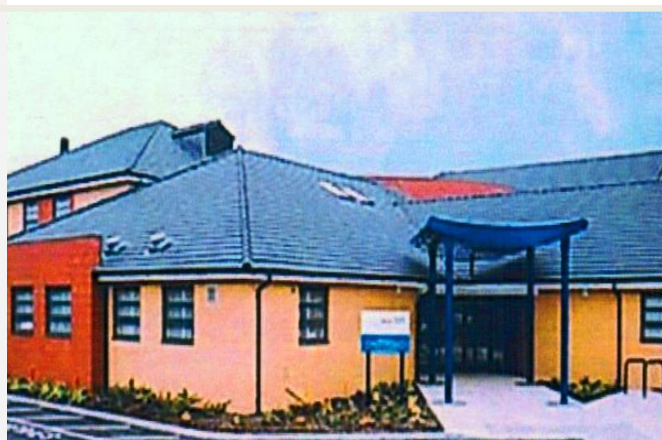


PINFOLD HEALTH CENTRE
FIELD ROAD
BLOXWICH
WALSALL
WS3 3JP

www.khanmedicalpractice.co.uk



Khan Medical Practice is a single handed (male GP) practice.

Dr Amanullah Shamsheer Khan MBBS
Practice Manager: Mrs Maryam Khan

Reception

01922 775 194



Onsite parking



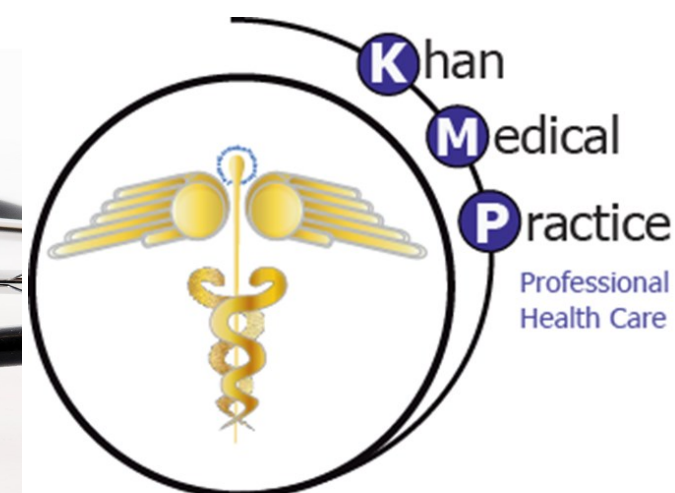
Disabled parking and access
to facilities available.

NHS England
Jubilee House
Bloxwich Road, Walsall
West Midlands, WS2 7JH
Tel 01922 618388



when it's less
urgent than 999

Version: 17.3 - Date: 28.072025



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OPENING HOURS		
Day / Session	AM	PM
Monday	08:00	6:30 6:30pm to 9:00pm OurNetExtended hours
Tuesday	08:00	6:30 6:30pm to 9:00pm OurNetExtended hours
Wednesday	08:00	6:30 6:30pm to 9:00pm OurNetExtended hours
Thursday	08:00	6:30 6:30pm to 9:00pm OurNetExtended hours
Friday	08:00	from 1:00pm to 6:30pm OurNet
Saturday	09:00am	05:00pm Out of Hours - OurNet HUB contact

OurNet HUB contact number: 01922 501 999

OUT OF HOURS

If you need medical assistance and it cannot wait until we re-open, appointments are now available at the Pinfold Health Centre on Evenings, Weekends and Bank Holidays.

If you need medical assistance when we are closed please phone the practice on 01922 775194 and follow the instructions on our answer phone message.

You can also phone NHS 111 by dialling 111 from your phone. NHS 111 can give you advice on medical queries.

When can I get an out-of-hours appointment?

Extra GP appointments are available between:

- 6.30pm – 9pm weekdays (all four Hubs)
- 9am – 5pm Saturdays (excluding Darlaston Health Centre & Portland Medical Practice)
- 11am – 1pm Bank Holidays (all four Hubs)

However, *people will only be seen if they have booked* an appointment.

How can I book one of these appointments?

A dedicated number has been set up and appointments can be booked by calling

01922 501999 during the following times:

- ⇒ 8:00am – 9pm weekdays
- ⇒ 9am – 5pm Saturdays
- ⇒ 11am – 1pm Bank Holidays

NHS 111 will also be able to book an appointment for you if they feel you need to see a GP.

HEALTH SERVICE NOT ILLNESS SERVICE

Your NHS and your doctor can help you lead a healthy life, to shed unhealthy habits like smoking, drugs, alcohol and protect against life threatening illness.

FLU and PNEUMONIA Immunisation

Seasonal Influenza vaccinations (Flu Jabs) does not cause ‘flu’ like illness. Over the years it has saved thousands of lives by preventing Influenza and Pneumonia infections.

Pregnancy reduces immunity to allow the baby to grow, but this can make you vulnerable to severe Influenza infection or Pneumonia. We recommend that if you are pregnant that you get your Seasonal Influenza Vaccination, please ask your midwife.

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to help protect them against catching flu and developing serious complications.

You should have the flu vaccine if you:

- ⇒ are 65 years old or over
- ⇒ are pregnant
- ⇒ have certain medical conditions
- ⇒ are living in a long-stay residential care home or other long-stay care facility
- ⇒ receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

IF YOU ARE EXPERIENCING LIFE THREATENING SYMPTOMS SUCH AS CHEST PAIN, BLEEDING THAT WILL NOT STOP, CHOKING, FEELING SUICIDAL ETC..

