

THREE VILLAGES MEDICAL PRACTICE

A Guide to our Services



*A cornerstone of the community
working together to provide and develop outstanding,
quality care with compassion, respect and trust'*

Three Villages Medical Practice
Stourbridge Health and Social Care Centre
John Corbett Drive, Stourbridge DY8 4JB
Tel: 01384 322500

www.3villages.co.uk

WELCOME TO THREE VILLAGES MEDICAL PRACTICE



Three Villages Medical Practice team includes eight GPs, two Advanced Nurse Practitioners, three Practice Nurses, one nurse associate & two health care assistants, as well as our Practice Management Team, an admin/secretarial team and reception team. The Practice operates as a Partnership [not limited, see below for Partnership details]. All patients are allocated an Accountable GP; this does not prevent patients from seeing any other GP.

We provide a wide range of family health services, including:

- Advice on health problems
- Vaccinations
- Examinations and treatment
- Minor operations and procedures
- Prescriptions for medicines
- Referrals to other health services and social services

We also provide care during pregnancy, immunisations, and health promotion/health screening services, such as smear tests and NHS health checks.

If a doctor cannot deal with your problem themselves, you will usually be referred to a hospital for tests, treatment or to see a consultant with specialised knowledge. Patients can choose to go to any hospital they wish in England where care is funded by the NHS

Three Villages is a training Practice and periodically we have GP Registrars working with us and Medical Students on General Practice placements with us.

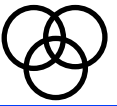
This booklet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how the practice operates.

THE AIMS OF THE PRACTICE

To work and progress together as a team to provide and maintain a high degree of health care to all patients registered with the practice in a courteous and efficient manner.

THE GENERAL PRACTITIONERS (GPs)

Dr Ruth H Tapparo	(Female)	Senior GP Partner	BSc MBBS MRCGP DRCOG 2001
Dr Debbie J Foulds	(Female)	GP Partner	MBChB 2001 MRCGP, DRCOG
Dr Caroline Robinson	(Female)	GP Partner	MBChB 2007
Dr Clare Taylor	(Female)	Honorary Salaried GP	MRCGP 2009
Dr Amandeep Uppal	(Male)	Salaried GP	MBChB 2011, MRCGP 2016
Dr Daniel Harrison	(Male)	Salaried GP	MRGP 2017
Dr Lucy Barr	(Female)	Salaried GP	MBChB 2011
Dr Heather Waters	(Female)	Salaried GP	



PRACTICE STAFF

Practice Manager	Paula Collins
Assistant Practice Manager	Joshua Corns
Operations Manager	Jon Garrett
Advanced Nurse Practitioners	Ellie Hincks & Rachel Plumb
Senior Practice Nurse	Christine Fleming RN
Practice Nurse	Kay Mundon RN, Melissa Boylan
Nurse Associate	Sharon Steventon
Health Care Assistants	Gill Bradford / Lydia Smith

Attached Staff:

District Nurses	01384 321484
Health Visitors	01384 321489
Midwife	Jane Drew
Practice-based Pharmacist	Davan Eustace, Karen Mander & Anmber Sabir

RECEPTION STAFF

The practice reception team is managed by the Lead Receptionist, Sandra Hall

There are eight other part time receptionists who will assist you in making urgent and routine appointments to see your doctor, process prescription requests and offer help and assistance. Our staff are trained to signpost patients to the most suitable point of treatment and may ask you some questions in order to do this.

ADMINISTRATION

All telephone calls and administration is undertaken at the main surgery, based in the Stourbridge Health and Social Care Centre.

OPENING HOURS

Core Open Hours: Monday to Friday 8.00am - 18.30pm, except bank holidays.

The surgery will be closed on one afternoon every 2 months from 16:30 pm for GP training. The Out of Hours provider will be taking urgent calls during this period (see section below on Out of Hours Service for details).

