

northgate

PRACTICE


Dr F E Bolliger, Dr B Sarai, Dr D Gakhal, Dr K Hayer and Dr N Kyranides



Anchor Meadow Health Centre,
Westfield Drive,
Aldridge,
Walsall,
WS9 8AJ



Tel: 01922 450900

 Overall: Good

www.northgatepractice.co.uk

How to contact Northgate Practice

Surgery Times

The surgery is open 8:00am to 6:30pm Monday to Friday excluding bank holidays

Extended access appointments are available 7:30am to 8:00am on Wednesday and Friday.

Surgery times may vary. The reception staff will be pleased to give you details. They will also be able to advise you which doctors are on duty on a particular day.

Weekend And Night Cover

If you need to see a doctor outside normal surgery hours telephone 111.

Your details will be taken and passed to a relevant clinician. Alternatively you can contact OURNET on 01922 501999, see details below.

Patients registered with a Walsall GP can benefit from the Extended GP Access Service.

The ICB (Integrated Care Board) has worked with local GPs to create four Hubs based at Lockside surgery in Willenhall, Pinfold Health Centre in Bloxwich, Broadway Medical Practice and Portland Medical Practice.

Out of Hours Emergencies and Advice

Should you have a genuine medical emergency ring 999. If you require a Doctor urgently Monday – Friday before 8am or after 6.30pm or at any time over the weekend or bank holidays please telephone 111.

Practice Staff

Partners

Dr François E Bolliger

Qualifications: MB ChB Stellenbosch 1994



Dr Bhupinder Sarai

Qualifications: MB ChB Manchester 2005

Dr Dalvinder Gakhal

Qualifications: MB ChB Birmingham 2006



Dr Kalbir Hayer

Qualifications: MB ChB Birmingham 2008

Dr Natalia Kyranides

Qualifications: MBChB & RCGP



General Practitioner Registrars and medical students

We are a training and teaching practice. The GP registrars are fully qualified doctors and have years of hospital experience. They are supervised by a named GP partner. We are also fortunate to have medical students attached to our practice. Enabling us to train the future generation of health care professionals.

Practice Staff

Salaried GPs

Dr Hasanain Qureshi (Male)

Qualifications: MBBS Islamabad (2012) MRCGP (2022)

Dr Sonia Gupta (Female)

Qualifications: BM BS DFSRH DRCOG

Dr Anum Yaqoob (Female)

Qualifications: M.B.B.S. RCGP (2023)

Practice Manager

Amy Jose oversees the day to day running of the practice including clinical and non-clinical staff. Manage finances, PPG, complaints amongst other managerial duties.

Reception Manager

Toni Evans, the office manager is on hand to support reception staff and help deal with any queries. Toni is the first contact for patient queries and if she is unable to deal with your query she will pass this onto the practice manager.

Facilities Manager

Adam Noble manages the service company of the building, Anchor Meadow Management Ltd. He also submits claims via CQRS, Website Design and Social Media.

Practice Staff

Reception Team

Debra Lee, Sheila Hopkins, Kelly Peplow, Jenny Swift, Laura Roberts, Michelle Cooper, Michaela Cooper, Claire Roberts, Helen Philips and Natalie Brothwood

All our receptionists are here to help you. They have extensive knowledge of the facilities and services available. If you are unsure about anything, do please ask. If you wish to speak in private please ask to do so.

Nursing Team

Joanne Payton is the Lead Nurse at the practice and is also a prescriber. The nursing team consists of Louise Barr, Nicola Copsey, Jayne Ireland and Veronica Mccoy.

Jo has responsibility for organising work patterns for her team and ensuring all nurses training is kept up to date. Jo specialises in Diabetes management for our patients as well as general nursing duties.

Louise Barr also specialises in Diabetes management, prescribing as well as general nursing duties

Nicola Copsey specialises in respiratory management and immunisations as well as general nursing duties

Joanne Payton (Female) Qualifications: RN Dip HE, BSC HONs

Nicola Copsey (Female) Qualifications: RGN

Louise Barr (Female) Qualifications: RGN (2010), DipHE Health in Childbirth (2014)

Practice Staff

Health Care Assistants (HCA)

Jayne & Veronica are the Healthcare Assistants. They take care of patients procedures including; 24 hour blood pressure monitoring, ear irrigation, ECG's, removal of sutures and more.