CALL FOR AN AMBULANCE

DIAL 999



ARE YOU A CARER? THEN WE ARE HERE FOR **YOU!**

HELPLINE - 01922 636663

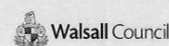
HOW TO FIND YOUR CARERS CENTRE...

We are on the first floor at The Crossing at St. Paul's,
Darwall Street, Walsall WS1 1DA

Open Monday - Friday 9.00am - 4.30pm
(excluding Bank Holidays)

www.walsallcarers.org

Principal Funders



Walsall **NHS**

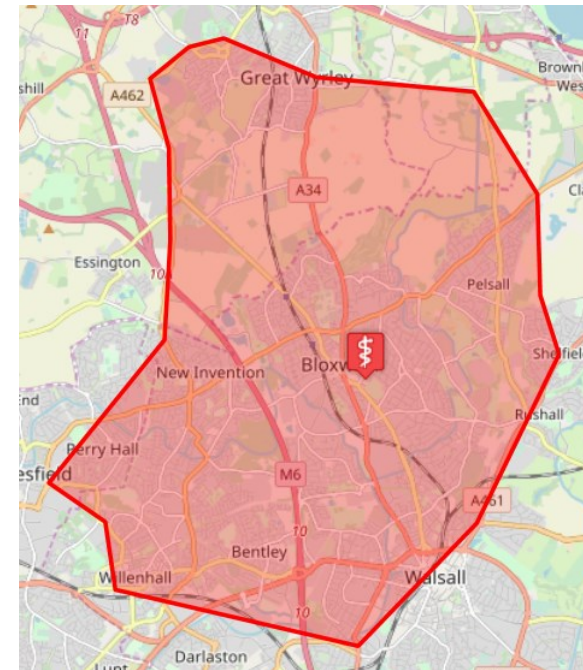
Guardian Jerwood
Award Winners 1998



Registered Charity No. 1057348

WE ARE ACCEPTING NEW PATIENTS

If you would like to join Khan Medical Practice and you live within our catchment area please request a registration pack form reception.



Not sure if your in our catchment area?

Visit our website and use the online postcode finder. Or use your phone to scan the QR code below.



When you return your registration pack. Use the checklist below, remember to bring:

- ☐ A Completed a **New patient** questionnaire (Available from our reception desk.)
- ☐ It is helpful if you can **request a 'Brief Summary' of your medical record from your previous GP**, this will inform us what your current health problems are and current medications prescribed to you. This will help to mitigate any delay in issuing medication.
- ☐ **Book in and attend for a 'New Patient Health Check'.**

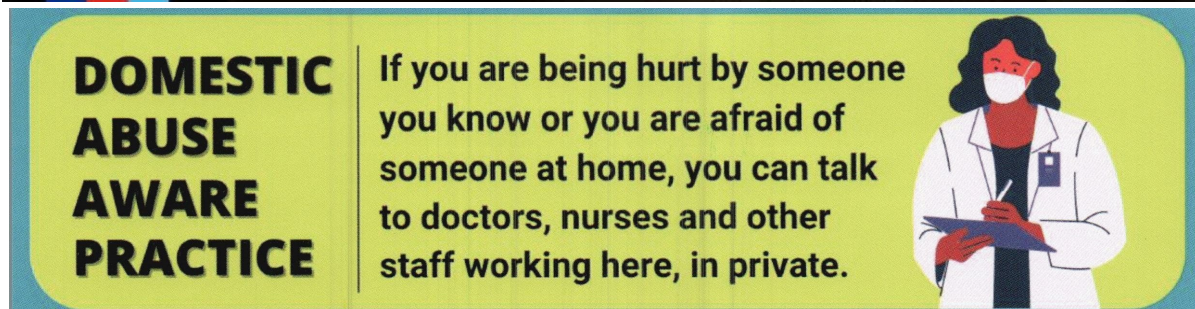
IF you are homeless or unable to produce evidence of identity or address.

Please complete as much of the questionnaire as possible. Inform the receptionist when returning the forms. We will ensure your medical needs are met.

HOW TO REGISTER

Our practice operates a non-discriminatory registrations policy. If you would like to register with our practice, simply call in at our reception desk and ask for a registration form. You will need to bring proof of identity e.g. NHS Card, Birth certificate, driving license or passport with you when you return your completed registration form. Please check back with the practice 48 hours after returning your registration form to book a New Patient Check. Your registration is not considered complete until you have attended for a New Patient Check.

Failure to book or attend a New Patient Check will result in your registration being rejected.



New Patient Checks

Patients aged 5 years or older will need to attend a "New Patient Check" within two weeks of being registered with the practice.

How to Access the Doctor or Nurse

There is an appointment system for the Doctor, Nurse and H.C.A. You can access the appointment system by either presenting in person at the reception desk, or telephoning: 01922 775194. You can also book appointments via the internet www.patient.co.uk (requires an active Patient Access login).

Summary Care Records (SCR)

Your Summary Care Record is a short summary of your GP medical records. It tells other

This will enable health and care professionals to have better medical information about you when they are treating you at the point of care. This change will apply for the duration of the coronavirus pandemic only. Unless alternative arrangements have been put in place before the end of the emergency period, this change will be reversed.

