

## OTHER INFORMATION

### Complaints

We will try to deal promptly with any problems that may arise. We operate a practice complaints procedure which meets the strictest NHS criteria. For further information, please contact our Practice Manager, Debbie Smith or Asst Mngr Tracy Cartwright

Alternatively you can raise any complaints directly with Time2Talk as detailed below.

**Telephone:** 0300 0120 281 and select Option 1

**Email:** [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)

NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

## USEFUL CONTACTS



**Tel : 0121 612 4110**

**Email** [bcib.time2talk@nhs.net](mailto:bcib.time2talk@nhs.net)

Time2Talk NHS Black Country ICB, Civic Centre St Peters Square Wolverhampton WV1 1SH

### URGENT CARE CENTRE:

This can be accessed 24 hours per day/7 days per week via the Emergency Department at Russells Hall Hospital (01384 456111).

### OTHER WALK-IN CENTRES:

15 Katie Road, Selly Oak, Birmingham B29 6JG

Phoenix HC, Parkfield Rd, Wolverhampton WV4 6ED

### LET'S GET HEALTHY ( 01384 732402/0800 061 4962)

Stop smoking support

Wellness Coaching

NHS Health Check

Cook 4 Life

Shape up 4 Life

[www.lets-get.com](http://www.lets-get.com)

B'HAM CHILDREN'S HOSPITAL: 0121 333 9999

DUDLEY GROUP OF HOSPITALS: 01384 456111

CRUSE BEREAVEMENT CARE: 0844 477 9400

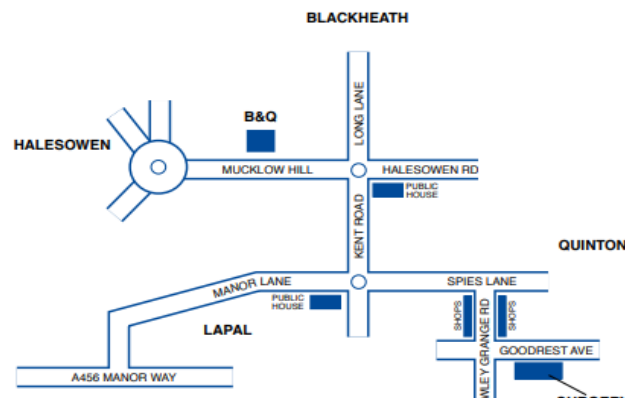
RELATE (marriage guidance): 01902 428447

SAMARITANS: 01384 781118

ATLANTIC HOUSE (alcohol/drug support): 01384 426120

## PRACTICE AREA

### HOW TO GET TO THE SURGERY



### PRACTICE AREA



### DRS SHOOTER & Partners

**Lapal Medical Practice**

**95 Goodrest Ave**

**Halesowen**

**West Midlands**

**B62 0HP**

**Phone: 0121 422 2345**

## LAPAL MEDICAL PRACTICE

**95 GOODREST AVENUE**

**HALESOWEN**

**WEST MIDLANDS**

**B62 0HP**

**0121 422 2345**

**WWW.LAPALMEDICALPRACTICE.CO.UK**

### Partners (Ltd)

**Dr Clare Shooter** MBChB DRCOG MRCGP DFFP (Birm 1996)

**Dr Emma Fowkes** MBChB DRCOG MRCGP DFFP (Birm 2002)

**Dr Cassandra Smith** MBChB DRCOG MRCGP DRFSH (Birm 2005)

**Dr Samuel Spooner** MBChB DOHNS MRCGP (Birm 2008)

### Associate GP's

**Dr Parjit Dhillon** MBChB MSc MRCS MRCGP Dip SEM (UK & I)

**Dr Anita Gupta** MBChB MRCGP DRCOG DFFP (Manchester 1996)

**Michelle Bickle** Nurse Practitioner

**Tracy Tromans** RGN Practice Nurse

**Sharon Sutton** RGN Practice Nurse

**Appointments:** 0121 422 2345

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

**GP out-of-hours:** 111

## PRACTICE STAFF

**Practice Manager:**  
Debbie Smith  
**Asst Practice Manager:**  
Tracy Cartwright  
**Practice Nurse**  
Tracy Tromans  
Sharon Sutton  
**Independent Nurse Prescriber:**  
Michelle Bickle  
**Receptionists:**  
Sue Taylor  
Angela Tamburro  
Nadine Slade  
Mandy Aldridge  
Claire Antcliffe  
Diane Smith  
Carole Hyde

