Little London Surgery

Caldmore

Walsall

WS1 3EP

Dr K Okunribido

Dr M Myat

 Dr M Chander

Dr R Ahmed



www.littlelondonsurgery.co.uk

Practice Leaflet

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.

We hold a General Medical Services (GMS) contract to supply NHS services with NHS England Jubilee House, Bloxwich Lane Walsall, WS2 7JL.

This surgery website is used to present all our patients with up to date news and information about our practice. We will keep it current with any developments or other details that we feel are relevant to you. Have a look around our website and please do send us some feedback. We can use your thoughts to improve our online services & further develop the website to make it more useful for our patients.

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 Clinical Commissioning Group (CCG) which is part of the NHS.

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

**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.

A wheelchair is available at reception. There is a designated disabled parking space.

**REGISTRATION PROCESS**

All Patients are asked to complete a GMS1 and new patient questionnaire form.

An appointment will be booked for any new patients over 16 years of age for a new patient health check,

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 four 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*

Working hours: Mon, Tues, Thurs, Fri

Special interest: Learning disability lead,

Dr Myat Myat (female )*MBBS MRCGP DRCOG DFSRH*

Working hours: Mon, Tues, Wed

Special interest: Cancer/Qof lead, Women’s Health

Dr Mandeep Chander (male)MBChB MRCGP DRCOG

Working hours: Mon, Tues, Wed, Fri

Special interest: Minor surgeries, Safeguarding lead,

GSF lead and the clinical lead for the PPG

Dr Riaz Ahmed (male) MBBS, MRCGP,Diploma in Dermatology

Working hours: Tues, Thurs, Fri

Special interest: Dermatology, Minor surgery,

REGISTRAR

Rotate every 12months

FY2

Rotate every 4 months

**PRACTICE MANAGER**

Rachel Johnson

**CONSULTING MANAGER**

Louise Paul

**PRACTICE NURSE**

Kay Cash –Lead Nurse

Toni Unsworth – Nurse

Julie Whitehouse – Nurse

**Advanced Nurse Practitioner**

Yvonne Allan

**HEALTH CARE ASSISTANT**

Heather Jones

Nicola Broome

**MEDICAL SECRETARIES**

Gayna Tapper

Sue Millward

**RECEPTION SUPERVISOR**

Jodie Howells

**RECEPTIONISTS**

Zoe Kruczek

Anne Moylan

Samantha Taylor

Charlotte Hartland

Mitchell Harris

Kamla Bansal

Patrica Aufrere

Jodie Beale-Hughes Apprentice

**ADMINISTRATORS**

Kay Moszuti

Samantha Taylor

Paula Edwards

Janet Marshall

Tracey Whitehouse

Jessica May - Apprentice

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) 605900

**MIDWIFE**

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

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 FOR TRAINING.**

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 -18.30 Monday - Friday.

Telephone lines are open Monday 08.00-18.30

Tuesday, Wednesday, Thursday and Friday 08.00-13.00 and 16.00-18.00

The Surgery is closed Saturday and Sunday

SURGERY TIMES

 **Dr Okunribido**

 Monday 08.30 –11.30 16.00 – 18.00

 Tuesday 08.30 – 11.30 16.00 – 18.00

 Wednesday - -

 Thursday 08.30 -11.30 16.00– 18.00

 Friday 08.30 -11.30 16.00 – 18.00

 (Alternate weeks)

 **Dr Myat**

 Monday 08.30 – 11.30 16.00– 18.00

 Tuesday 08.30 – 11.30 16.00 – 18.00

 Wednesday 08.30 -11.30 16.00 – 18.00

 Thursday - -

 Friday - -

 **Dr Chander**

 Monday 08.00- 11.00 15.30-17.30

 Tuesday 08.00– 11.00 15.30-17.30

 Wednesday 08.00 – 11.00 15.30-17.30

 Thursday - -

 Friday 08.00–11.00 15.30-17.30

 **Dr Ahmed**

 Monday - -

 Tuesday 08.30 – 11.30 16.00 – 18.00

 Wednesday - -

 Thursday 08.30 – 11.30 16.00 – 18.00

 Friday 08.30 -11.30 16.00- 18.00

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:
• Telephoning 01922 628280 or 01922 622898 and pressing 1 for Reception during normal surgery hours.

However, we are promoting online requests.

**Online Requests**

To try to ease the pressure on our telephone lines we request that patients needing to see a clinician complete an online form via our website. Please visit [www.littlelondonsurgery.co.uk](http://www.littlelondonsurgery.co.uk). The form needs to be completed with as much information as possible so your request can be triaged effectively by a clinician to ensure you are signposted appropriately, this doesn’t always result in the need to see a GP.

Pre bookable appointments are booked 2 weeks in advance.

Appointments can be made on the day, these are not just for urgent problems

**TELEPHONE CONSULTATIONS**

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

**VIDEO CONSULTATIONS**

You can request a video consultation, whereby the doctor will send you a link to your mobile to video call you.

**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:

**Saturday Morning by appointment only**

09:00 – 17:00

**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.**

**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**.

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 and our Advance Nurse Practitioner 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 can visit the surgery , home visits are for the terminally ill or housebound.

EMERGENCIES - OUTSIDE SURGERY HOURS WE SUB CONTRACT TO SOUTH 1 PCN EXTENDED ACCESS ON 01922 660721 Tuesday Wednesday Thursday and Friday 13.00-16.00 and every third Thursday 13.00-18.30

**EMERGENCIES – OUT OF HOURS WEEKENDS AND BANK HOLIDAYS**

For emergencies during weekends and bank holidays please call NHS111

**REPEAT PRESCRIPTIONS**

**ONLINE ACCESS**

Repeat prescriptions can be ordered online via our surgery website littlelondon.prescription@nhs.net

You can also nominate a pharmacy, and the prescription can be sent via EPS (electronic prescribing) to your nominated pharmacy.

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.

**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**.

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
* 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 General Data Protection Regulation (GDPR) 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 Susan Millward

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 (whooping cough),
 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)

Up-to-date guidance can be found following this link:

[**https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/**](https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/)

**LIFESTYLE INFORMATION**

**Lifestyle/Live Well – ONE YOU WALSALL**

Smoking – ONE YOU WALSALL- 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. Free Phone 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 Bliston 01902 495926

Alcoholics Anonymous 01384 482929

Bereavement Support Services 01922 724841

Child Line 0800 1111

Citizens Advice Bureau sandwell 08082787812

Manor Hospital 01922 721172

National Drugs Helpline 03001236600

NHS 111 DIAL 111 NHS 111 between 18:30 and 08:00 DIAL 111

NHS England Tele - 0300 311 22 33

Registrar of Birth and Deaths 01922 650000

Ring and Ride 03300538136

Safe Guarding Children website [www.wlscb.org.uk](http://www.wlscb.org.uk/) 0300 5552866

Samaritans 0330 0945717

Sexual Information Helpline 03001237123

Stop Smoking Free Phone 01922 444044

Walkways Youth Counselling 01922 615393

Walsall health Authority 01922 720255

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MAP OF PRACTICE AREA