All patients registered with a GP have a Summary Care Record, unless they have chosen not to have one. The information held in your Summary Care Record gives health and care professionals, away from your usual GP practice, access to information to provide you with safer care, reduce the risk of prescribing errors and improve your patient experience.

Your Summary Care Record contains basic information about allergies and medications and any reactions that you have had to medication in the past.

Some patients, including many with long term health conditions, have previously agreed to have additional information shared as part of their Summary Care Record. This additional information includes information about significant medical history (past and present), reasons for medications, care plan information and immunisations.

During the coronavirus pandemic period, your Summary Care Record will automatically have additional information included from your GP record unless you have previously told the NHS that you did not want this information to be shared.

There will also be a temporary change to include COVID-19 specific codes in relation to your Summary Care Record. Additional information is included on your SCR

You can be reassured that if you have previously opted-out of having a Summary Care Record or have expressly declined to share the additional information in your Summary Care Record, your preference will continue to be respected and applied.

Additional information will include extra information from your GP record, including:

- health problems like dementia or diabetes
- details of your carer
- your treatment preferences
- communication needs, for example if you have hearing difficulties or need an interpreter

This will help medical staff care for you properly, and respect your choices, when you need care away from your GP practice. This is because having more information on your SCR means they will have a better understanding of your needs and preferences.

SERVICES	
Chronic Disease Management	Health promotion
Asthma / COPD Diabetes CHD Hypertension Mental Health Chronic Kidney Disease	Dietary advice Life style advice Well man clinic Well woman clinic
Other Clinics & services	Immunisations/Vaccinations
Warfarin clinic Ante-natal clinic Cytology screening ECG, Spirometry, Near Patient testing	Child Immunisations Seasonal Influenza vaccinations Pneumococcal vaccinations Travel vaccinations
Ante Natal clinic	
Provided by the Community Midwife	
Private Services offered	
Private services offered, please note you do not need to be registered with the practice, if you are registered with the practice some services cannot be offered. Please ask for at reception for information on service availability and fee.	
Medical Examination and Certificates	
Private medical examinations for insurance purposes Medical examination for HGV licence Certificate for Gun Licence Certificate for seatbelt exemption	
Travel Prescriptions and Medicines	
Hepatitis B vaccination for travel and anti malaria prophylaxis is not covered under the NHS. (fee for medication and prescription)	
Private GP Consultation for unregistered patients	
General advice and consultation	

Protecting your SCR information

Staff will ask your permission to view your SCR (except in an emergency where you are unconscious, for example) and only staff with the right levels of security clearance can access the system, so your information is secure. You can ask an organisation to

Opting out

The purpose of SCR is to improve the care that you receive, however, if you don't want to have an SCR you have the option to opt out. If this is your preference please inform your GP or fill in an SCR opt-out form and return it to your GP practice.

<https://digital.nhs.uk/services/summary-care-records-scr/skr-patient-consent-preference-form>

Regardless of your past decisions about your Summary Care Record consent preferences, you can change your mind at any time. You can choose any of the following options:

1. To have a Summary Care Record with additional information shared. This means that any authorised, registered and regulated health and care professionals will be able to see a enriched Summary Care Record if they need to provide you with direct care.
2. To have a Summary Care Record with core information only. This means that any authorised, registered and regulated health and care professionals will be able to see information about allergies and medications only in your Summary Care Record if they need to provide you with direct care.
3. To opt-out of having a Summary Care Record altogether. This means that you do not want any information shared with other authorised, registered and regulated health and care professionals involved in your direct care, including in an emergency.
To make these changes, you should inform your GP practice or complete the SCR patient consent preferences form and return it to your GP practice.

<https://digital.nhs.uk/services/summary-care-records-scr/skr-patient-consent-preference-form>

COMPLAINTS , COMMENTS AND SUGGESTIONS

If you have any concerns about the service or care that you receive at our clinic we have a written complaints procedure which is available on request. In the first instance, please ask to see the Practice Manager. If the Practice Manager is unable to see you immediately, an appointment will be offered usually within 24 hours of your request.

If you would like to make a suggestion or have a comment, please ask for a slip at our reception desk. You can also leave a review online on the NHS CHOICES website <https://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=36804>

Further Information

If after your consultation with the Doctor or Nurse, you are unsure about anything or would like more information. Please let the receptionist know and they will do their best to find any information you require.

ZERO TOLERANCE

The practice will not tolerate any form of verbal or physical abuse towards the staff or clinicians. Any person doing so will be removed from the list with immediate effect.



OUR STAFF

CLINICAL

GP	Dr Amanullah Shamsher Khan MBBS
Locum GP	Dr Anita Krishnan MB BS
Locum GP	Dr Dhillon Karmveer MB ChB
Specialist Nurse Practitioner	Vicky Brown RGN,SPN (Specialist Nurse Practitioner)
	Nurse independent prescriber
Health Care Assistant	Tina Jones
Health Care Assistant	Rhian Larose
Healthcare Assistant	Danica Grocutt
Practice Pharmacist	Ron Bains

ADMINISTRATION

Practice Manager	Maryam Khan
Assistant Practice Manager	Rhian Larose
Medical Receptionist	Lyndsey
Medical Receptionist	Debra
Medical Receptionist	Danica
Administrator	Jason

OTHER ASSOCIATED STAFF

Mr R Bains - Clinical Pharmacist Practitioner
Sunday Itiola—Pharmacist
Banita Sharma—Pharmacist
Shumaila Afzaal - Physiotherapist
Social Prescribers - Charlene/Ellen
Midwife - Friday Appointments
Mental Health Nurse - Kelly
Victoria Tapper—Paramedic
Health Visitor Service - 01922 423312
Data Protection Officer (DPO)

If you wish to contact a member of staff, please call reception 01922 775 194

Practice statement

Our staff are here to help you. Our aim is to be polite and helpful at all times.

