**PRACTICE HISTORY:**

**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, four nurses, two 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. 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

**Northgate Practice**

**Anchor Meadow Health Centre**

**Westfield Drive**

**Aldridge**

**WS9 8AJ Telephone: 01922 450900**

Dr François E Bolliger (Male) MB ChB Stellenbosch 1994

Dr Bhupinder Sarai (Male) MB ChB Manchester 2005

Dr Dalvinder Gakhal (Female) MB ChB Birmingham 2006

Dr Kalbir Hayer (Male) MB ChB Birmingham 2008

Dr Sonia Gupta (Female)

Dr Natalia Kyranides (Female)

**PRACTICE NURSES:**

Jo Payton is our Nurse Practitioner. Jo is the lead nurse, having responsibility for organising work pattern for the team.

Nicola Copsey and Louise Barr are experienced practice nurses who, as well as general nursing procedures, offer various chronic disease management appointments. Nurse Practitioner Pam Zabawa supervises the Healthcare Assistants in the anti-coagulation clinic.

**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:**

Strategic Business Manager: Mr Christopher Blunt Administration Manager: Adam Noble

Office Manager: Toni Evans

Care Coordinators: Debra Lee, Sheila Hopkins, Wendy Tomkins, Sharon Roadknight, Sarah Hughes, Nichole Brabbin.

Pharmacy Technician: Sarah Kassell

Medical Secretaries: Denise Edgington and Jane Sutton Administration: Rachael Marvin, Sarah Watkinson,

Debra Taylor

Attached Staff: Midwife, Pharmacist.

**WEEKEND AND NIGHTCOVER:**

For evening and Saturday morning appointments contact the Extended Access hub on **01922 501999.**

**You can contact 111 at any time for advice.**

**PRACTICE OPENING TIMES:**

We run a full appointment system. The surgery is open from 8:00am

-6:30pm Monday, Tuesday & Thursday, and 7:30am-6:30pm on a

Wednesday and Friday. A variety of appointments with GPs, Nurses

and HCAs are available during these times.

**REPEAT PRESCRIPTIONS:**

**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.

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.

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

***All patient queries should be directed to the Reception Manager.***

To register as a Patient at Northgate Practice ask for a Registration Pack at the Reception Desk

**Practice Area:**

To check if you are within the practice’s catchment area, please copy this link into your internet browser and type in your postcode.

<https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=M91017&h=400&w=600&if=0>

Please note that Northgate Practice will NOT register patients who live ‘Out of Area’ under the new Voluntary arrangements which were introduced by NHS England 5.1.15.

Also 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.

**Complaints:**

If you have a complaint you can either raise it directly with Northgate Practice OR NHS England. If you are not happy with your response the next step is to contact the Ombudsman. Please see contact details below:

**NHS England:**

Email – England.contactus@nhs.net type in the subject tab “for the attention of the complaints team”.

Helpline: 0300 311 2233 – Customer Care Centre

**Ombudsman:**

Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Helpline: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Contact NHS Choices regarding complaints for other NHS organisations – [www.nhs.uk/nhsengland/complaints](http://www.nhs.uk/nhsengland/complaints)

**CCG:**

We are part of Walsall CCG – their information is as follows:

Jubilee House, Bloxwich Lane, Walsall, WS2 7JL

01922 618388

Please telephone the practice, or use Patient Online Access if you no longer require your appointment or are unable to attend so that it can be offered to another patient.

**THE RIGHTS & RESPONSIBILITIES OF THE PATIENT:**

Everyone who uses the NHS should understand what legal rights they have. For this reason, important legal rights are summarised in the NHS Constitution and explained in the Handbook to the NHS Constitution. It also explains what you can do if you think you have not received what is rightfully yours. This summary does not alter your legal rights.

The Constitution also contains pledges that the NHS is committed to achieve. Pledges go above and beyond legal rights. This means that pledges are not legally binding but represent a commitment by the NHS to provide comprehensive high quality services. [www.gov.uk/government/publications/the-nhs-constitution-for-england](http://www.gov.uk/government/publications/the-nhs-constitution-for-england)

**NHS HEALTH CHECKS:**

We offer a range of health checks for patients with long term conditions, however, if you do not have a pre-existing long term condition and are aged 40-74 you may be eligible for an NHS Health Check

**ZERO TOLERANCE & VIOLENT PATIENT SCHEME:**

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from their list with immediate effect in order to safeguard staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety.

Please see our website for more information about the practice: [www.northgatepractice.co.uk](http://www.northgatepractice.co.uk)

**NAMED GP:**

You may be aware that all practices are required to provide all their patients with a named GP who will have overall responsibility for the care and support that the practice provides to them.

Please contact the practice if you are unsure/do not know who your named GP is.

This does not prevent you from seeing any GP in the practice.

**ONLINE ACCESS:**

We offer patients online access to their medical records. This includes test results, clinic letters and other clinical documents as well as some consultation notes. Online access can also be used to book appointments and request repeat prescriptions. Please ask at Reception for more information about how to gain access to your online records.