

ST PAULS PARTNERS
Primary Care Centre
6 High Street, West Bromwich
B70 6JX

Tel: 0121 612 2500

Web Address:
www.stpaulspartners.nhs.uk

OPENING TIMES

Mon: 8.00 - 6.30

Tue: 8.00 - 6.30

Wed: 8.00 - 6.30

Thurs: 8.00 - 6.30 Between 1.00pm – 6.30pm please
telephone our reception on 0121 612 2500)

Fri: 8.00 - 6.30

Sat: Closed

Sun: Closed

SURGERY TELEPHONE NUMBER

APPOINTMENTS 0121 612 2500

OUT OF HOURS TELEPHONE NUMBER

**111 This Number is FREE from all Landline and
Mobile Telephones**

Safeguarding Children/Adults Lead for the Practice:

Dr Kumar - Principal Lead GP -

Dr Hussain - Deputy

Enquiries and Results

0121 612 2500

PRACTICE STAFF

Dr S T Kumar - **Principal GP** – FRCGP, MRCS, DRGOG
& MBBS

Dr A Hussain GP - MRCGP

Dr S Chittla (F) GP – MRCGP, MBBS, MRCP

K. Devi Practice Nurse

K. Parsons HealthCare Assistant (HCA)

N. Surdhar HealthCare Assistant/Admin

S. Atluri Business Manager

C. Gillen Senior Practice Manager

S. Begum Practice Manager

K. Manku Reception/Administration

R. Shaheen Reception/Administration

R. Maan Reception/Administration

Prescriptions Requests:

**The surgery requires 48 hours' notice for
all prescriptions.**

NO PRESCRIPTION REQUESTS WILL BE TAKEN VIA
THE TELEPHONE UNLESS YOU ARE A
HOUSEBOUND PATIENT.

PLEASE INFORM RECEPTION STAFF IF YOU ARE
HOUSEBOUND.

**Please remember to inform us if any of
your contact details change.**

ST PAULS PARTNERS

PRACTICE Leaflet

Information for Patients

Reviewed: 04/2023

Next Review: 04/2024

APPOINTMENTS

All appointments can be made in person or by telephone. We use a scheme called Advanced Access where we can offer same day GP appointments- therefore there is no need to book your appointments in advance. We also do still offer a small amount of pre-booked appointments if needed, but these will not be available on a Monday. If you are unable to attend for your appointment, please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the GP (*Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms*).

CLINICS AND SERVICES PROVIDED AT THE PRACTICE

Asthma/COPD/Respiratory Clinic
Diabetic Clinic
Antenatal Clinic
Mother and Baby Clinic
Wellbeing Female Clinic
Wellbeing Male Clinic
Minor Surgery Clinic
Child Health Surveillance
Travel Advice/Vaccinations
Childhood Immunisations Clinic
Family Planning Clinic
Healthy Heart Clinic
Hypertension Clinic
Obesity/Weight Management Clinic
Phlebotomy Clinic
NHS Health Checks (CVD)
Cytology (Smears) Clinic
Counselling

EMERGENCY AND PRE-BOOKABLE APPOINTMENTS

All clinics are by appointment and can be made in person or via telephone. You can Pre-Book appointments in advance. However, we do offer Same Day Emergency Appointments, and routine appointments within 48 hours, there is also a Triage System in place, whereby a member of our Clinical Team will call you to carry out a telephone consultation. If you are unable to attend for your appointment, please let us know so that we can offer this to another patient.

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with our Practice, then please ask a member of our Reception Team. Appointments are not always necessary to register with the practice. During your registration you will be required to have a new patient check which will enable your registration to be fully complete.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.00am, if possible. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room, we can make alternative arrangements.

Patient Reference Group (PRG)

The practice has an established PRG, however we are always Look for new recruits. If you are aged over 16yrs and can spend a few hours per year, then please ask at reception for further details.

ROUTINE REPEAT PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 48 hours.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking your appointment

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring 111 your call will be FREE from all Landline and Mobile phones; this will be answered by NHS 111 who cover out of hours. Please note that when contacting them, your telephone conversation may be recorded.

DATA PROTECTION 2018

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. This Act protects data held on the computer system. For further information please visit our website: www.npathaksurgery.nhs.uk

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients.

Complaints?

The surgery has a complaints procedure. Please see attached procedure or ask for details at the reception

Online facilities

We now offer the facility to book appointments, order repeat prescriptions as well as other online facilities. You will need to come into reception with valid I.D to obtain your individual username and password.

IMPORTANT INFORMATION FOR ALL OUR PATIENTS

Any Patients who have not been seen within Three Years!

If you have not been seen at the surgery for Three Years (OR One Year for patients over 75yrs), you can request a Check-Up Appointment by contacting the Practice.

Zero Tolerance: Aggressive, Abusive OR Violent Conduct

This Practice considers Aggressive behaviour to be any personal, abusive, and aggressive comments, cursing and/or Swearing, Physical contact and Aggressive Gestures.

Abuse to any Staff Members in anyway will NOT be acceptable OR tolerated. All abuse will be reported to the Practice Manager who will report to NHS England and the Police. The Practice Manager will send a Formal 'Warning Letter'. A copy of the letter will be kept in the Patients Electronic Medical Records, and any response to the letter will be recorded.

NHS Black Country Integrated Care Board - (ICB)

This Practice is part of the ICB, their address, Contact Details and Email details are as follows:

NHS Black Country Integrated Care Board (ICB), Civic Centre, St Peter's Square, Wolverhampton WB1 1SH.

Telephone: 0121 612 4110.

Email: bcicb.time2talk@nhs.net

St Pauls Partners – Practice Boundary Area. The below map shows the boundary of our practice area (**highlighted in red**). If you are an existing patient & you move to a new 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.

