

Useful Telephone Numbers:

Limestone Surgery	01384 459044
NHS 111 (Out of Hours Service)	111
Peak Pharmacy	01384 259457

RUSSELLS HALL HOSPITAL

Microbiology ext:	2471
Biochemistry ext:	2482
Haematology ext:	2487
Midwife Safeguarding ext:	1512

PATIENTS LINE

Book blood tests	01384 365 155
Book X-ray	01384 244 617
NHS Appointments Line	0345 608 8888

SPECIFIC HEALTH SERVICES

24/7 Black Country Mental Health Helpline	0800 008 6516
Age Concern	01384 242 684
Alcoholics Anonymous	01384 482 929
Alzheimer's (Dudley)	01384 70391
Atlantic House	01384 426 120
Citizens Advice Bureau	01384 816 066
Dudley Cancer Support	01384 231 232
Health Visitors	01384 366 222
HIV / AIDS Support Project	01384 444 300
District Nurses	01384 366 833
Mary Stevens Hospice	01384 443 010
MIND (Mental Health Support)	01384 422 938
Orchard Centre	01384 813 958
Samaritans	0345 909090
Talking Therapies	01384 322 352
The What? Centre	01384 885 488
Urgent mental health support	111 and select option 2
Wolverhampton Hospitals	01902 307 999



Limestone Surgery

Cross Street

Dudley

West Midlands

DY1 1RN

Website: www.crossstreethealthcentre.nhs.uk

Telephone: 01384 459044

Email: bcicb.cssdreception@nhs.net

Surgery opening hours:

Monday – Friday: 8.30 – 6.30pm

Extended hours:

Monday to Thursday: 6.30 – 8.00pm

This is not a limited partnership

Contracted to Black Country Integrated Care Board

<http://blackcountry.icb.nhs.uk/about-us>

Welcome to Limestone Surgery!

We've created this practice leaflet to provide you with some important information about our practice, our services and our staff. Please retain it for the future reference however everything in this leaflet can be found on our website on www.crossstreethealthcentre.nhs.uk

There's lots of other health information on our website ranging from advice about parenting, sick children, teenage issues, common medical and mental health problems in both adult and the elderly. Please take a moment to check it out when you get home.

Who we are:

The Partners

- **Dr Harvey Rigby (Male)**
MBChB (Otago 1991)
MRCGP, MRNZCGP, Dip Paed, Dip Obstet
Monday, Tuesday, Thursday & Friday



- **Dr Amparo Calderon (Female)**
MRCGP 2013, CIDC, PgCert Med Ed, GP Fellow Urgent Care 2016
Monday, Tuesday, Wednesday & Thursday

- **Dr Farrah Wakil (Female)**
MRCGP (Aug 2014 London)
MBBS & AICSM (Imperial College, London 2009)
Tuesday & Wednesday

Practice Manager – Jayne Sibley

GP Trainee

Unlike Medical Students, GP trainees are fully qualified doctors and they can run their own surgeries under supervision.

Nursing Team

- Doreen Amedo - Nurse
- Beverley Baugh – Healthcare Assistant
- Joanne Gallagher – Healthcare Assistant

Physician's Assistant

- Manjit Gill

We're a Veteran Friendly GP Practice

We are proud to be accredited as a Veterans Friendly Practice by the Royal College of GPs. We are committed to supporting veterans' healthcare and will work towards improving our identification and understanding of their needs and referring appropriately.



**Armed Forces Veteran
Friendly Accredited
GP Practice**

The complaints procedure

The Practice operates an NHS Complaints Procedure and we work hard to resolve and learn from any complaints that we receive. Please ask to speak with the Practice Manager who will try and deal with your complaint. If you feel like you need to take this further, please contact time2Talk on 0300 0120 281 or bcicb.time2talk@nhs.net

How to work with us...

Please be on time for your appointment.

