

THE LIMES MEDICAL CENTRE

5 Birmingham Road
Walsall
West Midlands
WS1 2LX

Tel: 08443 878 090

Fax: 08443 878 091

www.limesmedicalcentre.org.uk



Dr K C Conod
Dr R Mander
Dr R G Jarrams
Dr S Caddy

Patient Information Booklet

Please Keep For Future Reference

Welcome To The Practice

We hope this booklet will help you to make the most of your medical centre. We will endeavour to offer a first class quality primary care service to all our patients and, in order to achieve this, the practice has tried to keep abreast of current developments in a large variety of services available to you. Our practice philosophy is that primary care depends upon a good working relationship between our patients and the practice. Every effort will be made to accommodate your reasonable requirements but the practice does request you to be mindful of your responsibility as a patient in order that everybody can gain from the system.

The Doctors

Dr K C Conod	(Male)	MB ChB Graduated in Birmingham 1983
Dr R Mander	(Male)	MB Graduated in Southampton 1987
Dr R G Jarrams	(Male)	LRCP MRCS DRCOG Graduated in Birmingham 1974
Dr S Caddy	(Female)	MB ChB MRCPG DFFP Graduated in Sheffield 2002

Surgery Opening Hours

7.30am until 6.00pm Monday to Thursday
7.30am until 12 noon Friday
Reception is closed for lunch between 12 noon and 1.00pm

Surgery Sessions

Dr Conod	Monday - Friday	8.30 - 11.00am
	Monday/Tuesday/Thursday	4.00 - 5.40pm
Dr Mander	Monday - Friday	8.30 - 11.00am
	Monday/Tuesday/Wednesday	4.00 - 5.40pm
Dr Jarrams	Wednesday/Thursday	8.30 - 11.00am
	Wednesday/Thursday	4.00 - 5.40pm
Dr Caddy	Monday - Friday	8.30 - 11.00am
	Monday/Tuesday/Wednesday	4.00 - 5.40pm

Practice Nurses

Judy Jenkins, Liz Hughes and Kelly Green	Monday - Friday	8.00am - 12 noon
	Monday/Thursday	4.00 - 5.30pm

Telephone Numbers

Emergencies and Home Visits	08443 878 090
Appointments	08443 878 090
Repeat Prescriptions	08443 878 090
Fax Number	08443 878 091

Registering As A Patient

Any person who has recently moved into the practice area may be registered with the practice. Anyone who is already registered with a doctor within the practice area and wishes to transfer to our practice will need to have an interview with a GP.

For the latest information click to: www.limesmedicalcentre.org.uk

Home Visits

Patients whose illness prevents them from attending the surgery may need a home visit which should be requested between 8.00 and 10.00am. If you are uncertain whether you need a visit, the doctor will be happy to advise you by telephone.

Emergencies/Nights/Weekends/Bank Holidays

For emergency visits during surgery hours ring 08443 878 090.
Out of hours ring 0845 145 1800. This is for genuine emergencies. You may be offered advice or asked to attend the centre.

Appointments

The appointments line is open between 8.00am and 12 noon and again between 4.30 and 6.00pm on weekdays. At busy times there may be a delay to see the doctor of your choice. However, urgent cases can usually be seen that day by whichever doctor is available.
If you are unable to attend your appointment, you can cancel on-line at limesmedicalcentre@hotmail.co.uk or via EMIS access if you are registered.

Repeat Prescriptions

The repeat prescription line is open for over 60s and housebound patients between 8.30 and 11.00am. All other patients can order in surgery, by post, on-line (via EMIS) or by fax. The repeat prescription telephone number is 08443 878 090.

Fax Number

This facility allows us to obtain urgent hospital test results, usually within the same day if necessary - 08443 878 091.

Practice Staff

Practice Manager

Mrs Lynne Morton is available to discuss any administrative problems or suggestions for improvement. There is a complaints procedure within the surgery in the unfortunate event of any major problem occurring.

Practice Nurses

The practice has two registered nurses who have extensive training and experience in the following areas: health promotion/lifestyle advice, health screening, women's health including cervical cytology (smears), asthma and diabetic care, family planning and travel health including vaccination advice. The nurses would be pleased to see you by appointment to discuss and offer advice/support regarding any aspect of your health/lifestyle.

Receptionists

Our receptionists are identified by name badges and are trained to identify themselves when dealing with patients by telephone. They will deal with all requests for appointments, visits, repeat prescriptions, registering of patients etc. You may be asked for medical details in order that the receptionist can pass them on to the doctor or nurse, who decides the urgency of the case or the advice to be given. Medical secretarial staff are available to answer queries regarding hospital and other clinical referrals.

Visit our website on: www.limesmedicalcentre.org.uk

Staff Attached To The Practice

Midwife

Our midwife holds regular antenatal clinics. Medical care is organised on a shared basis with the doctors. Appointments are arranged by the reception staff: please check for availability.

Health Visitors

All health visitors are registered nurses, having also completed training in child health development. They can offer advice on problems with babies, young children and the elderly. Medical care is on a shared basis with the doctors. Please contact reception for their availability.

District Nurses

Our district nurses will visit the housebound for dressings, health advice, assessment for further assistance etc, when referred by the doctor, and will refer back to the surgery when necessary.

Medical Services Offered

Family Planning/Cervical Smears

Both the doctors and nurses will advise on family planning. Cervical smears are carried out by our practice nurses by appointment. We would like all women between 25 and 49 to have a cervical smear every three years and women between 50 and 64 every five years.

Joint Injections And Verrucae Treatment

Joint injections and verrucae treatments are carried out at the surgery. Please check with appointments for availability.

