

## Essential Contact Details

### **NHS England - 0300 3112233**

NHS England, PO Box 16738, Redditch, B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **Out of hours services - 111**

Between 06:30pm & 08:00am Monday to Friday or  
anytime at the weekend break or Bank Holidays.

### **NHS Go Smokefree - 0300 1231044**

### **PALS (Patient Advocacy & Liaison Service) - 01922 656463**

PALS is a service to support you, your carers or relatives.

### **Family planning and sexual health - 01922 270400**

WISH (Walsall Integrated Sexual Health)

### **Drug and alcohol help - 01922 669840**

### **Walsall CCG - 01922 618338**

Jubilee House, Bloxwich Lane, Walsall, WS2 7JL

### **Walsall Healthcare NHS Trust - 01922 721172**

Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS

### **Dudley and Walsall Mental Health Trust - 01922 607000**

Dorothy Pattison Hospital, Alumwell Close, Walsall

### **Internet**

[www.walsallhealthcare.nhs.uk](http://www.walsallhealthcare.nhs.uk) / [www.walsallccg.nhs.uk](http://www.walsallccg.nhs.uk)

# Holland Park Surgery

Part of Umbrella Medical

Umbrella Medical Partners:

Dr. C Denihan	Dr. S Ismail
Dr. M Stevens	Dr. C Stedall
Dr. B Sood	Dr. R Hobson
Dr. M Dugas	Dr. K Conod
Dr. S Garsed	Mr. G Bloom

## Patient Friendly

(Disability friendly to wheelchair users, induction loop, doorbell)

Parkview Centre  
Chester Road North  
Brownhills  
Walsall  
WS8 7JB

Tel: 01543 378594



Self Help  
Information



Health Apps



Request  
Medication



My Medical  
Records



Book an  
Appointment

## Welcome To Holland Park Surgery

This booklet has been produced for you to read and keep in order to help you receive the best possible care from the practice.

Holland Park Surgery is run by Umbrella Medical. Umbrella Medical is a partnership of doctors, who also run Lichfield Street Surgery, Mossley Fields Surgery, Sycamore House Medical Centre and The Limes Medical Centre.

The practice has excellent National Patient Survey Data and achieves excellent annual Quality Outcome Framework scores. (QOF)

The practice is also a training practice for GP registrars and undergraduate medical students and is linked with Birmingham University Medical School.

This holistic training practice provides a high quality training experience for qualified and non-qualified staff. Umbrella Medical provides placement experience and mentorship for student nurses from the University of Wolverhampton. Umbrella Medical supports non-qualified staff through work based apprenticeships for both healthcare support workers and administration staff. This is essential to supporting young people to gain employment into the sector.

We have a very active Patient Representative Group (PRG). The PRG is a group of patients joining together in a voluntary capacity, to engage with the practice team to assist with the enhancement of services currently on offer, and represent patient views.

Through regular meetings attended by both patients and practice staff, there is an opportunity to discuss topics of mutual interest relating to the practice. Essentially, the PRG is the "Patients' Voice", with suggestions and feedback from patients being welcomed.

**Visit our Patient Representative Group webpage at**

**<https://www.hollandparksurgery.co.uk/patient-representative-group-prg/>**

**Where you will find minutes of meeting, action plans & how to contact the group.**

## Patients' Rights

All patients registered with the practice have a right to access the services described in this leaflet.

In addition:

- Patients have a right to express a preference to receive services from a particular doctor or nurse - providing the preferred practitioner performs that service.
- Registered patients aged 16-75 whom have not been seen for 3 years, can request a health check-up consultation.
- Registered patients aged 75 and over whom have not been seen for 3 years can request a health check-up consultation in their home if they are unable to attend the surgery.
- Patients have a right to see their own health records, subject to the provisions of the Data Protection Act/ GDPR 2018.

## Violent and Abusive Patients

We do not tolerate any form of verbal or physical abuse, bullying or any other form of intimidation.

Any patient displaying behaviour of this nature towards staff, doctors or other patients, will be removed from the list with immediate effect, and if appropriate the matter will be reported to the police & the CCG.