Otherwise we will ask you to re-book because it would be unfair to keep other patients waiting longer because you ended up being late. We know that doctors and nurses run late too, and you might think that this system is unfair, but remember that doctors and nurses only run late because of patients needing more than the 10 minutes the NHS tells us to allow. We are sorry if this occurs and we will aim to keep you informed if the delay is greater than 30 minutes.



Ring and cancel your appointment if you cannot attend.

Every month we have around 400 patients who do not turn up for their appointment? Yes – 400! If you cannot make it or you feel that your appointment is no longer needed, please ring us to cancel so we can offer the appointment to someone else in need.

Please be kind to our staff.

Of course, things don't always go perfectly in life in general and it is hardly ever one individual's fault. We will always do our best to help resolves the problem. We would like to highlight the fact that the surgery operates an NHS zero-tolerance policy to patients who are aggressive.

Confidentiality and access to medical records

Any information given during a consultation is regarded as confidential. It will not be given to a third party without your consent. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that confidentiality is maintained at all times by all members of staff. However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is shared between members of the Practice team.

Test results and appointment times may be given by phone, but only to the patient (or child's parent/guardian if under 16) and to pre-approved family members as we have obtained consent from the patient themselves.



We are happy to discuss all aspects of your medical care with you and you have rights in law to see your medical records. However, if you employ a solicitor please be aware that they will view the whole of your records unless otherwise specified.

Your comments and feedback

We hope to provide a good service for all our patients. If you ever feel that we have fallen short of your expectations, then we would like to deal with any problems or complaints quickly and to your satisfaction. In the first instance, please contact our Reception Manager, Helena Homer.

Limestone Patient Participation Group (PPG)

We would like to know how to improve our service to you and how you perceive our surgery and staff. To help us with this, we have a patient participation group (PPG) so that you can have your say. It is usually about 3-4 meetings a year and an opportunity to meet other patients and staff and to share ideas to improve our services to you.

Further information about our PPG is available within the Patient Group sections of our website together with a form that you can complete if you would like to join.



In-house Pharmacists

- Mohammed Usman Fiaz Khan
- Rabbia Bari

This practice has a qualified team of pharmacists to advise you on medication matters. If you have any queries, please ask at reception and we can arrange an appointment to discuss.

Reception Staff

Our reception and admin staff help run the practice. They organise things like appointments, home visits and repeat prescriptions. All of our reception staff are trained to be polite and helpful and in return, they would value your patience at busy times. Do remember that they are here to help you.

Training of Medical Students & General Practitioners

We are a training practice. We usually have an additional doctor known as the GP Registrar. He is she is a fully qualified and experienced doctor and you may be offered the opportunity to see them. We would be grateful if you would welcome them to the surgery.

How to book an appointments?

The aim of our appointment system is for every patient to be seen by a doctor within 24 hours of the request. Telephone 01384 459044 at 8.00am or as soon as possible afterwards or you can request an appointment via our website. You will be offered an appointment for the same day if there is still availability. A limited number of appointments are available to pre-book up to 4 weeks in advance.



If you wish to see a specific doctor, this will be possible, but you may be asked to ring back on a different day. This is because all doctors work on different days and/or may also be fully booked. Consulting hours are usually between 8.30 and 11.30am, and 2.30 and 6.00pm.

Should you require an urgent appointment, you will be offered an appointment or your concerns will be passed to our on call GP to be triaged. This may involve you being referred to other services or being asked to send photos of your condition if this is appropriate.

You can book an appointment by:

1. **By phone 01384 459044**
2. **In person to attend the surgery to book**
3. **Through our website www.crossstreethealthcentre.co.uk** (this is for non-urgent queries only)

Please be aware that our reception staff will ask why you need an appointment. This is to ensure that they can help you better. For example, some items (like sick notes) can be done without seeing a doctor and other things may be better dealt with by a nurse or our Physician's Assistant.