Pharmacy Technician

Sarah Kassell is employed by the practice as a Pharmacy Technician and holds the relevant qualifications, being registered with the GPhC. Her role is to support the GPs, nursing team and administration staff in technical queries concerning the management of medicines and patients' prescribing.

Sarah Kassell (Female) Qualifications: NVQ Level 3 in Pharmacy Services.

Secretaries

Denise Edgington, Jane Sutton and Angela Oury do a lot of administrative work behind the scenes, which keeps the practice running smoothly. They deal with the doctors referrals and hospital letters along with dealing with queries

Rachel Marvin summarises all the hospital letters etc. into the relevant patient's electronic record so that doctors and nurses have easy access to them.

Phlebotomist

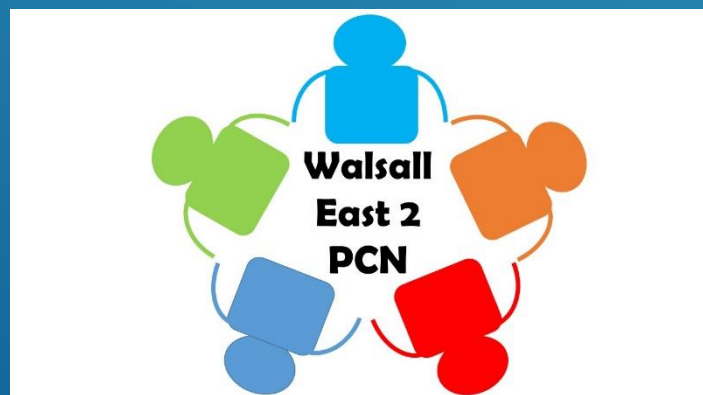
Kathryn Millington is the practice Phlebotomist and ensures all blood test are completed and sent to the labs.

Primary Care Network Attached Staff

Walsall East 2 Primary Care Network. Northgate is the lead practice for this PCN. The PCN consists of 5 GP practices within Aldridge, Rushall and Pheasey. The PCN consists of clinical and non-clinical staff who work across all 5 practices. They work alongside the local community, charities and local business. PCN staff are employed to support the GP Practices.

Mandeep Bhogal – Pharmacist
Madeleine Ashley - Pharmacist Technician
Makarand Bhagwat - First Contact Physiotherapist
Chidiebere Ogbu - First Contact Physiotherapist
Lorraine Ray – Paramedic
Kerry Sheehan - Paramedic
Fiona Webster - Care Coordinator
Elizabeth Warner - Care Coordinator
Carli Baldwin - Health and Wellbeing Coach
Claire Hood - Health and Wellbeing Coach
Damaris Wright - Social Prescriber

For more information about Walsall East 2 Primary Care Network please visit www.walsalleast2pcn.co.uk



How To Register With The Practice

To register with us please complete our new patient registration form which can be found on our website - www.northgatepractice.co.uk/pages/Registration

Registration forms are also available for collection at the reception desk.

Over 18's please provide a copy of one form of Photo ID and one proof of address from within the last 3 months.

Photo ID examples:

Current Driving Licence Photo Card (UK/Isle of Man/Channel Islands and EU)

Current Valid Passport

Birth Certificate issued at time of birth

Biometric Residence Permit (UK)

Adoption Certificate

Current Driving Licence Photo Card (All other countries)

Old Style Paper Driving Licence (UK/Isle Of Man/Channel Islands and EU)

Birth Certificate – issued after time of birth

Marriage/Civil Partnership Certificate

HM Forces ID Card

Proof of Address examples:

