# The Saddlers Health Centre Practice Leaflet

Reviewed December 2023

The Saddlers Health Centre

Hatherton Medical Centre

1 Hatherton Street

Walsall WS1 1AF

Telephone: 01922 622326

Website: thesaddlershealthcentre.co.uk



The Saddlers Health Centre was established in 1997. We are a partner practice with a current list of around 4300 patients. There are two GP’s at the surgery who are Dr Farogh Mahmood (male) and Dr Minaxi Verma (Female).

The Saddlers Health Centre is NOT a limited partnership.

**We are accepting new patients. Practice catchment area is at the end of this leaflet.**

We are a committed patient care practice. We aim to offer you a pleasant and welcoming atmosphere with access, parking and facilities for those patients with health conditions or impairments this includes wheelchair access.

We hold a General Medical Service (GMS) contact to supply NHS services with NHS England and through the Black Country Integrated Care Board (ICB) based at Jubilee House.

**WE ARE NOT A TRAINING PRACTICE**

Surgery Opening times:

Monday: 08:00 – 18:30

Tuesday: 08:00 – 18:30

Wednesday: 08:00 – 18:30

Thursday: 08:00 – 18:30

Friday 08:00 – 13:00 – South 1 PCN Extended hours will take over our services between 13:00 – 18:30 the number is provided on the half day telephone recording or can be viewed in the section extended access.

**PLEASE NOTE OUR PHONE LINES ARE CLOSED TUESDAY – THURSDAY BETWEEN THE HOURS OF 13:00 – 16:00 ANYTHING URGENT PATIENTS CAN CONTACT OUR SOUTH 1 PCN EXTENDED ACCESS on 01922 660721 OR IF NOT URGENT PATIENTS CAN CALL THE SURGERY BACK AT 16:00**

**Website:**

Our new surgery website is used to present all of our patient’s with up to date news and information about our practice and services in and around the Walsall area. We aim to keep the website information current on a monthly basis with any developments or other details that we feel are relevant for our patients. Please visit our website and have a look around the address is [www.thesaddlershealthcentre.co.uk](http://www.thesaddlershealthcentre.co.uk), please advise of any feedback as we appreciate your thoughts and ideas to improve our website and/or services advertised, we then use this feedback for our development.

You can register on line to become a patient of The Saddlers Health Centre by visiting the website and following the information displayed that states join the surgery this form is a quick and easy form to complete. The surgery will then be notified of your registration. The registration process normally takes around 48 hours you will then receive a text message confirming registration. If you can provide as much information on this form as possible as the more information you add the easier and quicker the registration process is, PLEASE TRY TO INCLUDE YOUR NHS number on this form as this will then request your previous GP to send over your previous electronic records to our surgery to enable your current care to continue. Please also make sure that you have at least 1 weeks’ worth of medications. If you do not have a previous GP or are new to the country then please also add the date that you entered the UK.

You can also find helpful information on the website to download the NHS APP or the Patient Access APP where you can arrange/cancel or amend appointments. You can view your on line records including results (only from the 01.11.23 when this service started). You can order medications via the app.

You can also contact your GP on line through the website via accurex, this form can be completed 24 hours a day the surgery will then contact you within 48 hours (excluding weekend or bank holidays). THIS IS NOT AN URGENT SERVICE and for any URGENT APPOINTMENT you will need to contact the surgery on 01922 622326.

**Meet the Team:**

**Clinical Staff:**

Dr Farogh Mahmood GP BSc (Hons), MD (Medicine), MRCOG, DFRSH, MRCGP (Full time principle partner)

Dr Minax Verma GP MBBS, MD (Obstetrics and Gynaecology), MRCOG, DFRSH, MRCGP (Full time partner)

Phylis Smith Practice Nurse – Registered NMC General Nurse, Diploma in Asthma and Diabetes. (Full time)

Kelly Hilton Health Care Assistant (HCA) Level 3 NVQ working towards a Level 4.

