

CINIC SERVICES

The following services are available at the surgery:

- Ante-Natal Services
- Cervical Cytology
- Child Health Surveillance and Childhood Vaccinations
- Flu (influenza) and Pneumococcal Vaccinations
- Health Promotion
- Long Term Conditions Monitoring
- Minor Injuries
- New Patient Health Checks
- NHS Health Checks
- Palliative Care
- Smoking Cessation
- Travel Vaccinations
- Weight Management
- Healthcare for the Homeless
- Online Triage

We are a training practice supporting role in the development of Clinical Practitioners

PATIENT CONFIDENTIALITY & DATA PROTECTION

The practice is compliant with the Access to Medical Records Act 1990 and the Freedom of Information Act 2000. It is registered under the Data Protection Act 1998.

It also conforms to the Common Law Duty of Confidentiality and adheres to the NHS Code of Practice when sharing information between Professionals in support of patient care.

COMPLAINTS

We always aim for high standards. If you have any complaints please let the staff know so that we can help you. There is also a copy of the Complaints Policy available in reception.

PATIENT PARTICIPATION GROUP

A Patient Participation Group works to improve communication between the practice and its patients and to ensure the services it offers meet the needs of all patients. We are always looking for enthusiastic people to join our group, and share ideas on how services could be changed or improved.

If you are interested in getting involved, please ask reception team for details.

PRACTICE STAFF

Practice Manager

Denise Robinson

Receptionists

Tracy Ford, Geeta Patel, Kerry Stanley,

Kathleen Swan, Lauren Taylor-Smith

Clinical Team

Dr Kamran Ahmed

Dr Virinder Rai

Dr Gopal Singh

Terence Burnett ANP

Danielle Wooton ANP

Joanne Skelding PN

Carole Mace HCA

Online Consult

Contact the doctor online and get health advice 24hrs.

www.online-consult.co.uk/org/ih-medical



Providing NHS services **NHS**

IH Medical

Bilston Health Centre



Prouds Lane

Bilston

WV14 6PW

Tel: 01902491410

Fax: 01902405353

www.ihmedical.co.uk

PRACTICE OPENING TIMES

Monday Tuesday Wednesday Friday	8.30am-6.30pm
Thursday	8.30am-5.30pm

"Improving Health Outcomes By Providing An Exemplary Primary Care Service" - IH Medical

BOOKING A ROUTINE APPOINTMENT

You can book a routine appointment by telephone or visiting the practice, or by registering for online services and booking your appointment online or on the patient access Emis app. *Reminders are sent via SMS.*

Appointments are available 6 weeks in advance to book.

Video & Telephone Consultations Available

You can express a preference to see a particular clinician and we will try to comply with your request. However due to availability of doctors this may not always be possible.

URGENT APPOINTMENTS

The practice offers urgent appointments with both the GP or the Advanced Nurse Practitioner, which are bookable on the day.

ARRIVING LATE FOR AN APPOINTMENT

Please ensure that you arrive on time for your appointment or you may be asked to re-book.

CANCELLING APPOINTMENTS

Please notify the practice as soon as possible if you cannot attend your appointment, so that it can be offered to another patient. *You cancel via SMS.*

CHANGE OF DETAILS

If any of your details change (i.e. your name, address or contact number), please inform the surgery straight away.

HOME VISITS

If you require a home visit from a doctor, please inform the surgery before 10.30am.

Home visits should be only requested when the patient is too ill to attend the practice and could only be moved by ambulance. Non-availability of public transport is NOT a valid reason for a home visit.

HOW TO RECEIVE MEDICAL HELP WHEN THE PRACTICE IS CLOSED

Unity Primary Care

IH medical is part of the Unity Primary Care federation. More information on services and additional appointments can be found on:

www.unityprimarycare.co.uk

Extended access opening hours:

Monday to Friday - 18:30 to 20:00

Saturday - 08:00 to 14:00

Sunday - 08:00 to 14:00

Locations:

Pennfields Medical Centre, Upper Zoar St,

WV3 0JH Tel: 01902 446688

To book an appointment, talk to receptionist or visit their website. You may be able to get an appointment on the same day if required.

Out of Hours Service (Ring 111)

If you become ill when the surgery is closed and you feel it is an emergency, please telephone the surgery number. Alternatively, you can attend the following:

Local Urgent Care Centre details

Co-located in A&E

New Cross Hospital,
Wolverhampton Road,

Heath Town,

Wolverhampton

WV10 0OP

Open 24 hours per day, 365 days a year

NHS Emergency and Urgent Care Services

ring 111 or walk-in

REPEAT PRESCRIPTIONS

Patients requiring repeat medication will be given a repeat order form which will enable them to re-order their prescriptions in the following ways:

Visiting the practice

Via patient.emisaccess.co.uk

Via email: wolccg.prescriptions.m92015@nhs.net

Please ask at reception for further details.

REGISTERING AT THE PRACTICE

The surgery operates an open list policy. Registering or changing doctors is easy and takes only minutes. Please call into the practice or register online via our website.

DISABLED ACCESS

The practice is fully accessible to wheelchair users and provides a disabled toilet facility.

CARERS SERVICE

If you care for a relative or friend, please inform the practice as we may be able to help you access other local support services. There is Carers information available in our Reception Area and in our waiting rooms.

CHAPERONE SERVICE

Trained chaperones are available to support you during intimate examinations. Please ask the doctor/nurse for this service.

REMOVAL OF PATIENTS

We operate a Zero Tolerance Policy on verbal and physical abuse. Any patient who commits an act of violence or behaves in a threatening manner to staff will be removed from the normal QMS list. These patients will then be placed on AMS for violent patients, and will have restrictions on how and when they can access GP services.