

### Who do you need to see?

Coughs, colds, aches and pains etc. (including children)—**See your local Pharmacist**  
Minor eye problems - **See selected Opticians.** (For local list ask at reception)  
Wound dressings, ear syringing, Travel vaccinations, removal of stitches, Blood Pressure checks, health checks and Cervical Smears—**See The Practice Nurse**  
Advice on Medication or weight problems—**See the In-house Pharmacist.**  
Any other conditions—**See a Doctor.**

### General information.

A patient may request a chaperone at any time when seeing any clinician in the Practice. All patients aged 75 or over are informed of their named and accountable GP, who is responsible to ensure the patient has access to a health check. They also work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient.

All patients are informed who is their Accountable GP.

Our aim is to see all patients within 30 minutes of their appointment. If delays greater than 30 minutes occur, patients can rearrange their appointment if required.

The practice staff will try to answer the telephone quickly, although this may be slower between 8am and 10.30am which is our busiest time.

If you need to see a doctor urgently, you will be fitted in as soon as possible.

All our staff will make sure that your records remain confidential.

We ensure privacy and respect for all our patients. If you would like to speak to the receptionist privately, please let us know when you arrive.

Any complaint will be responded to within 48 hours.

Please try to come to the surgery to see the doctor whenever possible. Home visits take up more of the doctor's time and should only be asked for if you are too ill to get to the surgery. Please only request an out of hours visit if it is an emergency.

Remember, an appointment is for one person only. It may be possible for us to see other members of your family in the same surgery, but they must **have** their own appointments. Please keep to an appointment and let us know as soon as possible if you need to cancel. If you continually miss appointments without contacting us, you may be removed from the Practice list, and will have to find a new Doctor.

Let us know if you change your address or phone/mobile number.

Only ask for a prescription if you are going to use the medicine. Drugs are expensive and cost the NHS much more than the prescription costs you.

Please treat our staff politely and with patience, as you would expect them to treat you.

Violence or abuse towards staff will not be tolerated and you will be removed from our list.

### Patient Participation Group.

The Surgery has set up a Patient Participation Group (PPG) to enable us to involve the views of patients in ongoing planning and decision making about the Practice. If you wish to join, ask at reception for a form or e-mail [ppg@ridgewaysurgery.co.uk](mailto:ppg@ridgewaysurgery.co.uk).

Some patients may wish to contribute suggestions or have ideas but may not be able to attend in person. To address this we have a Virtual PPG which can be contacted at any time by e-mail at [ppg@ridgewaysurgery.co.uk](mailto:ppg@ridgewaysurgery.co.uk). You do not have to join, and it is open to all patients or relatives. These comments will be discussed at the normal monthly meeting and included in the Minutes, which can be viewed on our web site.

For more information see the PPG section on our web site at [www.ridgewaysurgery.co.uk](http://www.ridgewaysurgery.co.uk)

# The Ridgeway Surgery

Drs Dawes, Foster and Narasimhan.



This Practice is dedicated to achieving and maintaining a high quality service, designed to meet the needs of its patients.

**175 The Ridgeway  
Sedgley  
West Midlands  
DY3 3UH**

**Telephone: 01902 886500**

**Website:**  
[www.ridgewaysurgery.co.uk](http://www.ridgewaysurgery.co.uk)

Follow us on



@surgeryridgeway



[www.facebook.com/The-Ridgeway-Surgery-201965403162704](https://www.facebook.com/The-Ridgeway-Surgery-201965403162704)

**Surgery Opening times  
Monday-Friday 8:00am to 6:30pm.  
Appointments from 8:00am**

We are a training Practice, located close to the centre of Sedgley. The Surgery has been established for around 100 years. We offer a wide range of services, and endeavor to maintain a family Doctor approach.

### What to do when the surgery is closed.

In an emergency, telephone 111 for NHS Direct or 01902 886500 and a recorded message will tell you how to contact the doctors on duty.

During the evenings and weekends you may be asked to go to the Dudley Urgent Care Centre located at Russells Hall Hospital, and can be accessed via the Russells Hall Hospital Emergency Department. You will be given an appointment time, or offered advice.