Named Accountable GP

From 1 April 2015, practices were required to allocate a named, accountable GP to all patients, including children. All new patients registering after 1 April 2015 are informed about their named GP at registration.

The named accountable GP for Khan Medical Practice is DrA.S. Khan

Private Letters, Insurance Forms and Claims

If you need a letter or need the doctor to complete a section of an insurance form or other type pf claim form. Please write your request clearly on a piece of paper and attach it to the form to be completed.

Please make sure you complete all of the parts of the form you are required to fill in, before requesting the doctor to complete the medical section. This will help avoid de-lays in processing your request. Remember that the doctor can only state what is in your records and cannot omit details that might potentially affect you adversely.

**This activity carries a fee, the minimum fee charged is £30.00.
Please make sure to ask about the fee before submitting your request.**

LONG ACTING REVERSIBLE CONTRACEPTION

Injection

A three monthly injection of Depo-Provera.

Nexplanon

A soft wire like implant put under the skin of the arm can work for up to 3 years.

Coil

Intrauterine coil, a small 'T' shaped copper wire in the womb, can work for 5 years or more. Common misconceptions about the coil causing Pelvic infections, painful inter-course, etc , are totally baseless. It also avoids putting too much hormones in to your body.

Teenage Services

We offer a confidential service to teenagers who wish to avoid unwanted pregnancy and avoid sexually transmitted infections as well as general advice. We will not inform parents, guardians or carers (unless you want us to). We also supply condoms.

Prevent Unwanted Pregnancy

WOMEN'S HEALTH

CONTRACEPTION

The practice provides a comprehensive contraception service. The methods available include pills, injections, condoms, implants and coils. Please book an appointment with our nurse to discuss which option is best for you. If you would like free condoms please ask at the reception desk or speak to a member of staff.

EMERGENCY CONTRACEPTION

Please call the surgery as soon as possible after the event. A doctor or nurse will make contact via telephone and advise what to do. You do not need to wait for a routine appointment as every delay counts. The emergency methods include both pill and coil.



You can also get the Morning After Pill from a local Pharmacy without the need to see a doctor.

CERVICAL SMEAR SCREENING

The aim of the NHS Cervical Screening Programme is to reduce the number of women who develop cervical cancer and the number of women who die from the condition.

Cervical Screening is offered to women aged:

- ⇒ 25 to 49 every three years
- ⇒ 50 to 64 every five years
- ⇒ Over 65 only if a recent previous test was abnormal or have not been screened since the age of 50.

BREAST CANCER SCREENING

About 1 in 8 women in the UK are diagnosed with breast cancer during their lifetime. If it's detected early, treatment is more successful and there's a good chance of recovery.

Breast screening aims to find breast cancers early. It uses an X-ray test called a mammogram that can spot cancers when they're too small to see or feel.

Routine breast screening. In the UK, women between 50 and 70 are invited for breast screening every three years as part of a national breast screening programme.

MEN'S HEALTH

MEN OVER 40 YEARS

Are recommended to have regular health checks to monitor blood pressure, body mass index (BMI), blood sugar and cholesterol levels.

This can be done by the practice nurse or at a local pharmacy.

MEN OVER 60 YEARS

In addition to regular health checks to monitor blood pressure, body mass index (BMI), blood sugar and cholesterol levels. Additional checks on prostate and sexual health are recommended. See the doctor for a health check and discuss any health issues.

ALL PATIENTS OVER 40

Everyone over the age of 40 should have a Cardiovascular Risk Assessment. Risk assessments are used to determine the likelihood of you developing heart disease, heart attack or stroke in the future. In general, patients at higher risk for heart disease require more intensive treatment to help prevent the development of heart disease. If you smoke, have a family history of early heart attacks and or high cholesterol, are diabetic, this may increase the risk.

ARE YOU A CARER?

Are you carer, someone who has a relative, friend or neighbour who to some extent is dependent on you for support in order to cope with their daily life? If the answer is yes. Then you are entitled to a Carer's Assessment by your local council Social Services Department, to discuss the help that both you and the person you care for, might need. So if caring for someone has a major impact in your life then a carer's assessment could help you. Please ask at reception for more information.



Social Services and Benefits Agencies

May require copies of your medical records. These will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can result in the loss of benefits or other support.

Solicitors

Often ask for medical reports. We will always require a patient's consent for us to disclose information. We will not release details about other people that are contained in your records (e.g. family members, spouse) unless they have given consent to do so.

Life Assurance Companies

Frequently ask for medical reports in current prospective clients, your signed consent for us to disclose information is required before we can disclose information. GPs must disclose all relevant medical conditions unless you ask us not to do so. In that case, we would have to inform the insurance companies that you have instructed us not to make full disclosure. You have the right to see reports sent to the insurance companies or employers before they are delivered to the requestor.