ONE PERSON – ONE APPOINTMENT – ONE PROBLEM

Please inform us if you are unable to make your appointment.

How do I order my repeat prescriptions?

1. **Online Ordering:** The easiest way to re-order your repeat prescription is online. You can do this by going on our website (www.crossstreethealthcentre.co.uk) and through Prescription, fill out our repeat prescription request form.
2. **NHS App:** Similar to our website, you can also go on the NHS App and order your prescriptions through there. You can sign up for an account with reception and you will access to your medical record and all your repeat prescriptions.
3. **Repeat Prescription (Right Hand) Paper Slip:** An alternative to the online system is to use the right hand slip of your prescription which details each of your prescription items. Tick which items you need and put it through our letterbox.
4. **Repeat Prescription Request Form:** If you no longer have the right hand side of your prescription, you can come into the surgery where prescription request forms have on the reception desk for you to complete. Again, when done, post through our letterbox.
5. **Pharmacy:** You can also order your repeats through your regular pharmacy. Just ring them up and tell them which items you need and they will deal with the request for you.



Making the practice accessible

The surgery is located on the ground floor which has suitable access for patients with mobility issues or disabilities. We do also have disabled toilet facilities and a hearing loop if you are hard of hearing. Should you require further assistance, please let us know when booking an appointment.

Patients' rights and responsibilities

All patients at Limestone Surgery have a named, usual doctor who is responsible for coordinating their care. Your named doctor will be allocated to you by the practice. You can still talk to and make appointments to see any of our doctors or nurses, not just your named GP. If you have a preference and would like to request a particular doctor, please contact reception.

Our Social Prescribing Service

Social Prescribing is a way for GP practices to refer patients who needs support with social, emotional or even practical needs to a wider range or non-clinical and local services. Services offered include health and lifestyle advice, money management including debt and benefit advice, guidance towards social and leisure groups, help with housing and independent living, and also just a listening ear. If you feel that you would benefit from this, please contact reception.

Medical Reports & Private Letters

Limestone Surgery is contracted by the NHS to provide certain GP services for free to all our patients. However, some items are not part of this NHS contract and these incur a fee.

Examples are medical reports, letters to schools and universities, the army, your work place, insurance organisations and other non-NHS forms. We will ask for a fee to be paid upfront before the form/letter is completed. If you want to find out more, please ring our secretaries for advice. Please note: appointments should not be made to request the completion of these forms instead contact the secretaries first who will advise you of the fee and make appropriate arrangements.

Dudley Carer's Initiative offers information and support to Carers. It send out regular newsletters and offers advice about services. If you are not sure if you are a Carer and would like more information or wish to go on the mailing list, contact the Carer's co-ordinator on 01384 818723.

Our Patient Charter

Our practice charter sets out the rights and responsibilities of the patients and the practice. This is available from our Practice Manager and is also on our website for you to view. (www.crossstreethhealthcentre.co.uk)

Our values

- Put our patients' welfare at the heart of all we do
- Show compassion, respect, and courtesy to our patients in all that we do, ensuring we treat each patient as a unique individual
- Act with integrity and be accountable for our actions
- Promote a culture of continuous learning and improvement for all our staff, so we can provide the best possible care to our community

In return, we ask you to:

- Please treat us with courtesy and respect
- Keep or cancel your appointments
- Be patient – some problems take longer than others

Primary Care Services

To obtain details, please contact: Patient Services, Primary Care Support England (PCSE), 3 Caxton Road, Fulwood, Preston, PR2 9ZZ or call: 03330 142884.

Zero-tolerance towards aggressive behaviour

Despite our best efforts, we may not get things right first time and we understand that this can make patients become frustrated. We will always try our best to make things right. However, we do operate the NHS zero tolerance to aggressive behaviour – which includes verbal as well as physical abuse. So please be warned – shouting or swearing at our staff can lead to a warning or removal from our list. Physical abuse will result in police involvement.