Black Country ICB is responsible for arranging the Primary care out of hours service. ICB contact number 0300 0120 281 and Option 1

## The Doctors:



**Dr. Kevin R. Dawes,**  
MB, BCh, (1984 Cardiff)



**Dr. Helen Foster, BM,BS,**  
(1988 Nottingham) DRCOG



**Dr Girish Narasimhan**  
MB BS (1999 India) MRCGP



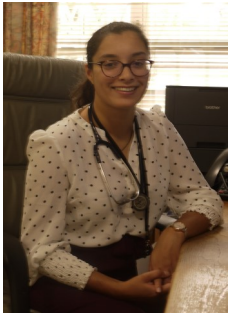
**Dr Emma Spiller MB ChB**  
(2005) MRCGP DRCOG



**Dr Adeela Bashir MB ChB**  
(2006)DRCOG, MRCGP



**Business Practice Manager**  
Mrs Ella Thompson



**Advanced Nurse Practitioner:**  
Mrs Carolyn Miller Bsc Specialist Practitioner Msc ACP  
**Nurse Practitioner:**  
Mrs Tina Arenare RGN  
**Nurse Practitioner:** Mrs Kate Hodgetts RGN  
**Practice Nurses:**  
Nurse Helen Read RGN      Nurse Sarah Hodgetts RGN  
Nurse Judy Moran RGN      Nurse Louise Johnston RGN  
**Assistant Practitioner:**  
Miss Sarah Worwood Foundation  
Degree Health & Social Care

**Dr Nisha Tailor MB ChB**  
MRCGP (2016 Birmingham)

**Office Manager:** Mrs Lisa Rosewarne      **IT Manager:** Mr Simon Bagley  
**Practice Secretary:** Miss Ashleigh Dodd      **Senior Receptionist:** Mrs Wendy Bradley  
**Reception/Admin team:** Miss Natasha Burton, Miss Samantha Johnson, Miss Bethany Worthington, Mrs Natasha Plant, Mrs Lesley Poole  
**Extended Healthcare Team:** Paramedic, GP Assistants, Care Coordinators, Physician Associates, Health and Wellbeing Coach, Listening and Guidance

We are not a Ltd Partnership.  
We are a training Practice and have up to 2 Registrar Doctors with us for a minimum of 6 months. A Registrar is a qualified Doctor who is training in General Practice. We also have an FY2 Foundation Doctor who is a qualified GP in final year training.

## The Practice Team.

**Business/Practice Manager:** Looks after the day to day running of the Surgery and will be happy to try and sort out any problems you may encounter.

**Practice Secretaries:** Enquiries regarding Hospital appointments or the collection of Private referral letters should be made to one of our Practice Secretaries.

**Receptionists:** The Reception team are available to make your appointment to see the Doctor. They can also give patients the results of laboratory tests, make arrangements for a Hospital appointment through the Choose & Book system and arrange transport if required.

**Practice Nurses:** We have four Nurses, two Nurse Practitioners and an Assistant Practitioner directly employed by the Practice. They can help with ear syringing, travel vaccinations, dressings, removal of stitches, blood pressure checks, health checks, and cervical smears. They also perform routine contraception and HRT reviews, and run

## Other Services Offered.

**Minor Surgery:** Minor surgical procedures are performed by prior arrangement with the doctor.

**Health Promotion:** Health checks are available by appointment with the Practice Nurse or Assistant Practitioner.

**Contraception:** All contraception services are offered by the practice during normal surgery, with the exception of coils, which are fitted by prior arrangement with Doctor Foster.

**Emergency Contraception:** An appointment will be offered in the next surgery.

**Cervical Smears:** These are usually taken by our Practice Nurses, but if you are experiencing any related problem, an appointment with a doctor can be arranged.



*Patients between the age of 16 and 75 who have not been seen during the last three years will be offered a consultation if requested .*

*Patients over 75 years old who have not been seen in the last 12 months will be offered a consultation if requested.*

## Please help your doctor

**Did you know** GPs are no longer required to countersign your passport or driving license application form? Opticians, dentists, civil servants, religious ministers, bank and building society officials and many other professionals can also do this for you.

**Did you know** you don't need a sick note if you are off work for less than seven days? You can self-certify - contact your personnel office at work for details.

**Don't forget** you don't always need an appointment with your GP for advice on coughs, colds and other minor health problems - ask advice at your local pharmacy instead.