Named GP for Over 75's and Well Persons Health Check

All patients over the age of 75 years will be allocated with a named GP who has overall responsibility for the care and support the surgery provides you. You will also be offered a **free** health assessment including: a urine test (Diabetes Screening), recording your Blood Pressure, Height, Weight, etc., please make an appointment.

Confidentiality for the young

According to current laws and protocols we provide full confidentiality to under 16 year olds. Parents or Guardians cannot be given information without the child’s consent.

The doctor will assess if the child is able to understand their condition and has the ability to make informed choices about their treatment or non-treatment. The doctor may ask parents or guardians to leave the room during a consultation. Please do not be offended.

The doctor has a mandatory duty to report any suspicion of maltreatment to a safeguarding team.

Freedom of Information

Patients have a right to see the data held about them in any form (Electronic or paper). If you would like to request access to your records please ask at the reception desk and the receptionist will advise you of the process.

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SEXUAL HEALTH

If you have any concerns about sexual infections, contraception or pregnancy, please book an appointment to see our Nurse.

 Condoms are the best method to protect yourself from sexual infections.

ALL ADVICE IS CONFIDENTIAL.

If you are under the age of 16, information will **not** be divulged to parents without your consent.

Information may be disclosed if the clinician feels that safeguarding issues are present. If the patient is being harmed or at risk of harm, is being exploited or coerced, is showing signs of abuse or assault.

You can also get sexual health advice from Walsall Integrated Sexual Health (WiSH) service on 01922 270 400

Or visit their website <https://www.walsallsexualhealth.co.uk/>

ADVICE ABOUT

LIFESTYLE

Stop Smoking, Exercise and dietary advice.

ONE YOU
01922 669 840

**DRUG AND ALCOHOL ADDICTION
SUPPORT**

The Beacon
01922 669 840

MENTAL HEALTH SERVICES

You can self-refer to this service.
Anxiety, Depression, Stress, Eating Disorders

01922 608 400

SOCIAL SERVICES

If you are having difficulties around the home with general housework, shopping, cooking, etc...

0300 555 2922

OTHER LOCAL SERVICES NUMBERS	
District Nursing service	01922 604 920
The District Nurses experience a high volume of calls, leave a message stating clearly your name, contact number, address and reason for contacting the service.	
Physiotherapy	0121 568 4311
This is a self book service (Monday to Friday 09:00 am - 04:00pm); You can also be referred by the doctor or Nurse.	
Chiropody	0121 568 4385
<i>This service is only for patients that need support with their feet and nails. If you would like to be referred to this service please discuss this with the doctor.</i>	
Citizens advice Bureau (CAB)	0808 278 7812
CAB offers legal advice about housing, finance, benefits, employment, etc...	
Website: https://www.citizensadvice.org.uk/	
Community Incontinence Service	01922 605 940 or 605 947
Supply of incontinence pads. <i>If you are housebound and incontinent ring the District Nurses.</i>	
Community Matron	01922 604 920
Community Diabetic Nurses	01922 604 970
Intermediate Care Services	01922 656 439
Lymphoedema Clinic	01922 602 530
Early intervention Team / Crisis Team	01922 608 850
Palliative Care Service	01922 602 540
Complementary Therapy	01922 443920 or 0797 382 461
Child Protection	01922 658 170
Dental Emergency (Walk-in clinic Blakenall)	01922 623 144
Deaf People Centre	01922 614 794
Lifestyle Services	01922 444 044
Exercise, Quit smoking, Weight Management, Diet Advice	

USE OF PERSONAL INFORMATION
<p>Personal information held on computer systems or written documentation is safeguarded and we are compliant with General Data Protection Regulation (GDPR) Regulation (EU) 2016/679 / Dtda Protection Act 2018 and abide by the NHS Information Governance standards and Caldicott principles.</p> <p>Patient medical records are confidential and will not be disclosed without specific written consent from the patient (this includes to family members) or court order.</p> <p>Confidentiality for patients under 14 years old, parents or guardians cannot be given information without the child's consent, if the child is regarded by the doctor as able to understand their condition and make informed choice about their treatment.</p> <p>Patients have the right to see data held about them there may be a fee to obtain copies. Requests for access to records should be in writing (please see below).</p> <p>Requests for information under the General Data Protection Regulation (GDPR) Regulation (EU) 2016/679/DPA 2018 ^(subject access request) or the Freedom of information act 2000 should be submitted in writing to the practice, forms are available at reception when returning your form please mark it for the attention of Dr A.S Khan.</p> <p>NHS Data sharing</p> <p>Using information about the care you have received, enables those involved in providing care and health services to improve the quality of care and health services for all. Your data may also be shared with other health care providers/NHS care record programs in order to facilitate your health care.</p> <p>Social Services and Benefits Agency may require records on you from time to time. These requests will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can lead to loss of benefit or other support.</p> <p>Solicitors and Life Assurance Companies routinely ask for medical reports. We will require written consent to release this information. Where this information refers to other named persons (e.g. spouse, children, parents, etc.) information will not be released without that persons additional consent. If you have instructed us not disclose certain information, we indicate this in the report.</p> <p>Notification of infectious diseases. The department of health requires notification of certain diseases. This is a statutory duty for Registered medical practitioners under the Health Protection (Notification) Regulations 2010</p> <p>Making your data opt-out choice</p> <p>You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project. To find out more or to make your choice visit nhs.uk/your-nhs-data-matters or call 0300 303 5678</p>

FIT NOTE (AKA SICK NOTE)



If you are booking an appointment in order to obtain a sick note, please tell the receptionist. It is possible to arrange a sick note without seeing the doctor, if there is adequate evidence in your medical notes that you cannot work. Continuation of a Fit note can be requested via a telephone consultation (The doctor will decide if you need to be seen for re-examination).

