

**ST. JAMES'S MEDICAL PRACTICE  
MALTHOUSE DRIVE  
DUDLEY  
DY1 2BY**

Telephone: 01384 252729  
[www.stjamesmedicalpractice2.co.uk](http://www.stjamesmedicalpractice2.co.uk)

**DR. BIPAN K JALOTA**  
MbbChir DRCOG MRCGP Cambridge 1981

**DR. SAQIB PERVAIZ**  
MB ChB 1999 Leicester, UK

**DR. AUFREY EBITA GAMA**  
Mb 2006 Rostov State, Russia

THE PARTNERSHIP IS NOT A LIMITED PARTNERSHIP



**We are a training practice**

**Reviewed 24.07.2023**

**Next review 24.07.24**

## **SURGERY OPENING TIMES**

The Surgery & telephone switchboard is open

Monday to Friday 08.00a.m. to 18.30p.m. (Excluding Bank holidays)

The Practice also offers additional pre-bookable appointments on:

Monday & Wednesday evenings: 18.30pm.-20.00pm.

Tuesday evenings: 18.30pm – 19.00pm (These times are subject to change)

## **PRACTICE STAFF**

### **Practice Manager**

Mrs Joanne Hale

### **Advanced Nurse Practitioner**

Mrs Clare Dolan

### **Practice Nurses**

Mrs Tracey Adams RnDipHe /Nurse prescriber

Mrs Joanne Dutton Bnurs (Adult) Hons

### **Health Care Assistant**

Mrs Tina Carre

Mrs Samantha Millard

### **Secretaries and Administration**

Mrs Helen Jones, Ms Deborah Nicholds, Mrs Lynne Hunt, Miss Rebecca Hale, Mrs Deborah Lilley, Miss Ellen Richards

### **Reception**

Mrs Angela Martin, Miss Michelle Hallam, Mrs Michelle Bail, Miss Stephanie Daley, Ms Julie Marsh, Mrs Karen Haswell, Miss Kerry Hackett

### **Office Managers**

Mrs Carrie Austin & Mrs Samantha Muir

## **Blackcountry ICB**

Time2Talk, NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton WV1 1SH. Telephone: 03000120281

Email: bcicb.time2talk@nhs.net

## **The Primary Care Team**

The Practice team of Doctors, Practice Manager, Nurses, Healthcare Assistants, Secretaries, Admin staff and Receptionists together with the support of Community nurses, Health Visitors, Midwives, Physiotherapists, Counsellors, Macmillan nurses and Community Psychiatric nurse all contribute to the care of all our patients.

## **Routine Appointment**

We aim to be able to offer an appointment with a doctor within 48 hours. We offer online GP appointments, please ask Reception for further details.

You can also book an appointment up to one month in advance.

## **Urgent Appointments**

If you feel your problem is urgent and cannot wait please tell the receptionist. She may need to ask details of your illness which will be passed on to the doctor for his advice.

**If you are unable to keep your appointment please let us know as soon as possible**

## **Telephone Advice**

If you wish to speak to a Doctor or Nurse on the telephone you may be asked to telephone back at a more convenient time.

## **Home Visits**

If you are too ill to come to surgery and require a home visit please telephone the surgery as early as you can in the morning.

## **Urgent Care Centre**

Urgent Care Centre, Russell's Hall hospital is open from 8.00a.m.-8.00 p.m. every day of the year. The centre provides open access to any person that needs urgent medical treatment or advice. Telephone number is **111**

## **Prescriptions**

If you are taking medication on a regular basis, this can be ordered by using the right hand side of the printed prescription, or by using our online facility, please ask at Reception for further details or visit our webpage at [www.stjamesmedicalpractice2.co.uk](http://www.stjamesmedicalpractice2.co.uk). You can post the right hand side of your prescription to the surgery and if you send a SAE we will post the prescription back to you. You can also request a local Pharmacy to collect your prescription and deliver it to your home. To avoid errors, we do not accept requests for repeat prescriptions over the telephone.

## **When the surgery is closed**

When the surgery is closed the Practice has arrangements with the OUT OF HOURS SERVICE. Between the hours of 6.30p.m. and 8.00a.m. Monday to Friday, Saturday and Sunday and Bank Holidays you can get advice and emergency care by telephoning the OUT OF HOURS SERVICE; Telephone Number **111**. Black Country ICB are responsible for commissioning the Out of Hours Service.

## **Access for Disabled**

There is front access and all of the consulting rooms are on the ground floor and doorways and walkways are of adequate width for wheelchair access.

## **Test Results**

Please telephone the surgery after 11.00 am for the result of any tests that you may have had. As this information is strictly confidential and will only be given to the patient, the receptionist will make certain checks before any information is given out. In the case of a child under 16 years of age the information will be given to a parent or legal guardian.

## **Health Checks**

We offer annual health checks for all patients over 75. If you have not been seen by a doctor for over 12 months, Health Checks are available if requested.

## **Practice Nurses**

The Practice Nurses are available each working day and you can make an appointment to see them for injections, immunisations, ear-syringing, dressings, minor injuries, removal of stitches, travel immunisations, family planning, cervical smears and dietary advice. Please let the receptionist know the nature of your appointment so they can book you with an appropriate clinician.