## Test Results.

Please Note: It is your responsibility to ensure you are aware of your test results.  
**DO NOT ASSUME THE TESTS ARE NORMAL.** You may telephone 01902 886500 (option 3) between 3.30pm and 6.00pm if you are waiting for results of any type of investigation.



### Blood Tests.

Please note that blood tests are taken at the Ladies Walk Centre, Sedgley, Cross Street, Dudley and at the Pathology Lab. at Russells Hall Hospital (times available on request).

### Repeat Prescriptions.

We operate the Electronic Prescription Service (EPS). This sends an electronic prescription to the pharmacy of your choice. You need to register at a Pharmacy to use this service. You can change this pharmacy at any time.

There are several ways of ordering repeat medication. We recommend you to register for ordering repeat medication using our on-line access system. See reception for details and a form to register for this service. You can also request your repeat prescription in person at the surgery or you can post in your repeat medication list. It is also possible to put it through the letterbox at the Surgery. Please

remember to include a stamped addressed envelope if you want it posted back to you.

There is a separate Pharmacy next to the Surgery, but patients are free to choose any Pharmacy for their prescription.

**Please allow 48 hours before collection.**



### Change of Address

If there is any change to your home address, mobile phone number, e-mail address or home telephone number, please notify the surgery immediately. Please also inform us of your mobile telephone number, for our records. This can also be done via our website



### Clinics (by appointment only)

**Antenatal:** Tuesday, 1.00pm - 4.00pm

**Baby Vaccinations:** Wednesday, 1.00pm - 4.00pm

**Diabetes:** By appointment with our Diabetic Nurses.

**Asthma:** By appointment with our Asthma Nurse.

**Coronary Heart Disease/Cerebrovascular Disease/Chronic Kidney Disease:** By appointment with our Nurse, or Assistant Practitioner.

### GMS (General Medical Services)

On the 1st April 2015 this surgery switched from PMS (Personal Medical Services) to GMS (General Medical Services) in line with NHS guidelines for the majority of Surgeries in the UK

The Surgery is located at 175 the Ridgeway, Sedgley, in a small cul de sac off the main Ridgeway, just behind Coronation Gardens on the Dudley Road, Sedgley.

### Registering at the Practice

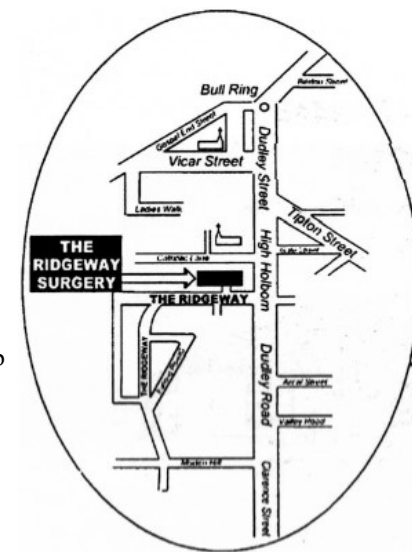
If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address, so please provide proof by way of a recent utility bill along with one form of photo ID.

You will need to complete a registration form (GMS1) and a health questionnaire, which will provide useful information whilst we wait for your medical records to arrive from your previous Doctor. Both forms can be downloaded from our web site at [www.ridgewaysurgery.co.uk](http://www.ridgewaysurgery.co.uk).

Medical treatment is available from the date of registration.

Contact our Reception team for more information.

The Practice does not discriminate on the grounds of race, gender, social class, religion, sexual orientation, appearance, disability or medical condition.



## Black Country Integrated Care Board

Details of Primary medical services in the area may be obtained from Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH. Website: <https://blackcountry.icb.nhs.uk/get-involved/time-2-talk>  
Tel: 0121 612 4110 E-mail: [bcibc.time2talk@nhs.net](mailto:bcibc.time2talk@nhs.net)

### Named GP

All patients are allocated a named GP who is responsible for the patients' overall care at the Practice. If you wish to know who is your allocated GP, please contact the Surgery. If you have a preference as to which GP this is, the Practice will make reasonable efforts to accommodate this request. You do NOT have to see the named GP, you can see any Doctor you wish in the Practice

### Our fully qualified support staff consist of:

**District Nurse:** For home nursing care.

**Health Visitor:** Gives advice and monitors health and development in Children

**Community Health Nurse:** Advice and supervision of the of the elderly in their homes.

**Community Midwife:** Provides care and advice during pregnancy. They also help to run antenatal clinics on Tuesday afternoons.