Extended Opening Hours: To accommodate those who find it difficult to get to the practice in the day, the Main Surgery will be open on Saturday Morning from 8.00am for both nurse and GP appointments. We shall only be open to those patients who have a pre-booked appointment with either a GP or Nurse. No other service will be available.

The core opening hours of the practice remain 8.00am to 18.30pm and the out-of-hours service remains in operation outside of these hours. The telephones will be on answerphone during the evenings as usual with details on how to contact the out-of-hours service.



APPOINTMENTS

To book an appointment please call **01384 322500**. The line is open Monday to Friday 8.00am - 18.00pm.

- There are on the day appointments and duty doctor triaging for **Urgent Cases**
- If your condition is non-urgent you can normally expect to see a GP within two - four working weeks, though you may have to wait longer if you want to see a particular GP. We operate 10-minute appointments, and all surgeries are by appointment only.
- You can book appointments & order repeat prescriptions on-line using patient access, please bring some ID to reception and a password will be generated.
- Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within two working days.
- One appointment is for one patient only.
- If you arrive more than 10 minutes late and miss your appointment time, you may be asked to rebook on discretion of the clinician.
- If you want someone to accompany you during an examination or in a private room to discuss any matters please let us know.
- Results of tests can only be given to the patient themselves.
- If you, or the person you are accompanying, have any special needs (for example sight or hearing difficulties) please inform the receptionist.

How you can help us:

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 11.00am
- Keep your contact details up to date

MISSED APPOINTMENTS

Due to the number of patients failing to attend for their appointments, may mean that you are not able to see the doctor on a day that you wish to. In an attempt to try and resolve this, the practice has developed the following policy:

If you fail to attend appointments without informing us we will write to you asking if there are any specific problems preventing you from letting us know. If you repeatedly fail to attend for appointments we may seek to understand the reason[s] for this, as this is depriving other patients the opportunity to see a Doctor. We may exercise our right to ask for a patient to be removed, where the sole criteria for removal is the irretrievable breakdown of all or part of the patient practice relationship.

HOME VISITS

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice. Please ring before 11.00am to arrange a visit and let us know if your condition is urgent.

A Health Service Directive supports home visiting at a doctor's discretion ONLY. Transport problems are not accepted as justification for a home visit



OUT OF HOURS (OOH)

OOH service is available evenings, weekends and Bank Holidays when the practice is closed: this service is only for urgent medical problems that cannot wait to be treated until surgery re-opens. Dudley CCG is responsible for commissioning this service. If you are in need of this service you should call: **111** which will take you directly to the out-of-hours doctor service. You will be able to speak to an experienced and highly trained operator who will be able to deal with your problem.

The response to your call may involve advice being given over the telephone, a request for you to attend the Out-of-Hours Centre or, occasionally, when the condition is considered sufficiently severe, the offer of a home visit.

ASK YOUR PHARMACIST

Pharmacists are highly trained health professionals who can do far more than just dispense medicines. They are able to provide over the counter medicines and offer advice on how to treat most minor illnesses. If they can't provide the appropriate treatment, they will tell you the best course of action to take. You do not need an appointment and you can speak to them in confidence.

Dudley CCG has made some changes to the prescribing of medicines that can be bought over the counter for common, short term illnesses or those that have no or low clinical value. Medicines or products with no or low clinical value are those which have no clear health benefits for patients.

These changes mean that from the 1st August 2017, your GP will no longer give you a prescription for certain types of medicines or treatments that are readily available 'over the counter' in pharmacies or on the shelves in shops and supermarkets, a full list of these medicines can be viewed online www.dudleyccg.nhs.uk/prescribing or in the practice waiting area.

NHS 111

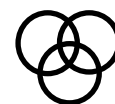
You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. Call 111 if you need medical help fast but it's not a 999 emergency. For immediate, life-threatening emergencies, continue to call 999.

URGENT CARE CENTRE

The nearest urgent care centre is based at Russells Hall Hospital within the Accident and Emergency Department. The centre is open 24 hours a day, seven days a week and every day of the year. Staff there will decide in which direction to sign-post patients to ensure that they receive the best treatment needed.