Child Health Surveillance Clinics

Clinics are available from birth to five years for health checks and vaccinations on Monday afternoons. These clinics are for healthy babies only; please avoid bringing sick children to these clinics. Baby clinics can be attended without an appointment for these regular checks, although reminders will be sent out when these are due.

Well Person And Newly Registered Patients

Our practice nurses are available by appointment for routine check-ups and all newly registered patients aged five years and over are requested to attend a simple check-up and to obtain vital family history information. Health promotion advice is also covered to encourage a healthier lifestyle.

Patients 75 Years And Over

Patients can request a check-up by one of our practice team if they have not been seen regularly by the doctor.

Antenatal/Postnatal

Antenatal care is covered by both the midwife and the doctor on a shared-care basis and postnatal examinations are done by the doctor.

For the latest information click to: www.limesmedicalcentre.org.uk

Diabetic/Asthma Clinics

Diabetic and asthmatic patients' care is shared between doctors and nurses for a carefully controlled and monitored clinical programme.

Holiday Vaccinations

Holiday vaccination advice is given by consultation with one of the the practice nurses and holiday information leaflets are also available.

Change Of Address

Please notify us and the Walsall Primary Care Trust if you change your address:

Walsall PCT, Lichfield House, 27-31 Lichfield Street, Walsall WSI ITE

Telephone: 01922 444000

Parking

There is limited parking at the front of the surgery for the doctors and medical staff only. However, for disabled patients and the elderly there is a disabled drop-off point in front of the main entrance. There is parking space on the road in front of the surgery which allows for one-hour parking.

Disabled Access

There is wheelchair access to the building via the front entrance. Patient services are provided at ground floor level and a disabled patients' WC is provided near the front entrance. If access proves difficult for any of our disabled patients we would be happy to consider any suggestions for improvement.

Patients Charter

The Department of Health has introduced the *Patients Charter* which sets out quality standards for all areas involved in the provision of health care. We hope that the services we provide will always comply with these standards.

Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act 1998. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

Visit our website on: www.limesmedicalcentre.org.uk

Use Of Information About Patients

Walsall PCT is currently visiting GP practices to carry out checks on some payments made to GPs. This is part of the routine work of the Health Authority and is required by the government to provide assurance that public money is used properly. They will need to look at a random selection of patients' medical records in the practice to do this work. This may require them to look at your medical records with the help of a nominated doctor. Everyone working for the NHS has a legal duty to keep information about you confidential and you have the right to say no if you do not want them to look at your medical records.

If you would like to know more about access to your medical records you can speak to the person in charge of your care.

Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Chemists Who Open On Sunday

Broadway Chemist

4 Hawes Close, Broadway (10.00am - 2.00pm)01922 722899

Lloyds Chemist


169 High Street, Bloxwich (10.00am - 2.00pm)01922 476108

For the latest information click to: www.limesmedicalcentre.org.uk

Useful Telephone Numbers

Manor Hospital.....	01922 721172
Sandwell Hospital.....	0121 553 1831
Shire Pharmacy.....	01922 623708
Rowlands Pharmacy.....	01922 626774
Broadway Pharmacy.....	01922 722899
Touchwood Pharmacy.....	01922 624331
Walsall PCT.....	01922 444000
AIDS Line (W Midlands).....	0121 622 1511
Lantern House (Drug and Alcohol Team).....	01922 721919
GUM (Special Clinic).....	01922 633341
CRUSE (Bereavement Care)(Lichfield).....	01543 262651
RELATE (Relationships/Sexual Problems).....	01922 616293
Social Services.....	01922 650000
Co-op Funeral Services.....	01922 621808
Samaritans.....	01922 624000
Anchor Road Dental Practice.....	01922 452540
Optician J Walkers.....	01922 643988
Optician A J Moore Ltd.....	01922 623469
Partridge Allen Solicitors.....	01922 580666
Roy Quinton Funeral Directors.....	01922 496800

Achieve your goals...
Make the change




Clinical Hypnotherapy can help with:

- Weight Loss**
- Stop smoking**
- Phobias**
- Public speaking**
- Anxiety**
- Insomnia**
- HypnoBirthing®**

and much more..

For an informal chat or to book an appointment call Helen

Helen Sangha, Clinical Hypnotherapist,
BA (Hons) Psychology, BSCH, Dip. Hyp.
Tel: **01922 631077** Walsall, West Midlands
Email: complementaryclinics@hotmail.co.uk
Web: www.complementaryclinics.com



Ever wondered about Hypnotherapy?

Clinical Hypnotherapist, Helen Sangha, set up Walsall based practice, Complementary Clinics, to help others benefit from this life enhancing therapy. With a background in Psychology she became aware of hypnosis as an effective treatment for a range of conditions.

Hypnotherapy can help you; lose weight, stop smoking, overcome phobias, increase confidence and self-esteem, overcome insomnia, overcome anxiety or panic, manage stress and relieve symptoms of IBS.

Whilst in the state of hypnosis the patient's mind is detached from everyday cares and anxieties. During this relaxed state the subconscious mind is more open and receptive than at any other time. "Suggestions" are given for new and alternative patterns of thinking, behaving or feeling to tackle the problem. Patients remain conscious of their surroundings and never lose control. When the session is complete, patients feel relaxed and refreshed.

Not only has hypnotherapy seen a huge growth in popularity over recent years, it is quite simply, the most powerful device for personal development and positive change. Hypnotherapy utilises the most powerful part of our mind - the subconscious mind, to unleash potential.

For an informal & confidential chat or to book an appointment for hypnotherapy, contact Helen on 01922 631077 or visit www.complementaryclinics.com.

Map Of The Practice Boundary