Part time working hours: - Monday 08:00 – 18:30, Tuesday 08:00 – 18:30, Thursday 08:00 – 18:30.

**Admin Staff:**

Catherine Murphy – Practice Manager

Jane Watkiss – Secretary

Jane Mason – Receptionist

Amanda Moseley – Receptionist

Charlotte Walker – Receptionist

Abbey Plested – Receptionist

Tara Parish – Receptionist

**Location:**

We have moved to a new building where we have more room availability, more car park spaces, close to the centre of Walsall and available near to public transport if this be bus or train.

The building has been designed and is suitable for disabled patients we have wheelchair ramps, larger door access, disabled toilets etc. (if you wish to have a tour of our building and to confirm all facilities please speak to a member of our reception team who will arrange this for you).

This move has improved our surgery prospects as we are now able to provide further service to our patients through our PCN (Primary Care Network) example physiotherapist, pharmacists, paramedic’s, physician associates, social prescribers all of which are part of our ARRS staff (ARRS stand for Additional roles reimbursement scheme). All of these role as with all services we provide are appointments/criteria only please speak to reception staff for further information.

We have 4 self-check in screens around our waiting room where you can self-check in for any appointments with our surgery, this will free up our reception desk to deal with patients queries etc.

Car Park: - At the surgery there is an ANPR (Automatic Number Plate Recognition) system in place. You will have to enter your vehicle registration number on the screen provided in reception for 90 minutes of free parking. If in cases you have ran over your 90 minutes limitation due to a clinical reason please speak to reception who will arrange a parking permit for you (there must be evidence that you have been on site in appointments/waiting rooms for this amount of time)

**PLEASE NOTE THE SURGERY OR ITS STAFF HAVE NO INVOLVENMENT IN THE ANRP SYSTEM, ITS OPERATOR OR THE APPEALS PROCESS. IF YOU WISH TO APPEAL AGAINST ANY CAR PARKING NOTICES YOU HAVE RECEIVED YOU WILL NEED TO CONTACT THE CORRISPONDANCE ON THE LETTER.**

**Registration Process:**

We are currently registering new patients, please visit our website on [www.thesaddlershealthcentre.co.uk](http://www.thesaddlershealthcentre.co.uk) to complete the on line registration form or visit our surgery to request a paper copy of this form if you do not have access for the on line services. The surgery will then be notified of your registration. The registration process normally takes around 48 hours you will then receive a text message confirming registration. If you can provide as much information on this form as possible as the more information you add the easier and quicker the registration process is, PLEASE TRY TO INCLUDE YOUR NHS number on this form as this will then request your previous GP to send over your previous electronic records to our surgery to enable your current care to continue. Please also make sure that you have at least 1 weeks’ worth of medications. If you do not have a previous GP or are new to the country then please also add the date that you entered the UK.

We do not require any photo ID to register as patient, we also register patients who are in the armed forces, military, reserve forces and who are a veteran.

We have recently signed up to be a safer surgery meaning we will register asylum seeker, immigrants, and migrants and we are committed to tackle barriers faced by many of these patients in accessing healthcare.

Our surgery operates as a ZERO TOLLERANCE and has a policy in place for this. We will not tolerate ANY forms of abuse or violence and has the right to remove any patients that display any type of abuse to our staff. This is in order to safeguard our practice staff, other patients and any other visitors to the surgery. In extreme cases the Police will be called.

We ask that you treat the practice staff with courtesy and respect – we are here to help you.

All patients are allocated a named GP on registration although you can express a preference for a particular GP for all or some of your medical needs, although at times due to sickness and annual leave this may not always be available for you. You will be advised of your named GP in the confirmation of registration text message. Accountable GP for patients will be advised at the time of confirmation of completed registration.

You have the choice of what GP you would like to see. GP’s are Male Dr Mahmood, Female Dr Verma. Although we do our upmost to provide you with your preference but sometimes it is not always possible and both GP’s will always be directly or indirectly involved in your care.

