

Caldmore
Walsall
WS1 3EP

Dr K Okunribido
Dr M Myat
Dr M Chander
Dr R Ahmed

www.littlelondonsurgery.co.uk

Little London Surgery is a purpose-built building which has been extended over the years to provide a greater range of services. We aim to offer you a pleasant and welcoming atmosphere with access, parking and facilities for the disabled. The waiting room offers a children's corner to keep younger patients amused whilst waiting for appointments.

The practice catchment area is shown on the back cover. We also have a detailed street map displayed in the surgery.

We are part of the Walsall Teaching Primary Care Trust which is part of the NHS.

Car parking is available in our two car parks in front of and adjacent to the surgery.

Disabled Access Statement

Disabled access

We have suitable access for disabled patients, and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access. There is a low level access window in the vestibule.

A wheelchair is available at reception. Designated disabled parking space is located nearest to the entrance.

Registration Process

Registering as a patient

When registering, please bring your **Proof of I.D** including a **Utility Bill or Bank Statement**, (must be dated in the last 3 months) and **Proof Of Address**; to the practice also those of any other persons registering with you. You will be asked for your NHS number, **(this can be obtained from your previous GP)** and to complete a registration form for each person registering with the Practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice

PRACTICE DOCTORS

We have five General Practitioners who work in partnership as a group. You do not have to see the doctor you are registered with.

Dr Kofoworla Okunribido (Female)	MBBS MRCPCH DRCOG MRCGP Qualified Ibadan, Nigeria 1988
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Dr Myat Myat (Female)	MBBS MRCGP DRCOG DFSRH Qualified Burma, 1995
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Dr Mandeep Chander (Male)	MBChB MRCGP DRCOG Qualified Manchester 2001
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Dr Riaz Ahmed (Male)	MBBS – Pakistan, MRCGP – UK, Diploma in Dermatology - UK
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PRACTICE STAFF

Practice Manager
Louise Paul

Deputy Manager
Rachel Johnson

Practice Nurse

Zoe Rogers (Lead)

Amy Newis

Health Care Assistants

Julie Whitehouse HCA

Debbie Blakemore

Reception Supervisor

Kerry Rhodes

Medical Secretaries

Gayna Tapper

Sue Millward

Receptionists

Maxine Robinson

Janet Marshall

Lindsay Stevens

Sue Simkiss

Janet McCabe

Caron Cope

Rachel Harrison (receptionist/administrator)

Jodie Howells (receptionist/administrator)

Abigail Stevens

Megan Vaughan

Administrators

Tracey Whitehouse

Jean Dell

Jan Marshall

Kay Moszuti

Apprentice

Lauren Johnson

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Practice Phlebotomist

Jan McCabe

ATTACHED STAFF

We work closely with other health care professionals, some of whom run clinics from the surgery but are not employed by us.

District Nurses

Contact number: (01922) 605752

Health Visitor

Our practice has a health visitor who has special responsibilities to mothers and children. Contact number: (01922) 605655

Midwife

A midwife runs clinics from the surgery twice weekly to provide antenatal and postnatal care.

Community Psychiatric Nurse

A CPN runs a clinic on a weekly basis from the surgery.

Alcohol/Drug Counselling

Sessions are run weekly at the surgery to support patients who have problems with alcohol/drug abuse.

TRAINING

The practice has been established as a training practice for many years and is committed to the education and training of health care professionals including doctors, nurses and, occasionally, medical students. We can have up to two GP registrars attached to the practice. Registrars are fully qualified doctors who have had extensive hospital experience. They work under our supervision in general practice to gain the experience they need to become independent general practitioners.

Video Consultations

As a training aid, doctors video tape consultations to assess their performance. You may be asked if it is acceptable to you to have your consultation recorded. If you agree you will be asked to sign a consent form. During the consultation you can ask for the camera to be switched off at any time. Any physical examination will be performed off-camera, although the sound recording will remain on. The tapes are used for training purposes only and erased after viewing. Confidentiality is maintained at all times.

SURGERY OPENING TIMES

The surgery is open from:

08.00 - 12 noon and 15:50 - 18.00 Monday - Friday.

Extended hours every Tuesday 18.30 – 20.00

Telephone lines are open daily between 08.00 - 13.00 and 16.00 - 18.00

The Surgery is closed Saturday and Sunday

SURGERY TIMES

Dr Okunribido

Monday	8.20 – 10.50	15:50 – 17:30
Tuesday	8.20 - 10.50	15:50 – 17:30
Wednesday	-	-
Thursday	8.20 - 10.50	15:50 – 17:30
Friday	8.20 - 10.50	15:50 – 17:30 (alternate weeks)

Dr Myat

Monday	8.20 - 10.50	15:50 – 17:30
Tuesday	8.20 - 10.50	15:50 – 17:30
Wednesday	8.20 - 10.50	15:50 – 17:30
Thursday	-	-
Friday	8.20 – 10.50	15:50 – 17:30 (alternate weeks)

Dr Chander

Monday	8.20 - 10.50	15:50 – 17:30
Tuesday	8.20 - 10.50	15:50 – 17:30
Wednesday	8.20 - 10.50	15:50 – 17:30
Thursday	-	-
Friday	8.20 – 10.50	15:50 – 17:30 (alternate weeks)

Dr Ahmed

Monday	-	-
Tuesday	08.20 - 10.50	15:50 – 17:30
Wednesday	-	-
Thursday	08.20 - 10.50	15:50 – 17:30
Friday	08.20 - 10.50	15:50 – 17:30

(alternate weeks)

During these hours the doctors have other duties to undertake including but not limited to specialist clinics and home visits. Times may vary due to other commitments and also to address patient needs.

