

Essential Contact Details

Out of hours services - 111

Between 06:30pm & 08:00am Monday to Friday or anytime at the weekend break or Bank Holidays.

NHS Go Smokefree - 0300 123 1044

PALS (Patient Advocacy & Liaison Service) - 01922 656 463

PALS is a service to support you, your carers or relatives.

Family planning and sexual health - 01922 270 400

WISH (Walsall Integrated Sexual Health)

Drug and alcohol help - 01922 669 840

Walsall CCG - 01922 618 338

Jubilee House, Bloxwich Lane, Walsall, WS2 7JL

Walsall Healthcare NHS Trust - 01922 721 172

Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS

Dudley and Walsall Mental Health Trust - 01922 607 000

Dorothy Pattison Hospital, Alumwell Close, Walsall

Internet

www.walsallhealthcare.nhs.uk / www.walsallccg.nhs.uk

Yellow Fever

The practice no longer provides Yellow Fever Vaccination. You may wish to approach the National Advice Centre website www.nathnac.net who can give advice on Yellow Fever and where you might obtain vaccinations.

The Limes Medical Centre

Part of Umbrella Medical

5 Birmingham Road

Walsall

WS1 2LX

Tel: 01922 612 048

Fax: 01922 619 769

www.limesmedicalcentre.co.uk

CQC rated 'GOOD'



Self Help
Information



Health Apps



Request
Medication



My Medical
Records



Book an
Appointment

Welcome to the Limes Medical Centre

GPs

Dr. Kevin Conod (male)
Dr Joanne Ishaque (female)
Dr Rosalind Goodgame
(female)

Dr. Sarah Garsed
(female)
Dr Sadeef Mahmood
(female)

Practice Nurses

Judith Jenkins
(female)

Gillian Toovey
(female)

Healthcare Assistants (HCA)

Asad Agha
(male)

Jaspal Johal

Pharmacists

Baljeet Randhawa

Locality (Practice) Manager

Lynne Morton

Midwife

A midwife attends the practice every Wednesday afternoon to hold an Ante-natal clinic.

Health Visitor

Please ask at Reception for Health Visitor's contact details

Patients' Rights

All patients registered with the practice have a right to access the services described in this leaflet.

In addition:

- Patients have a right to express a preference to receive services from a particular doctor or nurse - providing the preferred practitioner performs that service.
- Registered patients aged 16-75 whom have not been seen for 3 years, can request a health check-up consultation.
- Registered patients aged 75 and over whom have not been seen for 3 years can request a health check-up consultation in their home if they are unable to attend the surgery.
- Patients have a right to see their own health records, subject to the provisions of the Data Protection Act.

Violent and Abusive Patients

We do not tolerate any form of verbal or physical abuse, bullying or any other form of intimidation.

Any patient guilty of this towards staff, doctors or other patients will be removed from the list with immediate effect, and if appropriate the matter will be reported to the police and the CCG.

Comments, Concerns, Complaints?

The practice has in place a 'practice-based complaints system'. We hope that we provide a good service to our patients. If you wish to make any suggestions positive or negative, please contact Lynne Morton

Any comments requiring an early reply will be acknowledged within 2 working days and fully investigated within 4 weeks of your initial contact. At this point you will be given a full reply or explanation of what is causing the delay.

Patient Confidentiality and Data Protection

In order to provide care for you we are obliged to keep records.

This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity, for example with the Clinical Commissioning Group (CCG) and the hospital.

This information is kept to as little as possible and if at all possible the information is kept anonymous, that is, name and other details are omitted. We are obliged by law to provide certain information e.g. notification of certain infectious diseases.

Information is not shared with any third party outside of the health service (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this subject please contact Lynne Morton.

Patient Responsibilities

Patients have a **responsibility** to:

- Arrive on time for their appointment.
- Inform the practice if they can't make an appointment or that the appointment is longer necessary.
- Not to make a request for home visits, particularly night visits unless absolutely necessary; patients must be either housebound or seriously ill.
- Co-operate with all practice staff and give them the same level of courtesy that you would expect to receive.

Surgery Opening Times

Monday	7:30am - 6:30pm
Tuesday	7:30am - 6:30pm
Wednesday	7:30am - 6:30pm
Thursday	7:30am - 6:30pm
Friday	7:30am - 1:00pm

Outside of the surgery's opening hours, services will be provided by Walsall Doctors on Call. They can be contacted on (01922) 501999.