## Comments, Concerns, Complaints?

The practice has in place a 'practice-based complaints system'. We hope that we provide a good service to our patients. If you wish to make any suggestions positive or negative, please contact Heidi Hewitt & Amy Jose, Locality Managers.

Any comments requiring an early reply will be acknowledged within 2 working days and fully investigated within 4 weeks of your initial contact. At this point you will be given a full reply or explanation of what is causing the delay.

If you do not wish to complain directly to the practice, you should contact NHS England on 0300 311 2233

### Choose and Book

When you and your GP agree you need a referral to a specialist, Choose and Book shows your GP which locations provide appropriate treatment, and you can choose a date and time to suit you. It allows you to book, change or cancel a routine appointment, either on line or by phone.

### Out of Hours Emergencies and Advice

Should you have a genuine medical emergency ring **999**. If you require a doctor urgently Monday - Friday before 8am or after 6.30pm or at any time over the weekend or bank holidays please telephone our out of hours emergency number on **111**.

### Facebook

The surgery has a Facebook page which will be kept up to date with news and developments at Holland Park Surgery. It can be found by logging on to Facebook and searching for **Holland Park Surgery**. As this is a social media website, please be aware that we can't give any medical advice through this page and personal medical information should not be posted on the site as it will be in public view.

### Twitter

We also have a Twitter page which can be found by logging into Twitter and searching **@HollandPark3**. Again, this is a public social media website which can be viewed by anyone, so personal medical advice will not be posted and comments should not be left of a medical personal nature.

### Website

Please visit our website at [www.hollandparksurgery.co.uk](http://www.hollandparksurgery.co.uk) where you can find more information about our surgery & the services we offer as well as up to date news & details of any new initiatives.

There are also links to other websites & useful contact numbers.

## Partners

We have nine GPs and one non-clinical Partner who work in a non-limited partnership.

<b>Dr. Cormac Denihan</b> (male) MB BCh DRCOG MRCGP Qualified Dublin, Ireland 1986	<b>Dr. Salim Ismail</b> (male) BSc (Hons) MSc MB ChB Qualified Dundee, Scotland 1988
<b>Dr. Bhavna Sood</b> (female) MBBS MRCGP DRCOG BMedSci Qualified Nottingham, England 2008	<b>Dr. Ryan Hobson</b> (male) MBBS BSc Genetics Diploma Surgical Science MRCGP Qualified London, England 2007
<b>Dr. Martin Stevens</b> (male) MB ChB MRCGP Qualified Birmingham, England 2001	<b>Dr Candice Stedall</b> (female) MBBS MRCGP DCH DRCOG DFSRH Qualified The London School of Medicine, University of London 2004
<b>Dr. M Dugas</b> (male) BSc (hons) MBChb, DRCOG	<b>Dr. Kevin Conod</b> (male) MBChB
<b>Dr. S Garsed</b> (female) MBChB, DRCOG, MRCGP	<b>Mr. Greg Bloom</b> (male)

## Practice Team

We are a Teaching and Training practice which undertakes the teaching / training of healthcare professionals or persons intending to be healthcare professionals.

GP Partners	
<b>Dr. Martin Stevens</b> (male)	<b>Dr. Bhavna Sood</b> (female)
Salaried GPs	
<b>Dr. Reena Johal</b> (female)	<b>Dr. Joseph Chalisery</b> (male)
Nursing Team	
<b>Janine Grew</b> (female)	<b>Julie Newman</b> (female)
<b>Helen Hancock</b> (female)	
Health Care Assistants	
<b>Paige Haldron</b> (female)	<b>Leanne Phillips</b> (female)
Clinical Pharmacists	
<b>Jaz Dhillon</b> (male)	

## Fees For Non-NHS Work

Non-NHS work includes:

- DWP/ATOS factual reports
- DVLA factual reports
- Insurance Company reports (for life assurance, critical illness cover, etc)
- Fostering or adoption reports
- Police requests for information in relation to Firearms/ Shotgun License
- Employer or occupational health letters, reports or forms
- Holiday cancellation forms
- Council tax exemption forms

Fees are always payable for medical services not covered by the NHS.

If you require any of the above to be completed by the doctor, please be advised that there will be a fee for this type of service.