APPOINTMENTS

There are a number of options for booking appointments. Appointments may be made:

- In person
- Telephoning 01922 628280 or 01922 622898 and pressing 1 for Reception

during normal surgery hours.

- On line, through the website www.littlelondonsurgery.co.uk . We ask that you register for this service by bringing in photographic ID to reception. The reception staff can then provide you with log-in details and instruction.

TELEPHONE CONSULTATIONS

You can request a telephone consultation whereby the doctor will call you back

URGENT APPOINTMENTS

We keep a number of spaces free every day for problems that may require urgent attention. These cannot be pre-booked

EXTENDED HOURS

We also offer appointments through our extended hour's surgery. These are specifically for patients who work and have difficulty attending the surgery during normal core hours and are as follows:

Tuesdays 18:30 – 20:00

These appointments can also be booked by calling at reception, telephoning the surgery, or booking on-line

If you have not been seen at the surgery for three years (or one year for those over 75) you can request a check-up appointment if you wish.

ON-LINE APPOINTMENTS

We have now linked up with the internet and made it possible for you to book your routine Doctors appointment on-line. To do this you will need to bring in 2 forms of Identification, you then can register at reception and will be given a password. On-line appointments are accessed through our website at:

www.littlelondonsurgery.co.uk

Patient Rights and Responsibilities

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- ∞ Ensure our patients have 24-hour access to medical advice.
- ∞ Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- ∞ Work in partnership with you to achieve the best medical care possible.
- ∞ Involve you and listen to your opinions and views in all aspects of your medical care.
- ∞ The prevention of disease, illness and injury is a primary concern. The

medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- ∞ Let us know if you intend to cancel an appointment or are running late.
- ∞ **Failure to cancel booked appointments:** Please remember to cancel unwanted appointments, as we have so many missed appointments. This would really help the practice. Thank you for your cooperation in this matter.
- ∞ Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- ∞ Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.
- ∞ As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy
- ∞ Please attend your appointment on time. **If you are more than ten minutes late it is the doctors discretion if you will be seen.** You may be asked to re-appoint.
- ∞ If you are unable to attend please cancel your appointment in good time.
- ∞ An appointment is for **one** patient only and **one** problem only.
- ∞ The Doctors try to run on time but sometimes delays are unavoidable. Please be patient.

Preference of Practitioner

You and your doctor

Patients are registered with a named GP, this is for administrative reasons however, you can at any time express a preference for a particular Doctor, for either all of your medical needs or on a case-by-case basis. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

TELEPHONE ENQUIRIES

We appreciate that our telephones can be very busy. We need to alleviate some of the early morning demand to allow patients needing urgent appointments to get through on the telephones. In order to do this we ask for

your help and request that you please ring for general enquiries, e.g. **blood test results, reports ETC: after 11.00 A.M.** Should you wish to speak to a doctor or nurse but do not have an appointment, please contact our receptionist who will take your name and number. Your details will be passed on to the person concerned and they will contact you at their earliest convenience.

AUTOMATED CHECK-IN

We now have a system in the surgery where you can check yourself in using your date of birth to avoid waiting in a queue.

HOME VISITS

If a patient is housebound or too ill to leave home they may be visited at the doctor's discretion. Requests for visits should be made before 10.00 by ringing (01922) 622898 or (01922) 628280. The receptionist will ask for some details to allow the doctor to assess the urgency of the call. Visits are shared between the doctors so it may not be possible for you to be seen by the doctor of your choice. Please do not ask for a home visit if you can come to the surgery.

EMERGENCIES - OUTSIDE SURGERY HOURS

For emergencies outside surgery hours between 13:00 and 16:00 and 18:00 and 18:30 please call the out of hours service **WALDOC** on 01922 501999

For emergencies outside surgery hours please call NHS111 between the hours of 18:30 – 08:00 Monday to Friday.

EMERGENCIES – OUT OF HOURS WEEKENDS AND BANK HOLIDAYS

For emergencies during weekends and bank holidays please call NHS111

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered through our website (recommended by your doctor) you can add any messages to this request and will receive a reply from your doctor if needed and you can check progress on line.

You can also return the right hand side of your prescription, indicating which items are required. This can be done in person at reception, by post (enclosing a STAMPED ADDRESSED ENVELOPE where required) or by calling at one of our local Pharmacies which offers a collection and delivery service.

You can also fax your request to 01922 623023

Please allow 2 working days for collection/receipt of your prescription.