As per our GMS contract regulations The Saddlers Health Centre accepts patients onto its practice lists this includes patients who reside out of our catchment area but this will only include in hours primary medical care enhanced services this will not include any home visits for those patients who reside out of our catchment area. All patients will be reviewed and accepted in accordance to the Discrimination and Equality Act Policy.

All new patients will be offered a New Patient Health Check we aim for this to be booked and completed within the first 6 months of your registration.

**Clinic times:**

**Doctors Surgery times**

**Dr Verma: Monday: 09:30am – 12:30pm 13:30pm – 14:30pm**

**Tuesday: 09:30am – 12:30pm 17:00pm – 18:00pm**

**Wednesday: 09:30 am – 12:30pm 17:00pm – 18:00pm**

**Thursday: 09:30am – 12:30pm No PM clinic**

**Friday: 09:30am – 12:30 pm No PM clinic**

**Dr Mahmood Monday 09:00am – 12:00pm 16:50pm – 17:50pm**

**Tuesday 09:00am – 12:00pm No PM clinic**

**Wednesday 09:00am – 12:00pm 13:30pm – 14:30pm**

**Thursday 09:00am – 12:00pm 16:50am – 17:50pm**

**Friday 09:00am – 12:00pm No PM clinics.**

**Nurse Phylis Smith Times: Monday 08:00am – 18:00pm**

**Tuesday 10:30am – 18:30pm**

**Wednesday 08:00am – 16:30pm**

**Thursday 10:30am – 18:30pm**

**Friday 08:00am – 13:00pm**

**Kelly Hilton HCA Times: Monday 08:00am – 18:30pm**

**Tuesday 08:00am – 18:30pm**

**Thursday 08:00am – 18:30pm**

**Appointments:**

We provide a wide range of appointments at the surgery, routine appointments which can be pre-booked up to 6 weeks in advanced with our Nurse, HCA and the GP’s

You can contact our surgery on line via our website [www.thesaddlershealthcentre.co.uk](http://www.thesaddlershealthcentre.co.uk) to complete an accurex once completed our staff will be in touch with the patient within 48 hours, this excludes weekends and bank holidays.

You can register and download the NHS App or patient access app where you will be able to access and book, amend, cancel on line appointments.

We have a range of face to face, telephone, video consultations.

**URGENT appointments**: You will need to contact the surgery Monday to Friday from 8am to request an urgent on the day appointment with the GP’s only these are also telephone and face to face appointments. The nurse and HCA can be requested but as these clinics are pre-bookable we only have few emergency appointments with these clinicians per day Monday – Friday.

**Home visits:**

Patients who are clinically coded as house bound and are unable to get out of the home or are palliative or bedbound a home visit can be requested by calling the surgery. All home visit requests are triaged by the GP’s and are arranged as required.

Sick notes, results and other admin queries can be requested through our website contacting GP on line and completing the accurex. The GP’s do have allocated time for admin duties per day, depending on what time we receive your admin request depends on when you are contacted.

**Extended hours:**

Our surgery provide extended hours appointments through our South 1 PCN (Primary Care Network) available Monday – Thursday 18:30pm – 20:00pm Saturday 09:00am – 17:00pm. These appointments are bookable from reception and can be pre-booked, please speak to our reception team for further information.

Our half day on a Friday 13:00am – 18:30pm South 1 PCN also cover this time for any URGENT matters the number to contact the PCN for this service is 01922 660721, this is also on the telephone message for then the surgery closes at 13:00 every Friday.

Bank Holidays are also covered by the South 1 PCN between the hours of 13:00am – 18:30pm again the telephone recordings will be changes to suit.

**Out of Hours:**

The Black Country Integrated Care Board commission our Out of Hours Service with NHS 111. All calls received by NHS 111 a clinical document is sent to the surgery for any actions. NHS 111 are also allocated 2 appointments slots per day where NHS111 staff can booked these appointments for patients to be contacted by The Saddlers Health Centre (normally arranged as a telephone consultation).

