health records in order to assist in the delivery of your care.

The law strictly controls the management of all personal information. Anyone who receives information about you has a legal duty to keep it confidential.

You have a right of access to your health records with some exceptions. If you wish to view your health records please contact the Practice.

If you have any concerns about who might see your health records, or have other queries regarding them, please contact a member of the Practice Management.

The New General Data Protection Regulation and our Practice Responsibilities

Wolverhampton Road Surgery will be what's known as the 'Controller' of the personal data you provide to us.

We collect basic personal data about you which does not include any special types of information or location based information. This does however include name, address, contact details such as email and mobile number etc.

We will also collect sensitive confidential data known as "special category personal data", in the form of health information, religious belief (if required in a healthcare setting) ethnicity, and sex" during the services we provide to you and or linked to your healthcare through other health providers or third parties.

Why do we need your information?

We need to know your personal, sensitive and confidential data in order to provide you with Healthcare services as a General Practice, under the General Data Protection Regulation we will be lawfully using your information in accordance with:-

Article 6, e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;"

Article 9, (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems

Where do we store your information Electronically?

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information may be located on servers within the European Union.

No 3rd parties have access to your personal data unless the law allows them to do so and appropriate safeguards have been put in place. We have a Data Protection regime in place to oversee the effective and secure processing of your personal and or special category (sensitive, confidential) data.

How long will we store your information

We are required under UK tax law to keep your information and data for the full retention periods as specified by the NHS Records management code of practice for health and social care and national archives requirements.

More information on records retention can be found online at (<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>)

With your consent we would also like to use your information to.

We would however like to use your name, contact details and email address to inform you of services that may benefit you, with your consent only. There may be occasions where authorised research facilities would like you to take part on innovations, research, improving services or identifying trends.

At any stage where we would like to use your data for anything other than the specified purposes and where there is no lawful requirement for us to share or process your data, we will ensure that you have the ability to consent and opt out prior to any data

processing taking place.

This information is not shared with third parties or used for any marketing and you can unsubscribe at any time via phone, email or by informing the practice DPO as below.

What are your rights?

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. You can still request a copy of your medical Records from the practice — From May 2018 this will be Free of Charge.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO). Details can be found at www.informationcommissioner.co.uk

Who is the Data Protection Officer for the Practice?

Our Data Protection Officer (from 25.05.2018) is **PCIG Consulting Ltd.**, and you can contact them via the Practice website or by writing into the Practice for the attention of the Practice Manager

Updated April 2018