Please allow 28 working days for the request to be completed.

The secretary will call you when the doctor has completed your request. Please make sure that we have your correct contact details.

## Our Patient Promise

- We promise to treat everyone as an individual, without discrimination.
- Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient's individual needs with dignity and strict confidentiality.
- The care given will be research-based and delivered to the highest standard.
- We will set standards of care and review them periodically, in the form of audits, and we will act accordingly.

## Non - Attendance of Appointments

We accept that sometimes it may not be possible for you to attend your appointment. In these circumstances we ask that you contact the surgery to either cancel or reschedule your appointment. We keep an audit of patient non-attendances. If you fail to attend 3 appointments we will issue you with a 1st warning letter. If after this you fail to attend a further 2 appointments, you will be issued with a further letter. If following this, you fail to attend 2 more appointments, you may be removed from our practice list due to a breakdown in patient/doctor relationship and will need to register at another GP.

## Travel Vaccinations

As of 17th July 2013 we will be charging a fee for certain travel vaccinations not covered by the NHS.

Please be aware that the only free travel vaccinations that we supply are the ones that are recommended by the NHS and that are stocked at the surgery.

We no longer provide Yellow Fever vaccinations. You may wish to approach the National Advice Centre on [www.nathnac.net](http://www.nathnac.net) who can give advice on Yellow Fever & where you may obtain vaccinations.

Visiting Practitioner	Phlebotomist
<b>Robert Nelson</b> (male)	<b>Libby Hall</b> (female)
<b>Group Practice Manager</b>	
<b>Greg Bloom</b>	
<b>Deputy Group Practice Manager</b>	
<b>Julia Moore</b>	
<b>Locality Managers</b>	
<b>Heidi Hewitt</b>	<b>Amy Jose</b>
<b>Finance Manager</b>	
<b>Lin Richards</b>	
<b>Clinical Summarising Team</b>	
<b>Jan</b>	
<b>Reception Manager</b>	
<b>Sarah Lewis</b>	
<b>Receptionists</b>	
<b>Libby</b>	<b>Carol</b>
<b>Denise</b>	

### Health Visitors

The Health Visiting team are based at Parkview Medical Centre.

Contact number: 01922 604538

### District Nurses

We have a team of district nurses who are responsible for giving nursing care, support and advice to housebound patients. They are based at Blakenall Village Centre.

Contact number: 01922 605751

### Midwife

Jane is our Midwife who holds ante-natal clinics on a Friday morning. Appointments can be booked via reception.

Contact number: 01543 378594

### Community Psychiatric Nurse (CPN)

Grant runs a weekly clinic on a Monday and Thursday and appointments can be made via 01922 608400

### Community Diabetic Nurse Specialist

Lisa is our Community Diabetic Nurse Specialist and runs a clinic twice monthly every other Monday morning.

### Practice Support Pharmacists

Avninder and Raj are our Practice Support Pharmacists who work with us one afternoon per week. They work with the GPs and practice staff to ensure appropriate reviews are undertaken in order to maximise the benefits from medication, improve safety and minimise waste.

### Medical Students: University of Birmingham Medical School

We also teach undergraduate medical students from the University of Birmingham. You may occasionally be asked if you are willing to see one of the medical students to discuss your condition, or they may sit in on your consultation with the doctor. This is a vital part of their education as it helps them to develop clinical and interaction skills. You will be informed beforehand if a student will be present. If you agree, you will be asked to sign a consent form.

**We are looking for volunteers to come and speak to the students about their medical problems. If you are interested in becoming a volunteer, please ask at reception for a consent form to add your details to our database.**

### Video Consultations

As a training aid, doctors use video consultations to assess their performance. You may be asked if it is acceptable to you that your consultation is videoed. If you agree, you will be asked to sign a consent form. If you are not happy about being videoed, you may ask at any time for the camera to be switched off. Physical examinations will be performed out of the camera shot, although the sound recording will remain on. The videos are used for training purposes only. Confidentiality is always maintained; the videos are stored in a secure place and erased after viewing.