**Results:**

If you have had blood tests or other investigations at the surgery, the GP will review your results and make reception aware if you need to be spoken to or seen. It is your responsibility to contact the surgery to chase results as not all results require GP action. The GP will identify if you results are to be reviewed as urgent or routine and you will be arranged an appointment as per clinical advice. We have specific appointments for results to be discuss this is normally a telephone consultation unless the GP requests a face to face.

**PLEASE NOTE: WE DO NOT ISSUE RESULTS TO PATIENT THAT ANOTHER CLINICAN HAS REQUESTED EXAMPLE IF YOU HAVE HAD BLOODS CARRIED OUT AT THE REQUEST OF A CONSULTANT YOU WILL NEED TO SPEAK TO THAT DEPARTMENT FOR THE RESULTS.**

**Antenatal services:**

We have a community midwife who attend the surgery to see any pregnant patients every week (Monday Clinics). Patients who find out they are pregnancy with a home test can contact the midwife team direct by clicking the link <https://www.badgernotes.net/SelfReferral/CareLocation/walsall> The midwife team will then contact you direct with a booking date and time for the clinic’s held at our surgery. **WE DO NOT BOOK THESE APPOINTMENTS AT THE SURGERY ALL NEW PREGNANCIES HAVE TO SELF REFER TO THE MIDWIFE SERVICE AS ATTACHED.**

**Minor Illness Clinic:**

Our surgery will refer you to a local community pharmacy for minor illness clinic, these clinics are available at many local pharmacies where you will been sent a referral from our reception team and seen by a clinician at the pharmacy in the minor illness clinic, they will be able to treat or recommend treatment from their assessment.

**Other services to help for out of hours are:**

Walsall Urgent Care Centre located at the Manor Hospital Moat Road Walsall, WS2 9PS

NHS 111 – for any urgent advice or guidance.

Samaritans: call 116 123 free from your phone.

Domestic Abuse helpline: Women’s contact number: 0808 2000 247

Men’s contact number: 0808 8010 327

Crisis Team (For Mental Health Crisis): 01922 442970

Gambling awareness/problems and addictions: 0808 8020133 24 hours a day or self-refer by visiting <https://www.primarycaregamblingservice.co.uk/>

**Other useful numbers for community services:**

District Nurses South Walsall 01922 605752

Health Visitor linked to our surgery: The Health Visiting Team allocated to our surgery can be contacted on 01922 603074, send a text to 07520 634909 for an on line chat, or email them on [walsallhealthvisiting.SPA@nhs.net](mailto:walsallhealthvisiting.SPA@nhs.net)  All calls/texts are responded to the same day Monday to Friday 9am till 5pm.  You can also access Health for Under 5’s website by clicking [Health for Under 5s | For healthy, happy early years](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhealthforunder5s.co.uk%2F%3Fset-location%3D14&data=05%7C01%7Ccatherine.murphy7%40nhs.net%7C6aa0222fcf0c4b23053008dbf669c9bc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638374706445295686%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=sKuSCKL1TKLHhAvtW9PuO4pv0zwfuWi9idkkaiiaTFg%3D&reserved=0) and also watch webinars by clicking [Webinars (easysre.net)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.easysre.net%2Fwebinars&data=05%7C01%7Ccatherine.murphy7%40nhs.net%7C6aa0222fcf0c4b23053008dbf669c9bc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638374706445295686%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=CQmXFoTmZYWMeem1U%2Fk5oVGohPyORZbV2Pf1%2FYQVeeg%3D&reserved=0) on common health and development topics.  Please also visit ICON for information/support about babies crying [https://iconcope.org](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ficoncope.org%2F&data=05%7C01%7Ccatherine.murphy7%40nhs.net%7C6aa0222fcf0c4b23053008dbf669c9bc%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638374706445295686%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=xgOXfPiAuGYyv1tZCZ5fWTwpP6B1npxZD3%2FtR9qkt%2Bk%3D&reserved=0).

