



Darlaston Health Care

Dr Shahab Qureshi *MBBS, MSc (tr) FRCS. General Practitioner*
Dr Mudassar Majid *MBBS, MRCP, GPwsi Diabetes Care. General Practitioner*

We are not a training practice.

PRACTICE LEAFLET

Information for Patients

RECEPTION OPENING TIMES

Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm

Extended hours Thursday 6:30pm to 8:00pm

ABOUT YOUR PRACTICE

GENERAL PRACTITIONERS

Dr Shahab Qureshi
MBBS, MSc (tr) FRCS.
General
Practitioner Male
Doctor

Dr Mudassar Majid
MBBS, MRCGP, GPwsi Diabetes
Care
General Practitioner
Male Doctor

PRACTICE STAFF

Secretary
**Receptionists &
Administrative Staff**

Sr Lisa Reynolds
RGN, BSc (Hons) Specialist Community Nursing
Advanced Nurse Practitioner Female
H.C.A.

ATTACHED HEALTHCARE STAFF

**Midwife for Ante-Natal
Care District Nurses
Pharmacists Physiotherapy**

**Health Visitors
Social Prescribers
Community Mental Health
Care Co-ordinators**

WHEN WE'RE NOT OPEN

Our telephone lines are closed between the hours of 1:00pm and 3:00pm in the case of emergency urgent advice please call 07826 388241

Between 6:30pm and 8:00am, please call 111 for medical advice. If you feel the condition is life-threatening, please call 999.

Black Country ICB provides GP access at three hubs based at Darlaston Heath Centre, Bentley Health Centre and New Invention Health Centre.

Appointments will be available:

- 6.30pm to 8.00pm Weekdays
- 9.00am to 5.00pm Weekends.
- 11.00am to 1.30pm Bank Holidays

To book an appointment Telephone : 111 or Contact the surgery on 0121 568 4390
NHS 111 will also be able to book an appointment for you if they feel you need to see a GP on the day. For more information please ask at the reception for a leaflet

Contact Information for the NHS Black Country ICB, Civic Centre, St Peter's Square, Wolverhampton WV1 1SH. Telephone: 0300 0120 281

HOW TO REGISTER AS A PATIENT

If you wish to register at the Practice please pick up a registration form from Reception.

Following your registration you will be offered a new patient health check to assess your health needs.

MAKING AN APPOINTMENT (Attending the Surgery or via Telephone)

Doctor and Practice Nurse Clinics are by appointment only and can be made In Person, via Patient Access Link or by telephone. Our telephone lines open at 8:00am. Patients may request alternative clinicians when making their appointment.

If you are unable to attend for your appointment please let us know within 24 hours so that we can offer this appointment to another patient.

REPEAT PRESCRIPTIONS AND MEDICAL RECORDS

Order repeat prescriptions online by asking for your log in details at Reception, Via your nominated Pharmacy or fill the slip in at Reception and put it into the prescription box. Please allow 48 hours.

URGENT APPOINTMENTS

Appointments are booked at 8:00am for the GP. We have urgent appointments each day for the Dr and the Practice Nurse. Emergencies will be seen the same day.

(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

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 at all possible. This will help the Doctor plan his visits.

PRESCRIPTIONS

ROUTINE - Requests for repeats prescriptions will be dealt with within 2 working days. From time to time the Doctor will ask you to make an appointment to review your repeat medication.

HOUSEBOUND - Prescriptions requests will be taken over the phone for agreed housebound patients.

CHAPERONES

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.

ACCOUNTABLE GP

All patients, including those over 75, have a 'named accountable GP' in person and this will be **Dr. S Qureshi**.

PRACTICE NURSE & HEALTH CARE ASSISTANT

Our Practice Nurse, Sr Lisa Reynolds & H.C.A., available every day and holds all disease management/health promotion clinics and carries out vaccinations and dressings.