Please allow two full working days (48 hours) from your request before collecting your prescription

How to book a home visits?

Requests should be made to 01384 459044 before 11am if possible. These should only be requested if the patient cannot attend the surgery (for example, they are housebound by their medical condition).



When calling to book, you must provide the reception team a reason for the visit and a contact number as it is likely that a GP will ring you first. Please remember that it is the doctor who will

Our Clinics and Our Services

- Well Baby Clinic

This is a clinic for your child to have their childhood immunisations, baby weighing and development assessments.

- Antenatal Clinics – Tuesday mornings

Appointments booked with our community midwife.

- Diabetic Clinics

With one of the practice GPs and are appointment only.

- Long Term Condition Checks

By appointment with either our nurse or HCAs. Please speak to reception to book.

- Health Coach Clinics

Interested in losing weight or stopping smoking? Ask at reception and we can book you with our Dietitian/Health coach to get you started!

- NHS Health Checks

If you're aged 40 to 74 and do not have a pre-existing health condition, you will be eligible to make a health check appointment with either our nurse or HCAs.

- Flu Clinics

Our clinics run from October to January every year and you will need to ring reception to book an appointment. To check if you are eligible for the flu vaccination, please visit the NHS website (<https://www.nhs.uk/vaccinations/flu-vaccine/>)

Other services available:

- Travel vaccinations
- Over 75 checks
- Lifestyle clinic
- Dressings and suture removal
- Private medicals including HGV, Taxi (for a fee, please speak to reception to confirm)
- Cervical screening
- Family planning
- Pain management

How to register with us?

If you live within our Practice area (you can check out practice boundary on our website www.crossstreethhealthcentre.co.uk), you are welcome to register with us. You can either register online through our website (or scan the QR code to the right) or you can come into reception and we will give you a form to complete.



How do I get my results?

If you've recently had any type of test, then we ask you that you wait up to 2 weeks as some results can take that long to come back to us. Please call us between 10am and 4pm as this is when Reception is less busy.

Please note that we can only give results to the patient themselves, unless they are under 16 years old or we have written authority to speak to you on behalf of the patient.

Have you changed address, name or telephone number?

Please advise us if you change your name, address or telephone number so that our records are correct. If you move house out of the practice boundary, you may be asked to leave the practice list.

What If I want a Chaperone?

If you feel that you would like someone to accompany you in your appointment, then please ask at reception and a practice nurse or an admin staff who has been fully trained will be offered for you. If no-one is available at the time of your appointment, we will rebook you.

What if I need an Interpreter?

Communication is one of the most important things between a doctor and the patient so if you feel like you need an interpreter for your appointment,

then please advise reception at the time of the booking and we can arrange that for you. Please let us know if you require this information in another language, or an alternative format.

What if I need transport to a hospital appointment?

Please allow reception 48 hours' notice if you need an ambulance to take you to your outpatient appointment. Please be aware this service is only available for eligible patients.

What to do Out of Normal Working Hours?

Outside normal working hours (after 6.30pm and up until 8.00am, weekends and bank holidays) the answering machine will advise you to **ring 111 for non-emergency problems**. These calls are free and will be redirected to the out of hour's service or an alternative pathway. You can **ring 999 for genuine life-threatening problems only**.



The NHS App

The NHS App gives you a simple and secure way to access a range of NHS services like checking your test results or ordering your repeat prescription. You can download the NHS App on your smartphone or tablet via the Google play or App store.



Safe Surgery

We have taken the steps to be a Safe Surgery and we have committed to helping remove barriers to healthcare access, particularly for individuals facing vulnerabilities like migrants. We ensure that everyone in our community receives the quality healthcare they are entitled to.



Support for Carers – Do you help to take care of someone?

Carers are people who look after a family member or a friend with a long-term illness or disability. This can vary from a few hours a week to full time care. Please inform the practice if you feel this is something you do. The practice keeps a register of all Carers to make sure we can support you in this role.