Walsall Talk Therapies: can be contacted for a self-referral on 0800 953 0995 – Monday to Friday 09:00am – 16:30pm or you can visit their website to self-refer on line on <https://walsalltalkingtherapies.nhs.uk>

The Beacon Addiction services for drug and alcohol: Self-referral service, 01922 669840 Monday Wednesday and Friday 09:00am – 17:00pm – Tuesday and Thursday 09:00 – 20:00pm. Or you can visit them on <https://www.changegrowlive.org/the-beacon-walsall/station-street>

Black Country Integrated Care Board (BCICB) Civic Centre, St Peters Square, Wolverhampton, WV1 1SH, Telephone Number: 0300 0120 281.

**Patients’ rights and responsibilities**

You will be treated with dignity and respect and as a partner in your care by a partner we mean you too have responsibilities.

**We will: -**

Ensure our patients have access to medical advice and care even when our surgery is closed.

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

**We ask that YOU:**

Let us know if you intend to cancel an appointment or you are running late for an appointment, our surgery operate a 10 minute late time, if you are any later to your appointments by 10 minutes you will be asked to re-book the appointment.

Be respectful to all surgery staff and remember we operate a Zero Tolerance Policy.

Inform the practice of any change in circumstances, address, telephone contact numbers, names, gender re-assignment.

Remember you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by a health professional and co-operate with the practice in endeavouring to keep you as healthy as possible. You are always able to request a second opinion if there is reason for this.

Remember one appointment is one problem – if you need to discuss more than one problem then please remember to request a double appointment. The same if you first language is not English we can then arrange an interpreter to attend your appointment with you this needs a double appointment.

Please be aware that sometimes our appointments run over time, please bear with the clinicians if this does happen, we will get round to see you.

**Repeat Prescriptions:**

Our surgery operates a 48 hour policy for all repeat prescription requests, you can order your repeat prescriptions via your nominated pharmacy, via the website, via the NHS APP/Patient Access app or completing the medication request slip provided in reception. NOTE: WE DO NOT TAKE REPEAT MEDICAL REQUESTS OVER THE TELEPHONE.

If you do not have a nominated pharmacy then you can visit <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

All prescriptions will be sent electronically to your chosen/nominated pharmacy.

Controlled drugs will be issues once reviewed by the GP, any monitored drugs you will need to make sure that you are up to date with any monitoring if this be bloods or BP you can arrange some blood tests for monitored drugs at the surgery if you need an INR you will need to contact the anti-coag team to arrange a blood test.

**Pharmacy First:** NHS provide a scheme called Pharmacy First for those patient who meet the criteria for this scheme to treat their minor illness over the counter. Our website has more information on this.

**Medical Services Offered at the surgery:**

Our surgery offers a wide range of services the following list if not exhaustive.

8 week baby checks with immunisations (need to have red book at these appointments)

6 week post-natal check for all new mothers.

We arrange chronic disease management appointments examples below.

Chronic Heart Disease

Diabetic Reviews

Asthma Reviews

COPD reviews

Health Checks

Depression and Mental Health reviews.

Cancer and palliative reviews

Heart failure review

Atrial fibrillation review

Stoke Review

Hypertension reviews

Learning disability reviews

Dementia reviews

Adult and child vaccination services.

ECG

Ear Syringing

NHS Health Checks

Over 75 Health Checks - This is a free health check for those patients aged over 75 years and have not participated within a consultation within a 12 month period prior to the date of the request. This health check can tell you whether you’re at higher risk of getting certain health problems such as, heart disease, diabetes, kidney disease, stoke etc. Speak to a member of our reception team who will be more than happy to arrange this with our HCA for you.

**Childhood immunisation:** Although childhood immunisations are not mandatory they are advisable, from 8 weeks old children are to be vaccinated this will then continue till they are 10-14 years of age some of the vaccinations are done through school. Visit our website for more information on this. www.thesaddlershealthcentre.co.uk

We cover some travel vaccinations you would need to speak to the reception team for further information.