### Sickness Certificates (Fit note)- The Law

- For periods of sickness of one to three days, you do not need a certificate.
- For periods of sickness of four to six days, your employer may require you to complete a Self-certification form (SC2), which is available from your employer or HM Revenue & Customs (HMRC).
- For periods of sickness longer than six days, you will need to see a doctor for them to issue a Statement of Fitness for Work 'fit note' and you will need to see them for any subsequent renewal of the certificate.

## Patient Confidentiality and Data Protection

In order to provide care for you we are obliged to keep records. We are obliged to comply with the GDPR General Data Protection Regulations, Data Protection Act 2018 and other guidance on privacy and data confidentiality. We take this very seriously.

In order to manage services and improve the quality of care we provide to you, we are required to share some information, for example with the Clinical Commissioning Group (CCG) and the hospitals.

This information is kept to as little as possible and if at all possible the information is kept anonymous, that is, name and other details are omitted. We are obliged by law to provide certain information e.g. notification of certain infectious diseases.

Information is not shared with any third party outside of the health service (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this subject please contact Heidi Hewitt & Amy Jose, Locality Managers.

## Patient Responsibilities

Patients have a responsibility to:

- Arrive on time for their appointment. Patients that are more than 10 minutes late will need to re-arrange their appointment.
- Inform the practice if they can't make an appointment or that the appointment is longer necessary.
- Not to make a request for home visits, particularly night visits unless absolutely necessary; patients must either be housebound or seriously ill.
- Co-operate with all practice staff and give them the same level of courtesy that you would expect to receive yourself.
- Please let us know if you change your name, address or telephone number.

## Doctors in Training

Our practice has been established as a training practice for many years. We are committed to providing education and training for many healthcare professionals including doctors, nurses and medical students. Each year we have one or two GP registrars (a fully qualified doctor with at least three years' hospital experience) working with us. Registrars work under supervision in general practice for one year before starting out on their own. Details of our current doctors in training are on our practice website.

## Locum Doctors

In addition to our partners and salaried doctors, we also have locum doctors. They are not here regularly as they operate on a sessional basis when required by us. Some are here more often than others – an individual locum doctor may be at the surgery as much as a few times a week or as little as once every few months.

## Named GP

From 1st April 2015, all of our patients have been allocated a named GP. Your named GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice, as you may currently choose to do. Neither does it guarantee you will see your named GP every time you visit the surgery or give you priority access over other patients to your named GP. It is important to note that access to GPs will be via our normal appointment system and will continue to be subject to the availability of individual doctors. We aim to offer "GP of choice" appointments where possible. Please ask a member of our reception team for more information.

## Surgery Opening Times

	Reception Times	Telephone Times
<b>Monday</b>	07:30am - 18:30pm	08:00am - 18:30pm
<b>Tuesday</b>	07:30am - 18:30pm	08:00am - 18:30pm
<b>Wednesday</b>	08:00am - 18:30pm	08:00am - 18:30pm
<b>Thursday</b>	07:30am - 18:30pm For appointments or Home visits between 13.00-18.30 contact WALDOC HUB on 01922 501999.	08:00am - 18:30pm
<b>Friday</b>	07:30am - 18:30pm	08:00am - 18:30pm

## Extended Opening Hours

<b>Monday</b>	07:30am - 08:00am
<b>Tuesday</b>	07:30 am - 08:00am
<b>Thursday</b>	07:30am - 08:00am
<b>Friday</b>	07:30am - 08:00am

Pre-booked appointments only.

No telephone calls will be taken during this period.

Please note that all calls made from and received by the surgery are recorded for medico/legal purposes

## Repeat Prescriptions

Please note that in view of the demand on telephone lines we cannot accept prescription requests by telephone unless the request is for medicine to support palliative care / end-of-life.

- Prescriptions can be requested in the following ways:
- **Online**, via the NHS App or Patient Access Online.
- **Bring your request into the surgery** by completing a prescription request slip or returning the right hand side of your printed prescription. Please pay attention to the review date & other messages printed on the slip. Please place your request in the box at the front door in the waiting room.
- **Request from your local pharmacy**, either over the phone or in person. **If you are on warfarin, you will need to provide the surgery with a copy of your last INR results from your yellow INR book.**

Please allow for **48 hours** for collection. If you leave a prescription request on a Friday evening, it may not be ready for collection until Tuesday evening.