To sign up for ordering repeat prescriptions on line (your doctor's preferred method) please call at reception with photographic ID (or enquire at reception if you do not have photographic ID). Staff will then be able to issue you with log-in details.

However you order your prescription please ensure that you have not gone past your review date (stated on the right hand side of your prescription). **YOU ARE OBLIGED TO REVIEW YOUR MEDICATION AT THE INTERVAL THAT HAS BEEN AGREED BETWEEN YOURSELF AND YOUR DOCTOR IF YOUR REVIEW DATE IS OVERDUE FURTHER PRESCRIPTIONS WILL NOT BE ISSUED UNTIL YOU HAVE SEEN A DOCTOR.**

REPEAT PRESCRIPTIONS FOR CONTROLLED DRUGS

When collecting a controlled drug prescription you will be asked to sign and print your name clearly to say you have collected the prescription together with proof of I.D.

MEDICAL SERVICES OFFERED

We provide a range of medical services (this list is not exhaustive) which include:

- ∞ Coronary Heart Disease Clinics
- ∞ Diabetic Clinics
- ∞ Asthma Clinics
- ∞ COPD Clinics (Chronic Breathing Problems)
- ∞ Health Checks
- ∞ Over 75's Health Checks
- ∞ Minor Surgery
- ∞ ECG Clinic
- ∞ Contraception
- ∞ Maternity
- ∞ Child Health Surveillance

- ∞ Childhood Immunisation
- ∞ Travel Advice/Vaccination (incl Yellow Fever Vaccination)
- ∞ Help for Drug Misuse
- ∞ Alcohol counselling

CHOOSE AND BOOK

In line with government developments we have now adopted the national Choose and Book system. If your GP feels it is necessary for you to be referred on to see another doctor or consultant you will now be given the choice of which hospital you go to.

CONFIDENTIALITY

Information sharing

The practice complies with Data Protection 1998 and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- ∞ To provide further medical treatment for you e.g. from district nurses and hospital services
- ∞ To help you get other services e.g. from the social work department.
This requires your consent
- ∞ When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We endeavour to give you the best possible service at all times. However, there may be occasions when you feel this has not happened. If you have any concerns or suggestions regarding the service you have received please let us know either directly or in writing to our Complaints Co-Ordinator.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception or alternatively by downloading from our website.

NHS CONSTITUTION

This constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled and pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

All NHS bodies and private and third sector providers supplying NHS services are required by law to take account of this constitution in their decisions and actions.

The constitution will be renewed every 10 years with the involvement of the public, patients and staff.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Children's immunisation schedule

WHEN TO IMMUNISE	WHAT IS GIVEN
2 months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Hib (DTap/IPV/HIB) Pneumococcal
3 months old	DTap /IPV/HIB, Meningitis C
4 months old	DTap /IPV/HIB, Meningitis C, Pneumococcal
Around 12 months old	HIB/Meningitis C
Around 13 months old	MMR (Measles, mumps and rubella), Pneumococcal
3 years and 4 months to 5 years old	Diphtheria, tetanus, pertussis polio and Hib (DTap/IPV/HIB) Measles, mumps and rubella (MMR)

10 to 14 years old

(and sometimes shortly after birth) BCG (against tuberculosis)

13 to 18 years old Diphtheria, tetanus, polio (Td/IPV)

Lifestyle Information

Lifestyle

Smoking - We are keen to give all our patients who smoke as much help as possible to stop. Please ask at reception or at any consultation for information and support. 01922 444044.

Walking - Even the smallest effort can improve your quality of life and make you feel healthier and livelier. As walking is a very good exercise which most people are able to do, and don't need special equipment for, then why not get started on your fitness campaign. Simply start by walking for 15 or 20 minutes at a brisk enough pace to get your heart beating faster, 3 times a week regularly. When you can easily walk for an hour you are ready to move on to swimming, cycling or running!

Healthy eating - A healthy diet doesn't need to be a boring one. Health experts tell us we are all eating too much fat, salt etc, but what exactly does this mean? Why not speak to your doctor/nurse or pick up some of our information leaflets so you can enjoy a healthier diet?

Useful Telephone Numbers:

Age Concern	01922 638825
Alcoholics Anonymous	0845 57697555
Bereavement Support Services	01922 724841
Child Line	0800 1111
Citizens Advice Bureau	01922 700600
Manor Hospital	01922 721172
National Drugs Helpline	0800 776600
NHS 111	DIAL 111
NHS 111 between 18:30 and 08:00	DIAL 111
Out of Hours Service - WALDOC	01922 501999
Registrar of Birth and Deaths	01922 650000
Ring and Ride	01922 402232
Safe Guarding Children website www.wlscb.org.uk	01922 658170
Samaritans	01922 624000
Sexual Information Helpline	0800 567123
Stop Smoking One Call for all (Lifestyle Link)	01922 444044
Walkways Youth Counselling	01922 615393
Walsall Carers Centre	01922 636663
Walsall NHS website www.walsall.nhs.uk	01922 720255
Jubilee House, Bloxwich Lane, Walsall WS2 7JL	01922 618388
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MAP OF PRACTICE AREA