ACCIDENT AND EMERGENCY

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.



PRACTICE NURSES

Our practice nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care. They are available to provide you with help and advice, in particular with:

- Baby immunisations
- Chlamydia screening
- Family planning
- Suture removal
- Travel advice/immunisation
- Well-woman advice/menopausal problems
- Cervical smears
- Ear syringing
- Influenza/pneumococcal vaccinations
- Triage illnesses
- Well-man checks
- Wound dressings

HEALTH CARE ASSISTANTS

Our health care assistants are trained to undertake:

- Blood pressure checks
- Ear Syringing
- Influenza/pneumococcal vaccinations
- New patient health checks
- Minor wound dressings
- Suture removal

CLINICS

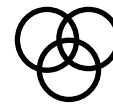
Please ask at reception for more information about any of the following clinics:

- Cervical Smears
- Baby 6-8 week check/Post Natal Check
- Long Term Condition Clinics (e.g. Hypertension, Diabetes, Asthma, COPD)
- Travel Advice
- Quit smoking advice
- Baby clinics – Health Visitors are based at Brierley Hill Health & Social Care Centre on the 1st and 3rd Thursday of each month 09:00 – 11:00
- Antenatal Clinic – this is run by the midwife at the practice
- Minor Surgery – procedures such as joint injections can often be treated within the surgery avoiding hospital referral and reducing waiting times. Please ask us about any moles, lumps or bumps that you are concerned about. Some may be suitable to be removed in surgery.
- Immunisations for babies –pre-school – in line with Department of Health guidelines.

DISABLED ACCESS

Our surgery in Stourbridge is fully accessible to patients using a wheelchair. There is a lift from the main building entrance to our surgery entrance on the first floor, and an internal lift from our reception to the clinic rooms on the second floor. There are parking spaces outside the building which are reserved for patients displaying a disabled badge.

The surgery has disabled toilet facilities.



PATIENTS WITH PARTICULAR NEEDS

We can arrange interpretation and translation services for patients who do not speak English. Please let us know when booking an appointment if you need this service or have any other communication needs.

NON-EMERGENCY PATIENT TRANSPORT

The Dudley CCG has awarded a contract for non-emergency patient transport to the West Midlands Ambulance Service. Patients should ring **01384 679047** for this service.

CARERS/HOUSEBOUND PATIENTS

If you are housebound and/or looked after by a carer, please inform reception to ensure we hold these details in your medical records.

CHANGE OF PERSONAL DETAILS

Please let us know as soon as possible if you change your name, address or telephone number. It is useful for us to have your mobile phone number if you have one.

If you move outside the practice area you will need to register with a doctor who is local to your new address.

ENQUIRIES ABOUT TEST RESULTS

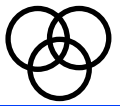
If you have a test done, e.g. blood test, X-ray or scan, the responsibility lies with each patient to follow up any results of tests they have had. You may be asked to return to the surgery or to telephone to see if the test was normal. Please make sure you do this, even if you are feeling better. Please try to avoid ringing for test results before 11:00 am as the phone lines are likely to be busy with calls to book appointments. NB: For reasons of confidentiality, we request that you do not ask a member of your family to try and obtain your results, as we are only permitted to pass this information on to the patient concerned.

VIRAL ILLNESS

Colds, most sore throats and flu-like illnesses are all caused by viruses. Antibiotics are not effective for these infections.

You can manage them at home by the following means:

- Paracetamol helps control pain and fever
- Drink plenty of fluids
- Keep warm and rested. It is natural to feel tired while your body uses all your available energy to fight the infection
- You can certify your own absence from work for the first seven calendar days
- See your doctor if your symptoms do not improve after seven days, or if they get worse. In particular, if your temperature does not come down with paracetamol, is over 38°C, or you are short of breath, ask for an emergency appointment. Please come to the surgery if at all possible – we can see four people in surgery in the time it takes to make one home visit.