## Patient Representative Group (PRG)

**You can have your say!**

All patients are welcome - and encouraged - to join our Patient Participation Group meetings.

Our Patient Participation Group consists of valued volunteer patients who meet with practice team members to discuss the work of Holland Park Surgery.

Together, we can all help the practice to improve healthcare for all of our registered patients.

If you are interested in attending the next PPG meeting, please ask at reception for more details or visit our website.



## Cervical Smears

In line with national policy, we recommend a cervical smear every 3 years for a woman between the ages of 25 & 50 years, and every 5 years for women aged 51-65 years of age.

These are usually carried out by the practice nurse.

## Home Visits

These visits are for people who are housebound or too ill to travel. Lack of transport is not a sufficient reason to request a home visit. We would ask you to attend the surgery if at all possible.

All visit requests will be triaged by a GP, however, please be aware that visits may be carried out by one of our home visiting team.

At least 3 patients can be seen in the time it takes to conduct 1 home visit.

If you are registered with us as an 'out-of-area patient', you **will not** be eligible for any home visits from our doctors.

## Summary Care Records

The Summary Care Record (SCR) is a copy of key information from a patient's GP record and as a minimum, contains details of medication, allergies and adverse reactions. It provides authorised care professionals with faster, more secure access to essential patient information.

**Please speak to the reception team for more information.**

## Appointments

Consultations at the surgery are by appointment only and may be made in advance. Appointments may be made by telephoning **01543 378594**, by coming in person to the surgery or via online booking. Patients may ask to see their doctor of choice by appointment, though there may be a delay if you wish to see a specific doctor. Patients requesting a same-day appointment for a problem that is considered urgent will be offered an appointment with the first available doctor.

If we have no available appointments you will be directed to an alternative service:

**NHS 111** for urgent medical advice.

**Extended Hours Clinics:** Based at Darlaston Health Centre, Pinfold Health Centre, Broadway Medical Practice and Portland Medical Practice. These offer extra bookable GP appointments in the evenings between 6:30pm - 9:00pm & 10:00am - 3:00pm at weekends and 11.00am—1pm on bank holidays. Please call 01922 501999 to book an appointment.

**Walsall Manor Urgent Care Centre:** Manor Hospital, Moat Road, WS1 1UG, open 24 hours, 7 days a week. No appointment needed.

**Pharmacy First** at your local chemist. Available to access self care for minor ailments. Speak to your pharmacist for more information.

## Text Reminder Service

We offer a text reminder service when you book an appointment. A confirmation text will be sent to you when your appointment is booked & a reminder 24-48 hours before the appointment. It is therefore advised that you keep the surgery informed of any change of mobile or home contact number.

## Joining The Practice (How To Register)

Anyone wishing to join the practice should ring, or call into the practice and ask if they may register. You will be required to provide details of your current doctor.

*When you register with us, we will need your NHS number. You can get this from you previous GP practice or recent hospital letters.*

Anyone needing to be seen as an emergency can be seen as an 'immediate and necessary treatment' patient. Registration can then be decided upon at a later date.

Holland Park does not discriminate on the ground of:

- Race, gender, social class, age, religion, sexual orientation or appearance.
- Disability or medical condition.

**Please see the map of our practice area on the following page.**

## Out of Area Registration

If you register with us but you do not live within our practice area, you will be registered as an **'out-of-area patient'**, and will not be entitled to any home visits by our doctors.

## Change of Address

Please complete a 'Patient Details' form at reception. The receptionist will inform you if you are still inside our practice area. If you are outside our area you can visit [www.nhs.uk/service-search](http://www.nhs.uk/service-search) to find a local GP. They will provide you with a list of doctors in the area you now live, as well as some basic information about the practice.

## Telephone Advice

**Please provide a landline in view of the expense of calling a mobile number**

There are many things, medical and non-medical (eg. Sick notes, blood results, insurance claims) that can initially be discussed on the phone, saving a visit to the surgery. If you do wish to discuss any matter on the telephone with the doctor or other member of staff, please speak with reception. If the person you wish to speak to is not available, leave your name and contact number and you will be called back as soon as possible.