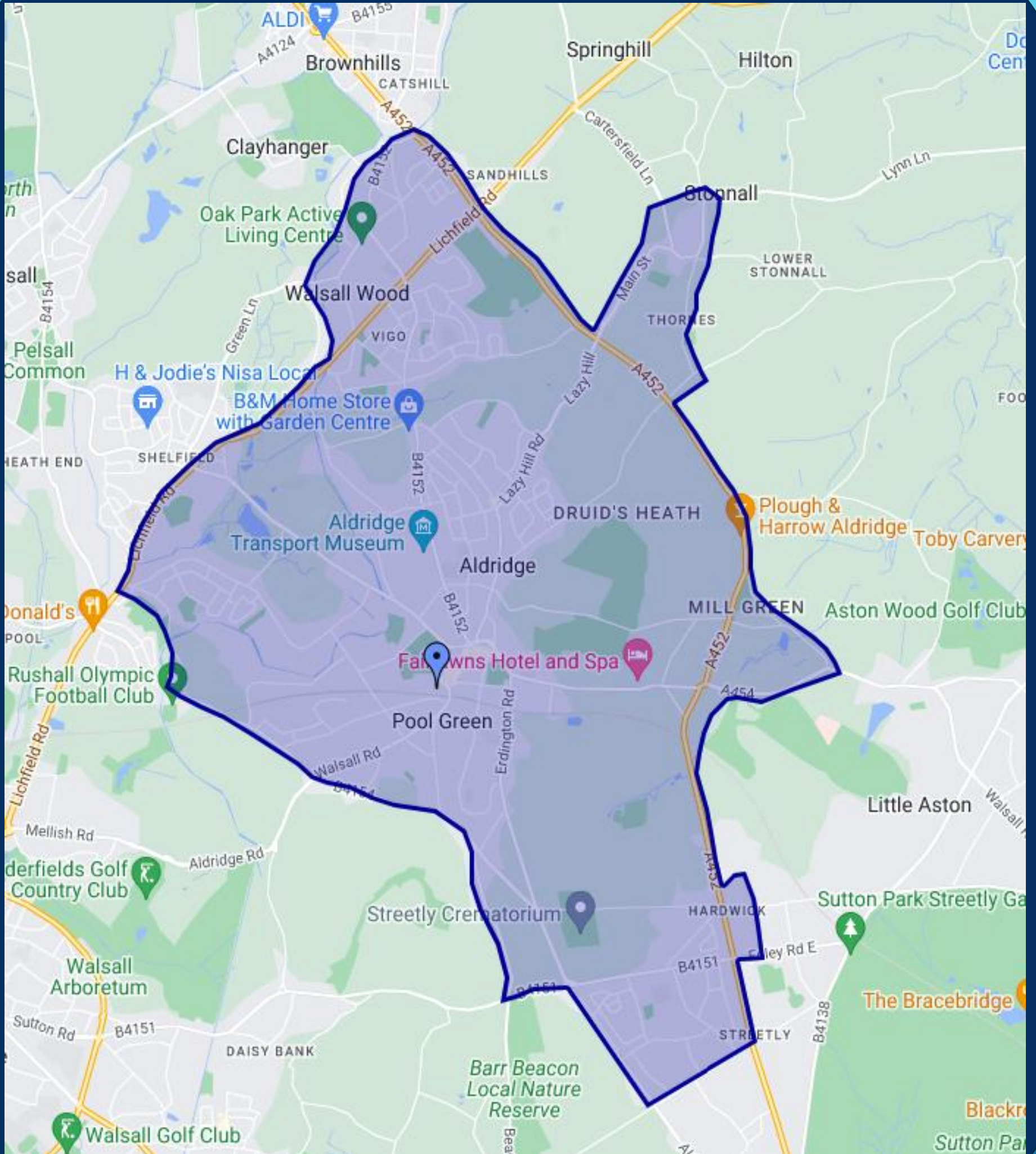
Bank statement

Utility bill

Telephone bill

Official NHS or Government letter/document

Practice Boundary Area



Practice Boundary Area

Out Of Area

Northgate Practice will not be registering patients who live 'Out of Area' under the new Voluntary arrangements that were introduced by NHS England from 5.1.2015.

We will not be taking part in the Enhanced service scheme to offer Urgent Care/Home Visits to individuals who live in Aldridge but have chosen to register with an alternative 'OUT of Area' GP.

Our aim is to focus our resources on patients who have full permanent registration with us

Named Accountable GP

All our patients have been allocated a named GP who is responsible for patients' overall care at the practice. In addition new patients will be allocated a GP on registration. We have allocated patients' a named GP by the first letter of their surname, see details below;

Dr Bolliger – A,B,C

Dr Sarai – D,E,F,G,H

Dr Hayer – I,J,K,L,M,N

Dr Kyranides – O,P,Q,R,S

Dr Gakhal – T,U,V,W,X,Y,Z

Please note that you are entitled to see any GP or Nurse at the practice not just your named GP

Appointments

Non-urgent and routine appointments

The online system is open Mon - Fri. Our online form can be found here - www.northgatepractice.co.uk/pages/Appointments. You can get help for non-urgent medical problems and any administration queries e.g. sick note requests. If you use the service, we will review your request within 48 hours (usually the same day)

If you are having difficulties please ring our reception team 01922 450900

If you need to cancel an appointment, please ring our reception team, or you can use the NHS App.

