

Additional to Routine Appointments,

We Offer the Following Services:

Family Planning :

Book with the GP's, Nurses & Health Care Assistants

Immunisations:

The Nursing Team Administers Vaccines for both Adult and Child Immunisations. d set
Child Immunisations Clinics are held Thursdays PM.
If you are unable to attend; please discuss with a member of our Administrative Staff

Minor Surgery :

Your GP will advise on Minor Operations

Cervical Smear Testing:

For Women aged 25 – 65. These Tests are undertaken by the Nursing Team.

Well-Man and Well-Women Clinics :

Nurse-led, these Clinics are aimed at encouraging a Healthy Lifestyle for our Male and Female Population

Chronic Disease Management:

We hold a range of clinics to help our Patients to manage their long-term medical problems including Asthma, Diabetes, Hypertension, Kidney Disease and Heart Disease.

Healthy Lifestyle: (Smoking, Diet & Exercise)

Contact: 'One You Walsall' 01922 420444

Other Services :

Health checks for Adult Patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a Clinician at this Practice. Details are available from Reception and on the Practice Website.

We Also Offer the Following Clinics and Checks:

Antenatal (Thursday) Baby (Thursday) , Post-Natal,

REGISTERING AS A PATIENT

Moxley Medical Centre will Accept Patients who live within the Practice Area. The Practice will Not Accept Patients who live 'Out of Area' under the New Voluntary Arrangements Introduced by NHS England 5.1.2015.

(A Map of the Practice Area is Available at Reception; OR A Post Code Check is Available on the Practice Website)

Please Inform the Practice of any Change in Your

DISABLED ACCESS

Moxley Medical Centre has suitable access for Disabled Patients. All areas including Waiting Room, Consulting Rooms and Toilets have Wheelchair Access.

Designated Disabled Parking Spaces are located nearest to the entrance to the Medical Centre.

A Hearing Loop is in Place at the Front Reception Desk.

ZERO TOLERANCE POLICY

The Practice will request the removal of any Patient from the Practice list who is Aggressive or Abusive towards a Doctor, Member of Staff, other Patient, or who Damages Property.

All Instances of Actual Physical Abuse against any Doctor or Member of Staff, by a Patient or their Relatives, will be Reported to the Police as an Assault.

SUGGESTIONS

We are Continually Striving to Improve our Service; any Helpful Suggestions would be Appreciated.

A Suggestion Box is Located in the Waiting Area.

COMPLAINTS

If you have any Complaints about any Aspect of Our Services, Please contact the Practice Manager in the first instance, We Will Do Our Utmost to Resolve any Problems Amicably.

A Complaints Leaflet is Available at the Reception Desk that Fully Explains the Practice Complaints Procedure.

PATIENT DATA

All Clinical and Administrative Staff have an Ethical, as well as a Legal Duty to Protect Patient Information from unauthorised Disclosure, and in Accordance with UK GDPR. Patient Data will only be accessed by them when it is necessary for the Care of the Individual Patient and Shared in accordance with the Data Protection Act 2018.

The 'Patient Privacy Notice' is available on the Practice Website.

Patient Information Leaflet



Version 12: Updated 02.10.2023

Saved: Moxley Policies/Registration/Patient Information Leaflet

MOXLEY MEDICAL CENTRE

10 Queen Street

Moxley, Wednesbury

WS10 8TF

Tel: 01902 409515

Website: www.moxleymedicalcentre.nhs.uk

*"We Provide NHS Services on behalf of:
NHS England*

PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 2233

Email: england.contactus@nhs.net"



Armed Forces Veteran
friendly accredited
GP practice

PRACTICE CLINICAL TEAM

Lead & Accountable General Practitioner

Dr. M.P.H. Vitarana (Male) MB BS MRCGP

Partner

Dr. Dayanand Jay (Male) MB BS MRCGP

Sessional General Practitioner:

Dr. Vijay Sodhi (Male) MB BS MRCGP

NURSING TEAM

Locum Practice Nurse

Rebekah Abdy (Trainee Nurse Associate)

Kelly Hilton (Health Care Assistant)

PRACTICE ATTACHED STAFF

Pharmacists

Qasim Keyani

Rajinder Ram

Harminder Sahota

Pharmacy Technician

Reehana Kausar

First Contact Mental Health Practitioner

Craig Andrews

First Contact Physiotherapist

Yvonne Ndong

Social Prescriber

Jaz Seehra

SURGERY & RECEPTION OPENING HOURS

Monday, Tuesday, Wednesday & Thursday
8:00 am until 6:30 pm

Friday 8:00am until 1:00pm

Improved Access/Extended Hours

Wednesday: 07:00 to 08:00

Telephone Appointments Only

EMERGENCIES

Telephone 01902 409515

In an Extreme Emergency Dial 999.

OUT OF HOURS MEDICAL COVER

Is Between 6:30pm and 8:00am

Monday to Friday, Weekends & Public Holidays

Telephone 01902 409515

APPOINTMENTS & ACCESSING PRACTICE SERVICES

To make an Appointment to see Your GP; or any Member of our Healthcare Team; Please Access the Practice Website: www.moxleymedicalcentre.nhs.uk Should you be unable to Access the Practice Website, Please call: 01902 409515 and a Member of our Administrative Staff will be able to Assist You.

The Practice Website contains all the relevant Practice Information that you are likely to require. It is the Quickest way to Access the Services you may need.

REPEAT PRESCRIPTIONS

PRESCRIPITONS ARE NOT TAKEN OVER THE TELEPHONE

Allow 48 Hours for all Repeat Prescriptions

PLEASE ASK AT RECEPTION FOR DETAILS ON HOW TO ORDER YOUR REPEAT PRESCRIPTON ON-LINE.

THINK TWICE BEFOR MAKING AN APPOINTMENT

Do You Really Need to See the Doctor?

Have You Tried Over the Counter Medication?

Are you using the right service?

 <p>SELF-CARE</p> <p>What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	 <p>PHARMACY</p> <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	 <p>NHS 111 (24/7)</p> <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
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 <p>GP ADVICE</p> <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	 <p>WALK IN CENTRE</p> <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	 <p>A&E or 999</p> <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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PATIENT'S RIGHTS & RESPONSIBILITIES

Patients have a Responsibility to:

- ◆ Arrive on time for their Appointment.
- ◆ Inform the Practice if they cannot make an Appointment or that the Appointment is longer necessary.
- ◆ Not to make a Request for Home Visits, in particular Night Visits unless absolutely necessary; Patients must be either Housebound or Seriously Ill.
- ◆ Co-operate with all Practice Staff and give them the same level of Courtesy that you would expect to receive.

MOXLEY MEDICAL CENTRE RESPONSIBILITIES

Moxley Medical Centre will:

- ◆ Run for Your Benefit
- ◆ Be Accessible and Responsive to Your Needs
- ◆ Provide a Personal, Efficient and Friendly Service