**Dog Kennel Lane Surgery**

**64 Dog Kennel Lane,**

 **Oldbury,**

 **West Midlands,**

 **B68 9LZ**

**Website: dogkennellanesurgery.co.uk**

**OPENING TIMES**

**Mon:** 8:00am - 6:30pm

**Tue:** 8:00am – 6:30pm

**Wed:** 8:00am – 6:30pm

**Thu:** 8:00am - 6.30pm

**Fri:** 8:00am – 6:30pm

**TELEPHONE NUMBERS**

**Emergencies, Visits and Out of Hours**

0121 552 1713

**Appointments & Prescriptions**

0121 552 1713

\*Please allow 48 hours for repeat prescriptions\*

\*Requests cannot be taken over the phone or via fax\*

**Enquiries and Results**

0121 552 1713

\*please call after 12pm for results\*

(Allow 14 days for blood tests and 21 days for x-ray results)

**Referrals**

For **URGENT** referrals the hospital will contact you within 2 weeks – for **ROUTINE** appointments please allow up to 4 weeks**.**

**Business & Enquiries**

0121 552 1713

**PRACTICE STAFF**

Dr A Naeem – GP Partner

Dr Mohammad Ali – GP Partner

Lisa Lipnicki – Practice Manager

Kusam Dass - Practice Nurse

Parmjit Sangar – Healthcare Assistant

Donna Murphy - Receptionist

Sharon Darnell - Receptionist

Julia Sherwin – Receptionist/Secretary

Erin Dover-Woodward - Receptionist

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| **DOG KENNEL LANE SURGERY** |

The Freedom of Information Act gives you the right to request information held by a public sector organisation.

Unless there’s a good reason, the organisation must provide the information within 28 working days.

Please contact Kay Betteridge – Practice Manager

There may be a charge for this information.

PARTNERS

**Dr A Naeem**

**Dr M Ali**

**APPOINTMENTS**

All surgeries are by appointment and can be made in person or by telephone. We use a scheme called Advanced Access where we are able to offer same day Dr’s appointments, these are released at 9am and 2pm each day - therefore there is no need to book your appointments in advance. We also do still offer a small amount of pre-booked appointments if needed.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

**HOW TO REGISTER AS A PATIENT**

If you are new to the area and are requiring to register with one of our GP’s please ask at our Reception. Please bring along with you Photo ID and proof of address. Prior to your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care assistant during your registration.

**HOME VISITS**

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11am if at all possible - Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements

**DISABLED ACCESS**

All our services are offered at ground floor level and Front Door Access suitable for wheelchairs with accessible ground floor toilets.

**CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

**TELEPHONE ADVICE**

A Doctor is available each day to give telephone advice. Please call / ask at reception to book in for a telephone consultation.

**OUR RESPONSIBILITES**

The following should help to explain what you, as a patient can expect from our staff and what we, the staff, can expect from you.

* To treat you with respect and courtesy at all times.
* To treat you as an individual, and to discuss with you the care and treatment we can provide.
* To give you full information on the services we offer.
* To give you the most appropriate care by suitably qualified staff.
* To provide you with emergency care when you need it.
* To refer you to a suitable consultant when necessary.
* To give you access to your health records, subject to any limitations in the law.

**YOUR RESPONSIBILITES**

* To treat all staff with respect and courtesy at all times.
* To tell us if you are unsure about the treatment we are offering you.
* To ask for a home visit, only when you are unable to attend the medical centre through illness or infirmity.
* To request such a visit if at all possible before 11am.
* To ask for an out-of-hours visit only when necessary.
* To keep your appointments and contact the medical centre in advance if you cannot attend.

**PRACTICE PATIENT PARTICIPTATION GROUP**

Do you have an opinion about the practice, are you concerned about the changes happening in general practice, or would you just like to keep up to date? Then consider joining the Patient Participation Group. For more information please speak to a receptionist.

**PRESCRIPTIONS**

Requests for repeats prescriptions will be dealt with within 48 hours (not including weekends or bank holidays). This can be in-person or via the repeat prescription service offered by various chemist in the area (a list of these are available from reception).

**EPS – ELECTRONIC PRESCRIPTION SERVICE**

Please inform reception of your chosen pharmacy to enable Electronic Scripts to be processed.

**OUT OF HOURS**

If you have an urgent problem when the surgery is closed please ring 111 your call will be answered by NHS direct, who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

If it is a life threatening emergency please ring 999 and your call will be answered by the emergency services

**DATA PROTECTION**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. Anonymised health information is sent to NHS via our clinical system. System One.

**OTHER LEAFLETS**

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets.

**Sandwell & West Birmingham CCG**

To obtain details of all primary medical services available within the Sandwell & West Birmingham CCG please contact:

Sandwell & West Birmingham CCG

Kingston House

438-450 High Street

West Bromwich

B70 9LD

**Email -** swbccg.time2talk@nhs.net

 **Telephone-** 0121 612 1500

**Patient Advice & Liaison Services (PALS)**

**Phone**: **0121 507 5836**, 10am – 4pm, Monday – Friday. (Please leave a message if the line is engaged or if you are calling outside office hours.)

**Email**: swb-tr.pals@nhs.net.