**Choose and book referral system (ERS)**

If the GP has agreed and advised your problem needs further assessment with another department a referral will be made for you with your consent. We operate an electronic referral system called choose and book where a referral to a specific department will be made from the surgery. You will have the choice to travel to any hospital (this area has recently been reviewed to bring down the waiting time for services). If you have a preference of hospital please speak/advise the GP at the time of the referral.

**Non NHS Services:**

We do provide some Non NHS Service including medical report, clinic letter for confirmation of registration etc, please speak to the reception team to discuss your request or visit our website [www.thesaddlershealthcentre.co.uk](http://www.thesaddlershealthcentre.co.uk) to complete an accurex on line form.

**Friends and Family questionnaires, NHS Choices, Internal questionnaire or surveys,**

We do ask for patient feedback from time to time if this be a friends and family questionnaire, to request patient to leave a review on NHS choices or to complete internal questionnaire’s or surveys. We appreciate all feedback from patient and are always looking at new ways to improve our services. Please whenever possible complete these questionnaire forms. These can be found in reception, on line on our website [www.thesaddlershealthcentre.co.uk](http://www.thesaddlershealthcentre.co.uk) or by clicking the NHS choices link <https://www.nhs.uk/services/gp-surgery/saddlers-health-centre/M91018/leave-a-review>

**Complaints:**

Our surgery has a complaints policy. All complaints are confidential and are taken seriously, with a view to learning and improving our service. In the event of a complaint regarding the service offered to you by the practice, or any situation that arises where you feel unhappy, please contact the surgery and speak to the Practice Manager if she is not available please leave a message and she will call you back within 3-5 working days. All complaints will be fully investigated and a response provided to the patient.

If you do not wish The Saddlers Health Centre to receive your complaint you can also raise your complaint with the Black Country Integrated Care Board by calling 0300 0120 281 or emailing them on bcicb.time2talk@nhs.net

You can arrange any complaint verbally, written direct to the surgery or if you have received a response from the surgery and you are not satisfied with the response then you can contact the complaints department at:

ICB on 0300 0120 281 option 1 or email them on [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net) Address: NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH.

Parliamentary and Health Service Ombudsman by calling 0345 015 4033 or visit their website

[www.ombudsman.org.uk/making-compaint/complain-us-getting-started/complaint-form](http://www.ombudsman.org.uk/making-compaint/complain-us-getting-started/complaint-form)

GDPR, Data Protection/Confidentiality: see leaflet on GDPR, data protection on our website. wwwthesaddlershealthcentre.co.uk

**Personal health information:**

Patient’s information will only be used for health care purposes, this includes all activities that directly contribute to the diagnosis, care and treatment of an individual and the audit the quality of care provisional service. We will never without consent issue any information to a third party.

Freedom of information leaflet is available on our website, [www.thesaddlershealthcentre.co.uk](http://www.thesaddlershealthcentre.co.uk) of available on request to our reception team.

**Access to patient’s personal information:**

The Saddlers Health operate a Data Protection Policy. Only health and social care professionals involved in your care are allowed to access this information with your consent. The services that view your patient record allow them to provide the best quality care they can, in some situations it is necessary to share information between services to deliver care. We will not pass on any information to any third parties without the patients consent.

All patients are granted access to their medical notes the NHS APP will allow those patients who have signed up and consented for this service to view medical records (only from 01.11.23), repeat prescription requests, test results (only from 01.11.23). Patients can also request copies of their medical notes under GDPR if you wish to access full medical notes then please contact our reception team who will provide you with an access to medical records form to be completed we then will arrange your medical notes to be printed within 28 days.

The Data Protection Officer at the surgery is Catherine Murphy we also have a BCICB Data Protection Officer who is Michelle Wiles details of policy and contact details are supplied in our Data Protection Leaflet which is available at our front reception desk.

The Saddlers Health Centre Map of Practice Registration Area