How to count sick days

When you work out the number of days that you've been sick, you need to count all the days in a row you've been sick, including days you don't normally work such as weekends and bank holidays.

Self-certification

If you're off work sick for **seven days or less**, your employer shouldn't ask for medical evidence that you've been ill. Instead they can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. This is called **self-certification (SC2 Form)**.

Fit Note

If you're off work sick for **more than seven days** your employer will normally ask for a fit note (or Statement of Fitness for Work) from your GP or hospital doctor. Fit notes are sometimes referred to as medical statements or a doctor's note.

Your doctor will assess you, and if they decide your health affects your fitness for work, they can issue a fit note and advise either that:

you are "not fit for work"

you "may be fit for work taking into account the following advice"

Your doctor will choose the "may be fit for work" option if they think that you are able to do some work even if it's not your usual job – with support from your employer

Charges for fit notes

There is never a charge from a doctor for providing a fit note if you're off sick from work for more than seven days.

For sickness of seven days or less, your GP practice may charge you to provide a private medical certificate.

Certifications for occupational purposes carry a fee of £30.00

Fit Notes for Social Security/Benefits are provided free after 7 days.

OTHER LOCAL SERVICES REQUIRING REFERRAL BY YOUR DOCTOR

Walking aid

Walking stick, Frame, etc... Ask for a physiotherapy referral.

Wheel Chairs

Loan of wheelchair, ask for a referral.

Occupational therapy

Ask at reception for a referral.

Carers Support

Via Social Services. Telephone 0300 555 2922.

Dementia Support

Telephone 01922 707 898.

Making Connections

Socially Isolated? Experiencing Loneliness? Telephone 0121 380 6690.

PRIVATE SERVICES

We do offer some Private Services which are not available on the NHS

- Access to Medical Records
- Completing Third Party Forms
- Medical Forms, Certificates and reports

Travel Prescriptions and Medicines

There will be a charge for certain travel injections. Which travel vaccines will I have to pay for?

You'll have to pay for travel vaccinations against:

- hepatitis B
- Japanese encephalitis
- meningitis vaccines
- rabies
- tick-borne encephalitis
- tuberculosis (TB)
- yellow fever (Yellow fever vaccines are only available from designated centres)

The cost of travel vaccines that aren't available on the NHS will vary, depending on the vaccine and number of doses you need.

Medical Examinations and Certificates

- Private Medical Examinations for Insurance purposes
- Medical Examination for HGV Licence
- Certificate for Gun Licence
- Certificate for Seatbelt Exemption
- Private Blood Tests

SHOULD I SEND MY CHILD TO SCHOOL?

EXCLUSION FOR 5 DAYS

- ⇒ From rash onset—Chickenpox, German Measles (Rubella), Measles
- ⇒ From starting antibiotics— Whooping Cough (Pertussis), Scarlet Fever
- ⇒ From inset of swollen glands—Mumps

EXCLUSION UNTIL CONDITION HAS SETTLED FOR 24 HOURS

- ⇒ Diarrhoea and or Vomiting

EXCLUSION UNTIL LESIONS CRUSTED OR HEALED

- ⇒ Impetigo

EXCLUSION FROM SCHOOL UNTIL TREATED

- ⇒ Scabies

Hepatitis/Jaundice there is no need to exclude well children with good hygiene who will have been much more infectious prior to diagnosis. Exclusion for five days from the onset of Jaundice or stools pale for the under fives or where hygiene is poor.

CONDITIONS WHERE THERE IS NO RECOMMENDED PERIOD TO BE KEPT AWAY FROM SCHOOL IF THE CHILD IS WELL

- ⇒ Influenza; Cold Sores (HSV); Molluscum Contagiosum; Ringworm (Tinea);
- ⇒ Athlete's Foot; Hand Foot and Mouth Disease; Roseola;
- ⇒ Slapped Cheek Disease (Parvovirus); Warts and Verrucae;
- ⇒ Conjunctivitis; Glandular Fever; Non-meningococcal Meningitis
- ⇒ Head Lice; Thread worm; Tonsillitis

APPOINTMENTS

You can make an appointment in person at the reception desk, by telephone or via the internet (requires registration for Patient Online Services.) by visiting

<https://www.khanmedicalpractice.co.uk/> or <https://patient.emisaccess.co.uk/>.

Our reception staff are fully trained and will arrange an appropriate appointment for you with a clinician or signpost you to the most appropriate service. All information given is treated as confidential. Please do not be offended if you are asked for a reason why you want to book an appointment. This is asked so that we can direct you to the most appropriate health care professional. You can decline to give a reason if you wish, simply state that you prefer not to disclose the reason for your appointment.

If appointments are not available on the day and you feel the problem is urgent, our receptionist will offer a 'Telephone consultation' with the GP .

Advance Booking

It is possible to book appointments up to four weeks in advance. However some slots are reserved for urgent same day appointments.