MEDICAL REPORTS AND NON-NHS EXAMINATIONS

Some services requested at the practice lie outside the remit of the practice's NHS contract and therefore there is a charge for these services. Non-NHS services include: accident and sickness insurance medical reports, certificates (such as fit notes for first week of work absence); drivers', school and sports medicals, holiday insurance certificates, passport applications, private health insurance claims, private prescriptions and some vaccinations for travel abroad. Charges are on display in the waiting area. These services are non-priority.

NEW PATIENT REGISTRATIONS

All new patients must complete a registration form and all adults must complete a new patient health questionnaire. You will be offered a 'New Patient Health Check' which involves some simple checks and allows us to learn about any previous medical problems, any allergies that you have and any medication you are taking.

CHOICE OF PRACTITIONER

All patients are free to choose to see the doctor you prefer and in general it is better to stick to one doctor, especially when dealing with a continuing problem. You may not get to see the practitioner of choice at urgent appointments.

MEDICAL STUDENTS

We are approved to teach fifth year medical students from Birmingham University. You may be asked if you would be willing to see a student for a consultation, or whether you would consent to a student sitting in on your consultation with the GP. We hope you will give your agreement to this and help us to provide their necessary training to become qualified doctors.

PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

Your medical records can be used in ways that do not directly contribute to, or support the delivery of your care.

These can be:

- To plan NHS services for the future
- To assist with the teaching and training of health care professionals
- To assist with health research
- For auditing of health records
- As part of the Quality and Outcomes Framework

Your records are confidential and are used in accordance with Data Protection rules. If you do not want your details passed on to any third party you have the right to 'opt out'. Please speak to your GP if you wish to exercise this right.



REPEAT PRESCRIPTIONS

Repeat prescriptions may be requested by:

1. Ringing Prescription Ordering Direct on **01384 465303**. This is a Dudley CCG initiative
2. Registering for Patient Access and requesting from your PC or smartphone
3. Using the 'right hand side' from your previous repeat prescription to mark the repeat medication required and sending to reception
4. Posting your repeat prescription request to the surgery
5. *The surgery does not accept repeat prescription requests by telephone.*

Please list for EACH item you require - medication/product name, type (tablets/syrup/cream, etc), strength, dose, code etc.

NOTE: You should clearly indicate whether you wish to collect the prescription from either the Surgery or if you prefer, it can be collected by your preferred pharmacy. If you do not indicate a preference, the prescription will be available for collection from the Surgery Reception.

Please allow 48 hours for the doctor to check and sign your prescription. If you wish your prescription to be posted please provide a stamped addressed envelope. If you wish to use a chemist's services, you must make these arrangements yourself with the pharmacy of your choice.

FIT NOTES

An employee can self-certify for up to seven calendar days. If you are ill for more than seven calendar days, certificates are obtained as part of the consultation with your doctor. Any request from an employee/employer for a doctor's certificate covering fewer than eight calendar days will be a private certificate only, for which there will be a charge.

If you attend a hospital department and are told not to work, you must get a certificate from there.

VACCINATIONS

We offer up-to-date vaccinations in accordance with current guidelines. Please see our practice nurse for details.

NB: Sometimes a patient will experience a reaction to a vaccination or combination of vaccinations. This is fairly common and can happen to anyone. You may get pain, redness or swelling at the vaccination site. Applying an ice-pack and taking paracetamol will bring some relief.

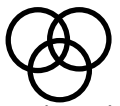
Alternatively, you may get a flu-like illness which can occur up to 10 days after the vaccination. Simple treatment as for a common cold is usually effective.

➤ **Children's Immunisations**

Your baby or child will be offered immunisations as required by the Department of Health. For further information please contact your health visitor or practice nurse.