## Services Available

- General Medical Practice
  - Minor Surgery (provided by Lichfield St. Surgery)
  - Family Planning
  - Ante-Natal (mothers-to-be)
  - Cervical Smear
  - Child Health clinic including Vaccinations
  - Travel Vaccinations (some are not covered on the NHS)
  - New Patient Examinations
  - Routine health checks for over 40's
- You can view your test results online. Please talk to a member of the reception team for details.

## Family Planning

We provide a full family planning service, apart from 'coil' fitting which can be done at one of our sister Umbrella practices, or at the family planning clinic.

## Online Services

NHS App	Patient Access
NHS App is a free phone app available for download on the Apple Store and Google Play.	Patient Access is a free service you can access from the 'My Medical Records' button on the homepage of our website.
<p>Using this service you can:</p> <ul style="list-style-type: none"> <li>• Book appointments.</li> <li>• View your test results and medical records.</li> <li>• Request medication.</li> </ul>	<p>Using this service you can:</p> <ul style="list-style-type: none"> <li>• Book appointments.</li> <li>• View your test results and medical records.</li> <li>• Request medication.</li> </ul>

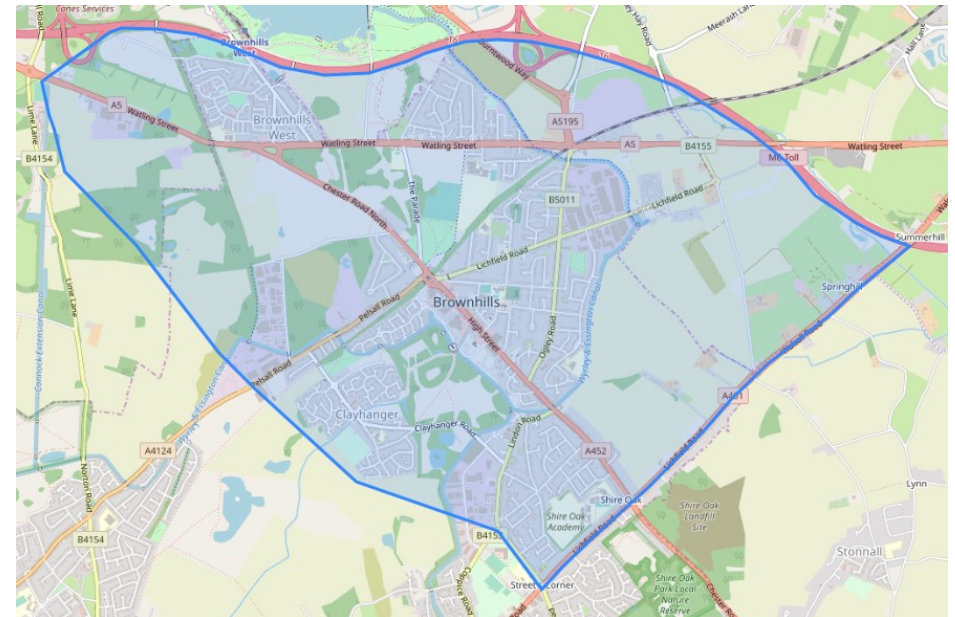
## Self Help Advice

You can access a variety of resources to help you manage your conditions by clicking on the 'Self Help Information' button on the home page of our practice website or by using the NHS App.

Here you will find helpful information about diabetes, asthma, pain management, dementia, as well as other conditions.

[www.hollandparksurgery.co.uk](http://www.hollandparksurgery.co.uk)

## Practice Area



The above map shows the boundary of our practice area.

If you are an existing patient & you move house on either a temporary or permanent basis, please let us know of your new address details.

If you move to an address outside of our practice boundary, you will need to contact reception & enquire about remaining with the practice as an out of area patient.

If you wish to register as a new patient with the practice & live outside of the practice boundary, again please speak to reception who will advise you how to apply to register as an out of area patient.

If you are temporarily out of our practice area and you need a GP, then you must contact a GP whose area covers your temporary address.

A more detailed map of the practice area is displayed on the notice board in the main waiting area.