Telephone Consultations

If you simply need advice we offer a telephone appointment with either the Doctor or the Nurse. Our receptionist will take your name, telephone number and will advise you when the clinician is likely to call. Please remember we will do our utmost to contact you around the time indicated, however we cannot predict emergencies or delays. We would ask that you keep this in mind when requesting a telephone appointment.



HOW TO MAKE BEST USE OF YOUR TIME WITH THE DOCTOR

Remember the appointment is for 10 minutes. It would be helpful if you organise your thoughts and plan how you present your problems. If you can tell the receptionist the reason for attendance when booking your appointment that will help.

It is difficult to discuss more than one problem in a consultation, remember routine appointments are only 10 minutes. If you have more than one problem you wish to discuss, start by telling the doctor that first. The doctor can advise you on which problem to tackle first.

Do not be afraid to air your fears, apprehensions or suspicions, however far fetched or ridiculous they might seem.

PHARMACY FIRST SYMPTOMS

Patients aged 15 years & under:	Patients aged 16 years and above:
Acute Cough Acute Fever Athletes Foot Bites, Stings & Allergies Cold & Flu Conjunctivitis Constipation Diarrhoea Dry Skin (Simple Eczema) Earache Ear Wax Hayfever Infant Decongestant Mouth Ulcers and Teething Nappy Rash Scabies Sunburn Threadworm Oral Thrush Warts & Verrucas	Acute Cough Acute Fever Bites & Stings Cold & Flu Cold Sores (on lips only) Constipation Diarrhoea Dry Skin (Simple Eczema) Dyspepsia Earache Hayfever Headache Headlice Mouth Ulcers Sunburn Sore Throat Vaginal Thrush
LOCAL CHEMISTS FOR CHILDREN: Rowlands (Pinfold), Mossley (Cresswell Crescent), Coalpool (Dartmouth Av), Co-op (Blakenall Village Centre), Lloyds (inside Sainsburys, Reedswood), Wells, Leckie Road, Lloyds (New Invention), Touchwood, Lloyds (Rushall Med Centre)	LOCAL CHEMISTS FOR 16+: Mossley (Cresswell Crescent), Coalpool (Dartmouth Av), Co-op (Blakenall Village Centre), Wells (Leckie Road), Lloyds (New Invention), Touchwood, Lloyds (Rushall Med Centre)

IF YOU NEED ADVICE ON ANY ASPECT OF HEALTH CARE
CONTACT THE PATIENT ADVICE AND LIAISON SERVICE (PALS)
ON 0800 328 3205

IT IS YOUR RESPONSIBILITY TO ATTEND APPOINTMENTS AND IF YOU MISS
APPOINTMENTS ON A REGULAR BASIS YOU WILL RECEIVE A WARNING LETTER.
PERSISTENT NON-ATTENDERS WILL LEAVE US WITH NO OTHER OPTION THAN TO
REMOVE YOU FROM THE PRACTICE LIST.

REPEAT PRESCRIPTIONS

We encourage you to take charge of your repeat prescriptions, make sure to order in good time and only order what you need. Remember repeat prescriptions are never urgent. **Please allow 48 hours to process your request**, prescriptions submitted on Friday will not be ready until Tuesday afternoon. Requests submitted online over the weekend will not be Processed until the next working day.

The fastest method for you to use is via Patient Online Services. You can also fill in a slip at reception or tick items on the right hand side of your last prescription. And post it in the box opposite our reception window.

Please do not order repeat prescriptions by telephone or directly from the doctor during your consultation. Telephone requests can lead to mistakes and using a consultation to obtain a repeat prescription is inappropriate. If you are housebound the doctor will arrange for you to be able to order via telephone.

Electronic Prescription Service (EPS)

EPS allows for paperless transfer of prescriptions to a pharmacy of your choice.

Prescriptions advised by the Hospital

We cannot issue a prescription without written advice from the Hospital. The Hospital should provide you with at least 7 days of medication and contact details should you have any enquiries. Once we have received the Hospital letter, medication will only be prescribed if the GP feels it is relevant, we may prescribe alternative medications.

Frequently Asked Questions

What if I'm late?

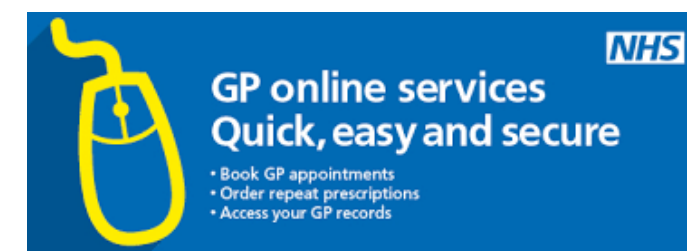
If you are more than 10 minutes late for your appointment you will not be seen and will be asked to rebook your appointment. It is not fair to other patients or staff to have to waste their time waiting for you. If you know you are not going to be able to make your appointment please ring into the surgery and rebook.

What if I cannot attend?

Please contact the surgery as early as possible, missed appointments cost both time and money and stop people who really need to see the doctor from getting an early appointment. Patients who persistently fail to attend booked appointments will be removed from the practice list.

What if I require a chaperone?

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



How do I register for Patient online services?

If you wish to use patient online services formerly known as patient access you need to complete a registration form and supply Photo ID and proof of address. Please note that this service requires you to have an email address.

You can also complete the registration online at <https://account.patientaccess.com/> registration.

