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**Patient Information Leaflet**

**Pedmore Medical Practice**

Pedmore Medical Practice is a partnership providing NHS Services under an NHS England General Medical Services Contract.

22 Pedmore Road, Stourbridge,

DY9 8DY

Telephone No. 01384 422591

Email address: M87030.docman@nhs.net

Website: <https://www.pedmoremedicalpractice>.

co.uk/

**GP services are provided
to the following areas:**

**We are not currently a training practice**

**How to register at the practice**

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register. Please also complete the summary care record questions when registering.

**Patients’ rights and responsibilities**

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

**Opening hours**

|  |  |  |
| --- | --- | --- |
| Mon–Friday | 08.00 am | 6:30 pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

**Extended hours**

Monday and Wednesday 6.30 – 7.30

**Services we provide**

Along with routine appointments, the practice offers the following services:

* **Family planning –** All our GPs and the practice nurse offer a full range of family planning services
* **Immunisations –** The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics. If you are unable to attend these clinics, please discuss with a member of our administrative staff
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **Well-Man and Well-Women clinics –** Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
* **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
* **Other services –** Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.





**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

**Comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we offer.

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.30 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out midday, Monday to Friday.

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

**Review date October 2024**

**Appointments and accessing practice services**

To make an appointment to see your GP or any member of our clinical healthcare staff for same day appointments please ring 01384422591 before 10.30am or to access any other of our practice services, please log on to the practice website at. <https://www.pedmoremedicalpractice>.co.uk/

Should you be unable to access the website, please ring 01384422591 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

**Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

**Patient** **Participation Group**

We do not have an active Patient Participation Group (PPG), but we are looking to set this up ensuring that our patients are involved in decisions about the services provided by the practice.

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

**The practice team**This practice operates under a partnership agreement and provide services on behalf of the NHS.

**Partners**

Dr Hayley Edwards

MBChB, MRCGP

Full Reg UK 2002

Dr Sharanjit Chahal

MBChB

Full Reg UK 2007

Dr Babak Soliemanpour

MD

Full Reg UK 2007

**Nurses**

Suzanne Tromans—RGN

Clare Barton—RGN

Erin Cartwright—HCA

**Other healthcare staff**

Benjamin Standish – Paramedic

**Practice manager**

Joanne Chilton

**NHS England Contact**

Pedmore Medical Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated 18th October 2023.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

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**Prescriptions/repeat prescriptions**

Your GP will initiate any prescription that they determine you require. We offer repeatable prescribing services at the discretion of the How to register at the practice Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the front door.
* Online – Please log in and order via our website <https://www.pedmoremedicalpractice>.co.uk/
* Registering for online services and using the NHS APP.
* If you are housebound only you can request by telephone – Please call the practice on 01384422591 between 11am and 6.30pm

**Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**