Extended Opening

Monday	07:30am - 08:00am
Wednesday	07:30am - 08:00am
Thursday	07:30am - 08:00am
Friday	07:30am - 08:00am

Pre-booked appointments only.

No telephone calls will be taken during this period.

Joining The Practice (How To Register)

Anyone wishing to join the practice should ring, or call into the practice and ask if they may register. You will be required to provide details of your current doctor.

When you register with us, we will need your NHS number. You can get this from you previous GP practice or recent hospital letters.

Anyone needing to be seen as an emergency can be seen as an 'immediate and necessary treatment' patient.

Until their registration is completed, The Limes Medical Centre does not discriminate on the grounds of:

- Race, gender, social class, age, religion, sexual orientation or appearance.
- Disability or medical condition.

Please see the map of our practice area on the following page.

Out of Area Registration

If you register with us but you do not live within our practice area, you will be registered as an '**out-of-area patient**', and will not be entitled to any home visits by our doctors.

Repeat Prescriptions

Please note that in view of the demand on telephone lines we cannot accept prescription requests by telephone unless the request is for medicine to support palliative care / end-of-life.

- Please **order online**, bring your request into the surgery, or request from your local pharmacy.
- Please use the tear-off slip on the right hand side of your prescription and tick the items that you require. Pay attention to the review date and other messages printed on the slip.
- Please allow for **48 hours** for collection. If you leave a prescription request on a Friday evening, it may not be ready for collection until Tuesday evening.
- If you want the prescription sent back to you then please enclose a stamped addressed envelope.
- If you call personally at the surgery, please place your request in the letter box in the waiting room.

Patient Participation Group (PPG)

You can have your say to help us improve your healthcare.

All patients are welcome - and encouraged - to join our regular series of Patient Participation Group meetings.

Our Patient Participation Group consists of valued volunteer patients who meet with practice team members to discuss the work of The Limes Medical Centre.

Together, we can all help the practice to improve healthcare for all of our registered patients.

If you are interested in attending the next PPG meeting, please ask at reception for more details.

Cervical Smears

In line with national policy, we recommend a cervical smear every 3 years for a woman between the ages of 25 & 50 years, and every 5 years for women aged 51-65 years of age.

These are usually carried out by the practice nurse.

Emergency Appointments

If you consider that the appointment you are offered is not soon enough, and that your condition is more urgent, then please say so to the receptionist. We will always try to see you when time allows.

We would ask you not to abuse this facility as it may reduce the time available for patients that have already booked. At these 'urgent' appointments there is not time to treat anything but your 'urgent condition'.

Please think of others!

Home Visits

These visits are for people who are housebound or too ill to travel. Lack of transport is not a sufficient reason to request a home visit. We would ask you to attend the surgery if at all possible. At least 3 patients can be seen in the time it takes to conduct 1 home visit.

If you are registered with us as an 'out-of-area patient', you **will not** be eligible for any home visits from our doctors.

Practice Area



Online Services

Patient Access

Patient Access is a free service you can access from the 'My Medical Records' button on the homepage of our website.

Using this service you can:

- Book appointments.
- View your test results and medical records.
- Request medication.

Self Help Advice

You can access a variety of resources to help you manage your conditions by clicking on the 'Self Help Information' button on the home page of our practice website.

Here you will find helpful information about diabetes, asthma, pain management, dementia, as well as other conditions.

www.thelimesmedicalcentre.co.uk

Telephone Advice

Please provide a landline in view of the expense of calling a mobile number

There are many things, medical and non-medical (e.g. Sick notes, blood results, insurance claims) that can initially be discussed on the phone, saving a visit to the surgery. If you do wish to discuss any matter on the telephone with the doctor or other member of staff, please ring between 11:30am & 12:30pm any day. If the person you wish to speak to is not available, leave your name and contact number and you will be called back as soon as possible.

Services Available

- General Medical Practice
- Minor Surgery
- Family Planning
- Ante-Natal (mothers-to-be)
- Cervical Smear
- Child Health clinic including Vaccinations
- Travel Vaccinations (some are not covered on the NHS)
- New Patient Examinations
- Routine health checks for over 40's

Family Planning

We provide a full family planning service, apart from 'coil' fitting which can be done at one of our sister Umbrella practices, or at the family planning clinic.