## OPENING & CONSULTING HOURS

**SURGERY OPEN:** Monday-Friday 8.00am-6.30pm  
**CONSULTING TIMES:** Monday-Friday 8.30am-11.30am & 3pm-6pm  
**TELEPHONE SUPPORT:** available everyday 8.00AM until 6.30pm,

## ACCESS TO PATIENT INFORMATION

All our staff have access to patient information via computer records, which is governed by the Data Protection Laws and is kept confidential within the practice. No information will be passed to third parties without a completed 3rd party form in place. Patients have the right to access their records; please ask at reception for a form to access their medical records via on line services.

## APPOINTMENTS

All consultations are by appointment. Appointments can be made online, in person or by telephone. If you cannot keep your appointment, please let us know promptly so that another patient may be seen and to prevent wasted appointments. Patients need not see the doctor with whom they are registered; but are encouraged to see the same doctor throughout one illness.

**The practice premises provide suitable access for disabled patients.**

## NAMED GP

All new and existing patients including those aged 75 and over are allocated an accountable GP.

## REGISTRATION & GP CHOICE

To register as a patient, ask at reception for details. Newly registered patients will be invited for a consultation with the Practice Nurse when registering. Your registration is with the practice and you may see any doctor of your choice. The practice has a chaperone policy, which is signposted; please ask reception for details.

## REPEAT PRESCRIPTIONS

These are only given with a doctor’s agreement. They can be obtained by:

- Ordering online via the internet.
- Bringing your request slip to the surgery or posting it through the surgery letter box.
- Requesting your prescription via our website

Allow at least up to 2 working day for all requests.

Please contact the surgery if you wish to enquire about electronic repeat prescriptions.

## MEDICAL RESEARCH

We are a research active practice

## HOME VISITS

Requests for home visits should be made, whenever possible, by 11.00am. Please give the receptionist as much detail as you can. If you are able to come to surgery – do so. The facilities at the surgery allow a more complete examination than would be possible at home. Difficulty with transport is not in itself a valid reason to request a home visit.

**PLEASE REMEMBER**, in the event of a serious medical emergency or a major injury you should call for an ambulance (999).

## TEST RESULTS

As telephone lines are busiest during the mornings, please ring for test results between 11.00am—2.00pm. Most results tend to take at least a week to arrive and hospital letters often take longer. Upon phoning, depending on which test is involved, you will either be informed of the results or given an appointment to see a doctor.

Even better your results and documents will be viewable online so by having patient Access/NHS app will allow you to view these without having to contact the surgery

## VIOLENT OR ABUSIVE BEHAVIOUR

The practice supports the NHS zero tolerance campaign . Any violent or abusive language or behaviour by patients will be reported to the police and will likely be struck-off the practice list.

## GP OUT OF HOURS SERVICE

If you need urgent medical advice and the surgery is closed please contact **NHS Direct by dialling 111**.

NHS Black Country ICB are responsible for commissioning the service.

## MEDICAL EXAMINATIONS

All medicals and reports for insurance companies, HGV licences, solicitors etc. can be arranged at reception. This work is outside the NHS and so an appropriate charge will be made.

## ONLINE PATIENT SERVICES

Patients are able to access the following services via the internet: appointment booking either face to face, video consultation or telephone consultation, repeat prescription medication and send messages to the practice. To register for this service please ask at reception.

## ADDITIONAL SERVICES

The practice offers:

Antenatal clinics;  
Child health surveillance;  
Diabetic clinics;  
Family planning;  
Minor surgery;  
NHS Healthchecks (between 40-75 years of age);  
Travel vaccinations.

Patients aged between 16 years and 75 years who have not attended the practice for an appointment for 3 years, will be offered a check up during their appointment. Patients aged 75 years and over who have not attended the practice for an appointment for a period of 12 months will be offered a check up during their appointment. Should the patient be unable to attend the surgery a home visit can be arranged. Please contact reception to obtain further information on how to access these services.