**CPN's/Counsellor:** Monitoring and support of patients with mental health problems.

**In-house Pharmacist:** For patient advice on medication and weight problems.

### Building Facilities

Facilities available for disabled patients, including a ramp to access the building.

### Zero Tolerance

In line with Government policy, the Practice operates a zero-tolerance approach and will not tolerate violence, verbal abuse or rudeness towards Doctors or their staff.

The Surgery does not discriminate against race, gender, social class, age, religion, sexual orientation, appearance, disability or medical conditions.

### Complaints

If you have a complaint or concern about service received at the Surgery, you can complain verbally or in writing to the Practice Manager, Mrs Ella Thompson. Ask at reception for our complaints Procedure leaflet.

### Suggestions

We welcome comments, suggestions and compliments without any fear of redress. Please see our web site or the suggestion box in reception.

### Confidentiality:

Any information given at the surgery is confidential. It will not be shared with anybody without your consent unless there is a serious medical need. We treat any breach of confidentiality very seriously. Because of this we only give information to patients and not to any third party. Patient records may be accessed by Doctors who see you at other surgeries during the extended hours service at weekends

### Data Protection

The Practice uses computers in many aspects of its daily activities, including during consultations. It enables us to keep your records up to date, and maintain an efficient register of all patients. Records are held on computer according to guidelines of the data protection act. Access is only authorised to trained staff employed by the Practice.



## Appointments

Patients who have not been seen in the last 3 years can still make an appointment for a consultation, where the Clinician will make suitable enquiries and examinations as appropriate. Patients can choose which Doctor or Nurse they wish to see.

**Consulting Hours:** Monday to Friday 8-11.30am 1.30-3pm 4-6.30pm.

**Telephone** 01902 886500 and select Option 1 for Appointments or General Enquiries. Phones are open from 8am, with some morning and afternoon appointments available for that day.

**On-Line:** Pre-registered patients can access the Surgery appointment system from computer or mobile phone. Select an available appointment for a Doctor of your choice from a range of appointments up to one week in advance. You can also order repeat medication on-line. Ask at reception to sign up for this system.

**In Person.** Visit reception when surgery open. Some appointments are available to book up to one week ahead. Nurses are available by appointment only. If you cannot speak English, we can access the Language line Translation service.

**Home Visits - Telephone** 01902 886500 (Option 2)

If you need to see a doctor and it is impossible for you to attend the surgery, a home visit can be arranged. Please telephone before 10am. The Doctor may telephone you beforehand.

If aged 75 or older and not seen in last 12 months you will be given an appointment. If required, due to medical condition, the

Doctor may visit at home.

### Extended Hours:

We offer additional pre-bookable appointments on Monday evenings from 6.30pm and Tuesday Morning from 7am, with nurse appointments from 7:00am on Tuesday. These are for patients who work or find it difficult to attend during normal surgery hours.

### Telephone Consultations.

Many problems can be dealt with over the telephone. Doctors or nurses can call you back at the end of morning surgery. Reception staff will give you an approximate time when you will be contacted.

### Protecting your Information, Confidentiality and sharing information.

The information we hold about you is solely for the purpose of caring for your health and will only be seen by those who need to. There is a possibility of patient information being used by other organisations for the purpose of managing your care or the management of health care services. In addition, recent changes to National healthcare policy have provided patients with the opportunity to share their information with other carers who are looking after them. This is your choice and you can change your mind about these preferences at any time. Please see our website or leaflet in the surgery about patient record sharing. We have a legal responsibility to keep confidential all the information held about you. The obligation that the NHS has. Together with the rights that every individual enjoys, are set out in the Data Protection Act 1998. If you have any questions relating to patient confidentiality, please contact the Practice Manager. Protecting your personal information is of paramount importance.

### For general health advice and information go to NHS Choices.

For details of local health services and general medical advice the NHS Choices web site contains detailed information regarding medical conditions as well as detailed listing of all GP, Hospital and dental services in the local area. See [www.nhs.uk](http://www.nhs.uk)

Your nearest NHS Walk-in Centre – Urgent Care Centre located at Russells Hall Hospital. Access via the Russells Hall Hospital Emergency Department.