Urgent appointments

If you require an urgent appointment we will ask patients to complete an online form which will be triaged by the doctor the same day. A member of the practice staff will contact you regarding an appointment. The online form can be found here - www.northgatepractice.co.uk/pages/Appointments

If you need urgent medical attention when the surgery is closed, please call 111 or OurNet on 01922 501999.

If you need to cancel an appointment, please ring our reception team, or you can use the NHS App

Change / Cancel your appointment

If you need to change or cancel an appointment, please ring our reception team, or you can use the NHS App.

Home Visits

Patients will be telephone triaged by a GP before a home visit is booked - Please call us 01922 450900

Extended Access Appointments

The ICB (Integrated Care Board) has worked with local GPs to create four Hubs based at Lockside surgery in Willenhall, Pinfold Health Centre in Bloxwich, Broadway Medical Practice and Portland Medical Practice.

Extra GP appointments on will be available between:

6:30pm to 9:00pm weekdays

9:00 to 5:00pm Saturday

Bank Holidays and Sundays CLOSED

A dedicated number has been set up and appointments can be booked by calling 01922 501999

Online Access

Online Access lets you, order medications, check blood results, book appointments and access your medical notes

There are two ways to get Online Access. You can choose either way.

NHS App - www.nhs.uk/nhs-app or Patient Access - www.patientaccess.com

Self Help Advice

You can access a variety of resources to help manage your conditions by clicking on the 'Information & Advice' tab on the home page of our website. Here you will find helpful information about diabetes, asthma, dementia, as well as other conditions.

Disabled Access

At the Anchor Meadow Health Centre reserved car parking spaces for the disabled are marked near the front door. Wheelchair access is available throughout the building. Although patient services are provided at ground floor level, a lift is provided to access the first floor if required. A disabled patients' WC is provided on the ground floor and another is available on the first floor if required.

Prescriptions

Medication Query

If you have a medication query please use our online system or ring reception staff 01922 450900

Requesting A Repeat Prescription

There are two options for ordering repeat prescriptions.

Option 1

You can use Patient Access or the NHS App. This allows you to ask for your prescription to be sent to a local pharmacy. You can use both Patient Access and the NHS App on your smartphones and computers.

Option 2

Ask your pharmacy to get your medicines ready for you. They will request your items from the practice and ensure they are ready for you to collect from them

Please note. We get hundreds of medication requests each day. It takes 48 hours for your prescription to be processed by us.

NHS App

If you're a patient at our practice you can now use the NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions and view your GP medical record and more.

For more information go to www.nhs.uk/nhsapp

Nominating a pharmacy

You can nominate any pharmacy for all your medicines to be sent to (you can use our online system or ring reception staff 01922 450900).

About pharmacists

Pharmacies can help with minor illnesses such as coughs and colds, hayfever, headaches, sore throats, insect bites etc

Text Reminder Service

We offer a text reminder service when you book an appointment. A confirmation text will be sent to you when your appointment is booked & a reminder 24/48 hours before your appointment. It is therefore advised that you keep the surgery informed of any change of mobile or home contact number.

Sickness Certificates (Fit Note) – The Law

- For periods of sickness of one to three days, you do not need a certificate
- For periods of sickness of four to six days, your employer may require you to complete a Self-certification (SC2), which is available from your employer or from www.gov.uk
- For periods of sickness longer than six days, you need to see a doctor for them to issue a Statement of Fitness for Work 'Fit Note' and you will need to see them for any subsequent renewal of the certificate. You can request a Fit Note by completing the form on our website - www.northgatepractice.co.uk/pages/Appointments

Change of Address

Please inform reception if your address has changed. The receptionist will inform you if you are still inside our practice area.