## **Clinics**

The Clinics available at the surgery are for long term conditions such as Diabetes, Coronary Heart Disease, Asthma, COPD and Hypertension. We also offer antenatal clinic and post-natal checks, family planning, baby clinic and child development. Cervical screening, flu vaccination, travel advice and phlebotomy clinics, are also available, please ask at reception and we will endeavour to offer you an appointment to fit around your commitments. We also offer annual health checks for over 75's

## **Quit Smoking**

We have a trained quit smoking counsellor and she is happy to fit appointments around patients' work and family commitments.

## **General Data Protection and Confidentiality**

The General Data Protection Act requires us to ensure confidentiality of the information we have on our computer. We do not share it with outside agencies without permission.

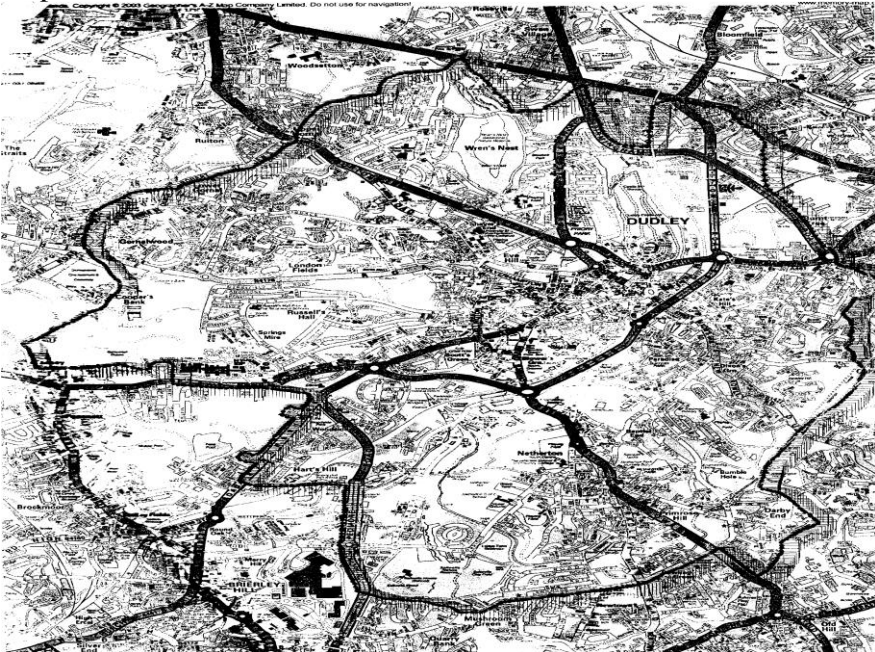
We currently use Text Messages in order to issue appointment reminders, this is an automated service. You can also cancel appointments via this service; please assist us with your mobile number.

## **Violence and aggression**

Physical violence and verbal abuse are a growing concern and any patients who are abusive to staff will be given a written warning. If this continues they will be asked to leave the practice list.

## **Practice Area**

The Practice accepts patients from the areas as defined on the attached map.



## **To register as a patient**

Please complete a registration form if you wish to join the practice, you must live within the practice area,. You have the right to register with a Doctor of your choice and you will be asked for your preference when you register at the Practice. You will be invited to attend for a new patient medical.

## **Named GP**

All patients have an allocated GP; you can continue to see anyone at the surgery. If you wish to know who your named GP is please ask at reception.

For more information on Named GP's please visit NHS England's website: [www.england.nhs.uk](http://www.england.nhs.uk)

## **How to complain**

Many complaints can be dealt with at the time they arise either by speaking to one of the doctors or to the Practice Manager. If this is not possible you should put your complaint in writing and send it to Mrs. J Hale the designated Complaints Officer for the Practice. In her absence the complaint will be dealt with by Dr. Jalota

## **Who can complain?**

- The patient
- Anyone with the patient's consent
- Anyone on behalf of someone too ill or too old to complain or on behalf of a child
- Normally the next of kin where the patient has died.

## **Complaints Procedure**

You will first of all be invited to an informal discussion with the complaints officer who may be able to provide a satisfactory answer. If not you will be advised that the matter will be fully investigated and a further meeting arranged to discuss the outcome. The Practice will aim to complete the procedure within ten working days.

## **Change of address**

If you change your address or telephone number please let us know so that your medical records can be updated.

We welcome your comments and suggestions about the service provided at the practice. If you are pleased with the services provided or if you are unhappy and feel that there is room for improvement please let us know. The practice will look into any complaint and respond to you.

## USEFUL TELEPHONE NUMBER

|  |              |
|--|--------------|
| Age Concern  | 01384 242684 |
| Alcoholics Anonymous                               | 01384 482929 |
| Alzheimer's (Dudley)                               | 01384 70391  |
| Atlantic House (Drug advice project)               | 01384426120  |
| Citizen's Advice Bureau                            | 01384 816066 |
| Dudley Cancer Support                              | 01384 213232 |
| Dudley Group Of Hospitals                          | 01384 456111 |
| HIV/AIDS Support Project                           | 01384 444300 |
| Mary Stevens Hospice                               | 01384 443010 |
| MIND(Mental Health Support)                        | 01384 442918 |
| NHS 111  |              |
| <a href="http://www.111.Nhs.Uk">Www.111.Nhs.Uk</a> | 111          |
| Samaritans   | 0345 909090  |

## SUPPORT FOR CARERS

### Do you help to take care of someone?

Carers are people who look after a family member or friend with a long term illness or disability. **Please inform the Practice if you are a Carer.** Dudley Carers initiative offers information and support to carers. It sends out a regular newsletter and offers advice about services. If you would like more information contact the Carers Co-ordinator on 01384 818723.