➤ **Flu Vaccination**

In accordance with Department of Health guidelines, influenza vaccinations are available to patients aged 65 or over, and all those aged over six months in the following clinical risk groups: patients suffering from respiratory diseases or



asthma, chronic heart disease, chronic renal disease, diabetes, immuno-suppression due to disease or treatment, chronic liver disease, chronic neurological disease, those patients living in long-stay residential or nursing homes or long-stay health or social care facilities, carers, individuals with multiple sclerosis and related conditions, and hereditary and degenerative diseases of the central nervous system. The vaccination is usually available from late September until early March. Please ask at reception.

➤ ***Pneumococcal Vaccination***

This is available for patients aged 65 or over.

➤ ***Tetanus Vaccination***

We recommend that you keep your vaccination up to date. Please contact the practice nurse for this service which is free on the NHS. Since 1961, with full childhood immunisations, everyone should have had five tetanus vaccinations. Five tetanus vaccinations give you lifetime cover. We only boost if it is more than 10 years since your last injection and you are going to remote foreign areas out of immediate medical attention

➤ ***Travel Advice / Immunisations***

The practice offers advice and immunisations for travel abroad. Some immunisations are not available on the NHS and we do make a charge for these, including yellow fever vaccination. Our practice is a nationally recognised Yellow Fever Centre. Please contact the nurse well ahead of your planned trip for the above and advice on malaria prophylaxis if needed.

OTHER SERVICES AVAILABLE

NHS Health Checks

Any patient aged 40-74 or over and does not have a pre-existing condition is entitled to an NHS Health Check. These can be booked through Reception however the Practice does send out a routine invitation if you have not had an NHS Health Check within the past 5 years.

Chiropody/Podiatry

If you have a problem with your feet, the doctor may refer you to the podiatrist.

Contraception and Sexual Health

Comprehensive, confidential advice is available during normal surgery hours. We offer oral & implant contraceptives, injectable contraception, and coils.

Counselling

The practice can refer patients for counselling.

Dietician

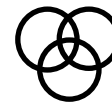
If your doctor feels it is appropriate to refer you for dietary advice he will arrange for you to see the dietician.

Occupational Therapy

If you have a problem coping with everyday tasks of dressing, mobility, cooking etc., the doctor will refer you to occupational therapy for advice. They will then visit you in your own home to assess your needs.

Physiotherapy

The Practice is currently running a physiotherapist assessment service; these slots can be booked directly by Reception.



PATIENT PARTICIPATION GROUP [PPG]

The PPG acts as a bridge between the patient and the practice to discuss all types of health care, health education and major issues and information with the GPs and practice administrators with the aim of improving services and information. The group meets on a bi-monthly basis. If you have any suggestions or comments to make, please use the Comments and Suggestions box to post your comments to the chair of the PPG. Minutes of meetings are available in the waiting area at the surgery. If you are interested in being a member of the PPG please leave your details with the receptionist.

COMPLAINTS

It is our aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable - your GP, practice nurse, our practice manager or our reception staff will be happy to help. If you prefer you may put your complaint in writing to the Practice Manager.

You also have the right to approach the NHS England complaints team. However, we do prefer you to write your concerns directly to us to allow thorough investigation(s).

NHS England Complaints Team operate Monday to Friday (excluding Bank Holidays), 08:00 - 18:00.

NHS England PO Box 16738 Redditch B97 9PT england.contactus@nhs.net

DUDLEY CLINICAL COMMISSIONING GROUP (CCG)

Three Villages Medical Practice is contracted to Dudley CCG and details of primary medical services in the area may be obtained from:

Brierley Hill Health and Social Care Centre
Venture Way
Brierley Hill
West Midlands
DY5 1RU

Switchboard: 01384 322777
Minicom: 01384 243187
Fax: 01384 366110
E-mail: contact@dudleyccg.nhs.uk

COURTESY AND RESPECT

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop such behaviour or reported to the Police in certain circumstances. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

PRACTICE CATCHMENT AREA

Please visit the Practice website where you can check if your postcode is within our catchment area.

<http://www.3villages.co.uk/new-patients>