If you are outside our area you can visit www.nhs.uk/service-search/find-a-gp to find your local GP

Non – Attendance of Appointments (DNA)

If the patient DNA's 2 appointments in 6 months they will receive a first warning letter, DNA a further 2 appointments in 3 months and they will receive another warning letter and their case will be discussed with a view to being removed from the practice due to patient- GP relationship breakdown.

Chaperones

If you require a physical examination you will be given the option for a chaperone to be present during your appointment.

Interpreters

If English is not your first language, we can arrange an interpreter to be present during your appointment

Please let reception know that you will need an interpreter when booking your appointments

Cervical Smears

In line with national policy, we recommend a cervical smear every 3 years for a women between the ages of 25 & 50 years, and every 5 years for women aged 51-64 years of age

These are usually carried out by the practice nurse

Choose and Book

When you and your GP agree you need a referral to a specialist, Choose and Book shows your GP which locations provide appropriate treatment, you can choose a date and time to suit you. It allows you to book, change or cancel a routine appointment, either online or by phone.

Travel Vaccinations

Some travel immunisations can be provided as part of the NHS care. Other immunisations can be provided privately for a charge and there are some immunisations we are not able to offer at the surgery.

If you are planning to travel overseas we request that you complete our travel questionnaire online 6 weeks before travel.

This will allow our nurses to understand your travel plans and to organise any immunisations and advice prior to an appointment.

NHS Health Check

Northgate Practice offer a health check-up for adults in England aged 40 to 74 and over 75s. The NHS Health Check is a free check-up of your overall health.

Family Planning

We provide contraceptive care such as pills, injections, coil fitting and implants.

Midwife

A midwife attends the practice every Wednesday to hold an Ante-natal clinic, appointments can be made at reception.

Health Visitors

Health Visitors attend the practice every Tuesday and Thursday.

Anticoagulation clinic

Health Visitors attend the practice every Tuesday and Thursday.

Asthma, Diabetes And Coronary Heart Disease

We review patients on a regular basis to ensure they are getting the best treatment possible.

Child Development and Vaccinations

Run once a week with a GP and nurse.

For other services we don't provide please contact the BCICB -

QUA NHS Black Country Integrated Care Board, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH Telephone 03000120281

Social Media

The practice has a Facebook page and X page which will be kept up to date with news and developments at Northgate Practice. It can be found by logging into Facebook and X and searching for Northgate Practice. As these are social media websites, please be aware that we can't give any medical advice through this page and personal medical information should not be posted on these sites as it will be in public view.

Website

Please visit our website at www.northgatepractice.co.uk where you can find more information about our practice and the services we offer. There is also links to other websites and useful contact numbers

Summary Care Records

The Summary Care Records (SCR) is a copy of key information from a patient's GP record and as a minimum, contains medication, allergies and adverse reactions. It provides authorised care professionals with faster, more secure access to essential patient information

Please speak to the reception team for more information

Violent and Abusive Patients

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

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

Patient Confidentiality and Data Protection

In order to provide care for you we are obliged to keep records. This is done by using computers. We are obliged to comply with the Data Protection Act 2018 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 The Integrated Care Board (ICB) and hospitals.

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 infection and diseases.

Information is not shared with any third party outside of the health services (e.g. insurance companies) without your clear consent and agreement. If you have any questions on this please speak to the reception team.

Patient Participation Group (PPG)

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

All patients are welcome to join our regular series of PPG meetings.

Our PPG group consists of valued volunteer patients who meet with practice team members to discuss the work of Northgate Practice.

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.

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 no longer necessary.
- Co-operate with all practice staff and give them the same level of courtesy that you would expect to receive.

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
- Patients have a right to see their own health records, subject to provision of the Data Protection Act

Our Patient Promise

- We promise to treat everyone as an individual, without discrimination.
- Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient's individual needs with dignity and strict confidentiality.
- The care given will be researched based and delivered to the highest standard.
- We will set standards of care and review them periodically, in the form of audits and we will act accordingly.

Complaints

There are two ways you can make a complaint:

- You can make a complaint about the service you received at our practice directly to us. To do this please contact reception who will be able to assist you with your complaint.
- After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by:

- Telephone: 0300 0120 281
- Email: bcicb.time2talk@nhs.net
- Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

For more information please visit –
www.northgatepractice.co.uk/pages/complaints

Partnership

The practice is not a limited partnership.