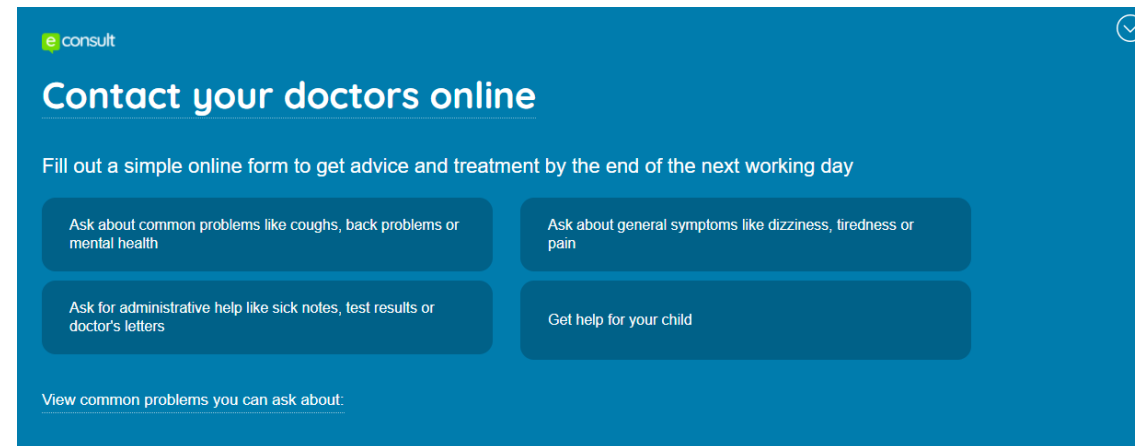


Alternatively you can download the NHS app and follow the registration process online.

ECONSULT

Contact your doctors online

eConsult is a digital triage tool available online via the practice website.



Using eConsult patients can send secure information to the practice. This allows patients to submit their symptoms or requests to the GP electronically and offers around the clock NHS self-help information, signposting to services, and a symptom checker.

Requests submitted via the eConsult platform will be answered within 48 hours (excluding weekend and bank holidays).

BLOOD TESTS AND OTHER INVESTIGATION RESULTS

As a patient, it is your responsibility to enquire about test results. Some sensitive results like pregnancy test, Chlamydia, HIV may not be given over the phone.

Also note that if you are asking a spouse or relative to obtain results on your behalf you must arrange this prior to that person contacting the surgery and we will require you to provide written consent, naming the person and indicating the extent of disclosure you are comfortable with sharing.

You will receive an SMS message when your results are available (Unless you have opted out of this service).

If you wish to contact the surgery to talk about your test result, please ring at the following times:

Monday	2:00pm - 06:00pm
Tuesday	2:00pm - 06:00pm
Wednesday	2:00pm - 06:00pm
Thursday	2:00pm - 06:00pm
Friday	11:00am - 12.30pm

RELIABLE CONTACT NUMBER OR EMAIL

It is your responsibility to provide us with a confidential, up to date email address and telephone numbers. The practice does use text messages and emails to communicate with patients. We strive to reduce printing and posting to save the environment and costs.

HOME VISITS

Home visits are done at the discretion of the doctor and should be requested before 11:00 am. Please leave a telephone number so that the doctor can contact you before visiting.

PATIENTS RIGHTS AND RESPONSIBILITIES

Patients have a right to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a Health Check on joining the Practice
- Receive Emergency Care
- Receive appropriate Drugs and Medicines
- Be referred to a specialist or second opinion if they and their GP agrees
- Be treated courteously by all staff at the practice
- Be given sufficient information about their condition to make an informed choice about investigation and treatment.
- Have a Health Check appointment if you have not been seen at the surgery for three years (Patients over 16 years old; one year if over 75 years old.)
- Have a Home Visit appointment for a Health check if 75 or over if not seen for three years and are not well enough to attend the surgery.
- Have the right to review their medical records; subject to the relevant Legal Acts.
- Confidentiality (You can withhold consent for your records to be seen by others.) You have the right to data-opt out. The national data opt-out is a service that allows patients to opt out of their confidential patient information being used for research and planning.
- Be treated without discrimination.

Patient responsibilities are:

- To keep booked appointments, notify the practice if you are going to be late or cancel your appointment in good time if it is no longer needed.
- To know that appointments are for one person only.
- Normal appointment duration is 10 minutes.
- Respect other's rights by being courteous to all staff and fellow patients.
- Letting us know when you change your address, telephone and email.
- Only requesting a Home Visit when it is truly necessary for medical reasons. (When the patient is too ill to come into the surgery.)
- Observe the no smoking and no mobile policy.

PATIENT PARTICIPATION GROUP

GP practices now have a Patient Participation Group (PPG)

Patient Participation Groups are not set up to be a 'forum for moaners' but nor are they 'doctor fan clubs'. They are a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. Members of PPGs should think about the wider patient interest and not just their own personal concerns when serving on the PPG.

The role of the PPG includes:

- ⇒ being a critical friend to the practice;
- ⇒ advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- ⇒ encouraging patients to take greater responsibility for their own and their family's health;
- ⇒ carrying out research into the views of those who use the practice;
- ⇒ organising health promotion events and improving health literacy;
- ⇒ regular communication with the patient population.

IF YOU ARE INTERESTED IN JOINING THE PPG

Please let our receptionist know and they will be able to advise you on how to join.

- ⇒ Accountable GP for patients under 75 years of age
- ⇒ Accountable GP for patients aged 75 and over