



Welcome to Northgate Practice

Northgate Practice is incorporated within the Anchor Meadow Health Centre which has been purpose-built to offer a comprehensive range of healthcare services.

The Practice comprises seven GPs, three nurses, one Healthcare Assistants, along with Reception and Administration Staff. The Practice is also a training practice for GPs and medical students and is linked to Birmingham University Medical School.

Within the Health Centre you will also find services such as physiotherapy, chiropody, psychology, maternity, counselling, district nurses and health visitors. The doctors work in a non-limited partnership as a group. You do not have to consult the doctor with whom you are registered but it is advisable to follow the same problem through with one doctor whenever possible.

DOCTORS:

Dr Arun K Singal	(Male)	MB ChB Newcastle 1984
Dr Christine E Lloyd	(Female)	MB BS Nottingham 1986
Dr François E Bolliger	(Male)	MB ChB Stellenbosch 1994
Dr Bhupinder Sarai	(Male)	MB ChB Manchester 2005
Dr Jaswinder Bal	(Female)	MB ChB Birmingham 2005
Dr Dalvinder Gakhel	(Female)	MB ChB Birmingham 2006
Dr Kalbir Hayer	(Male)	MB ChB Birmingham 2008

PRACTICE NURSES:

We have two Nurse Practitioners - Pam Zabawa and Jo Payton. Jo is the lead nurse, having responsibility for organising work pattern for the team. Pam runs regular minor illness clinics and it will often be more appropriate for a patient to see her rather than a GP.

Nicola Copsey is an experienced practice nurse who, as well as general nursing procedures, offers various chronic disease management appointments.

HEALTHCARE ASSISTANTS: Jayne Ireland and Veronica McCoy

They take care of 24 hr blood pressure monitoring, ear washing, new patient medicals, ECG's, bloods, diabetic checks for the nurses and removal of sutures and clips. They are both also qualified to assist GPs and nurses in monitoring patients who are on anti-coagulation treatments such as Warfarin.

PRACTICE STAFF:

<u>Practice Manager:</u>	Mr Christopher Blunt	<u>Reception Manager:</u>	Toni Evans
<u>Receptionists:</u>	Debra Lee, Tracey Duffy, Sheila Hopkins, Wendy Tomkins, Sharon Roadknight, Michelle Upton and Debra Taylor.		
<u>Medical Secretaries:</u>	Denise Edgington and Jane Webster	<u>Administration:</u>	Rachel Marvin
<u>Attached Staff:</u>	Midwife, Pharmacists, Mental Health Nurse, Dietician, Health Visitor		

PRACTICE OPENING TIMES:

We run a full appointment system. The surgery is open from 8:00am -6:00pm Monday, Tuesday & Thursday, and 7:20am-6:00pm on Wednesday & Friday. A variety of appointments with GPs, Nurses and HCAs are available during these times.

WEEKEND AND NIGHTCOVER:

Out of Hours we are covered by **BADGER**. If you need to see a doctor outside normal surgery **telephone: 111**. Your details will be taken and passed to a relevant clinician.

REPEAT PRESCRIPTIONS:

Repeat prescriptions will be issued at the doctor's discretion. Requests for repeat prescription can be made at Reception or online. We are also part of the Electronic Prescription Service – please ask at Reception or your local Pharmacy for details.

HOME VISITS:

Patients are requested to telephone before 10:00am if a visit is required that day. Please give the receptionists as much information as possible to enable the doctor to allocate priority to house calls.

In the event that you are unhappy with the care we offer, please take a leaflet concerning our Complaints Procedure from Reception

Please see our website to download our full practice leaflet or for more information about the practice: www.northgatepractice.co.uk

Northgate Practice
Anchor Meadow Health Centre
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Aldridge
WS9 8AJ **Telephone: 01922 450900**