CLINIC & SERVICES

The Practice offers a full range of health promotion and disease management clinics. These include clinics for the following;

Asthma, COPD, diabetes, heart risk, hypertension, epilepsy, thyroid problems, general health checks, including those over 75, weight management and cervical smear tests. *Appointments are required.*

ANTE-NATAL CLINIC

This is held every Wednesday by the Midwife. An appointment is required.

BABY CLINIC

All baby immunisations and development screening is carried out by the practice, appointments are necessary.

FAMILY PLANNING, PRE-CONCEPTUAL ADVICE, EMERGENCY CONTRACEPTION (MORNING AFTER PILL)

Appointments to be made with the Doctor or Practice Nurse.

YOUR RESPONSIBILITIES

- To keep your appointments and arrive on time.
- Ensure you inform us of change of name, address and telephone number.
- Treat us with respect and courtesy.
- Take responsibility for your own health.
- Take our advice about a healthy lifestyle.

OUR RESPONSIBILITIES

- To treat you with respect and courtesy.
- Advise you on your health needs,
- Explain your treatment.
- Maintain the strictest of confidentiality regarding your medical records.

VIOLENT & AGGRESSIVE PATIENTS

The practice operates a zero tolerance policy. We will not tolerate abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard our staff and other patients. Violence in this context includes actual or threatened physical behaviour or verbal abuse putting others in fear.

SUGGESTIONS & COMPLAINTS

The practice welcomes your comments & suggestions. There is a box in the waiting room for you to post your comments. If you have any complaints about any aspect of our service please speak to reception for complaints procedure or write/email (clinicalinfo.y00278@nhs.net) the surgery addressing your complaint to the Complaints Manager who will investigate your complaint. If you do not wish to contact the surgery directly regarding your complaint you can choose to contact BCICB Time2Talk who are the Commissioner that pays for the service or care you received. You contact by post: BCICB Time2Talk, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH.

Email : time2talk@nhs.net or Telephone : 0300 0120 281 select Option 4

Please find further information on their website

www.england.nhs.uk/contact-us/complaint/

If you require any guidance to making a complaint or you are unhappy with the outcoming to your complaint , please contact **The Parliamentary and Health Service Ombudsman**, Millbank Tower, Millbank, London, SW1P 4QP.Tel: 0345 015 4033.

CONFIDENTIALITY & ACCESS TO MEDICAL RECORDS

All patient information is kept according to strict laws governing personal information. We do not give any information to outside agencies unless we have written consent from the patient. For more information, ask for a copy of "Protecting Patient Confidentiality" from Reception. If you wish to have copies of your medical notes you should state that you require a copy of your medical records and specify the dates that you require. we would need to have a consent form signed by yourself. Alternatively, if you have access to your medical records on line you can print them off yourself.

OUR AIMS

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us. We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

RESULTS OF TESTS

Please contact the surgery five working days after your test and between 11.00 am to 1.00pm. The reception staff cannot discuss results with you. They will advise you if you need to make an appointment with a clinician.

NHS WALK-IN HEALTH CENTRE

Walsall Urgent Care Centre, Walsall Manor Hospital, Moat Road, Walsall.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

THE FREEDOM OF INFORMATION ACT

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact the Practice Manager.

YOUR DATA MATTERS

Information about your health and care helps us to improve care, speed up diagnosis , plan local services and research new treatments. You can stop your information being used for research and planning. Ask at reception for more details. More information on <https://www.nhs.uk/your-nhs-data-matters>

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. These include a Patient Charter Leaflet, Comments and Complaints leaflets and Your Information leaflet. Please ask at Reception.

FACILITIES

DISABLED ACCESS

There is suitable access to the surgery for wheelchairs, including automatic doors at the front and rear of the building.

Disabled toilets are also available.

PUBLIC TRANSPORT

The practice premises are accessible via local bus routes.

PARKING

There is a large car park at the rear of the building which accommodates for patients, visitors and allocated parking for disabled badge holders.

PRACTICE BORDER (Revised March 2025)

