



Clinician's Hours & Preventive Services

Day	Consultation Hours	
	AM	PM
Monday	8.30am-12pm	12pm-6pm
Tuesday	8.30am-12pm	12pm-6pm
Wednesday	8.30am-12pm	12pm-6pm
Thursday	8.30am-12pm	12pm-6pm
Friday	8.30am-12pm	12pm-6pm
Preventive Services		
Preventive Services	Name of holder	Operation Day Clinic Hours
Vaccinations	Practice Nurse	Mon – Fri
Diabetes Clinic	Practice Nurse	Mon – Fri
Family Planning	Practice Nurse/GP	Mon – Fri
Asthma/COPD	Practice Nurse	Mon – Fri
Childhood Imms	Practice Nurse	Mon – Fri
Smoking Cessation	Practice Nurse	Mon – Fri
Mother & Baby	Practice Nurse/GP	Mon – Fri
Cervical Screening	Practice Nurse	Mon – Fri

Sick Child & Urgent Appointments

Cases will be seen as soon as possible if the patient calls the practice in emergency. Please remember you may not always see the doctor of your choice.

Swanpool Medical Centre

St Marks Road, Tipton, West Midlands, DY4 0SZ
Tel 0121 557 2581
www.swanpoolmedicalcentre.co.uk

PRACTICE LEAFLET

GP Partners

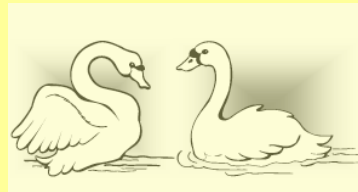
Dr Devanna Manivasagam
Dr Vinothini Manivasagam
Dr Kamini Manivasagam

GP's General Practitioners

Dr Harpreet Bilkhoo
Dr Banaz Boskany
Dr Mohammed Siddiqui
Dr Ghunadevee Palaniandy

PRACTICE Nurse
Yvonne Smythe

PRACTICE Management
Karen Davies (Practice/Executive Manager)



Opening Times:
Monday to Friday: 8am-6.30pm

PLEASE TAKE A COPY

[Revised May 2023]

PRESCRIPTIONS

ROUTINE— requests for repeats prescriptions will be dealt with within 48 hours. This can be in-person, by email or online access.

URGENT-requests for urgent prescriptions will be ready to be collected the same day, but please try to request these by telephone on 0121 557 2581 or in person. **We do not accept Prescription requests over the phone**

Online Access

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring 111. Please note that when contacting them, your telephone conversation will be recorded. We also offer some extended hours/weekend access appointments through our Primary Care Network (please ask at Reception for further details).

At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine.

This is commissioned by the Black Country ICB.

Other numbers you can use in an emergency

NHS Direct 111
or online: www.nhsdirect.nhs.uk

To book an appointment & queries
Please phone the practice during opening hours:
WE ARE CLOSED ALL NATIONAL BANK HOLIDAYS AND WEEKENDS
With the exception of arrangements made with our Primary Care Network (ask at Reception for further details)

For advice on illnesses and local health services
Website: <http://www.nhs.uk/pages/home.aspx>

Appointment

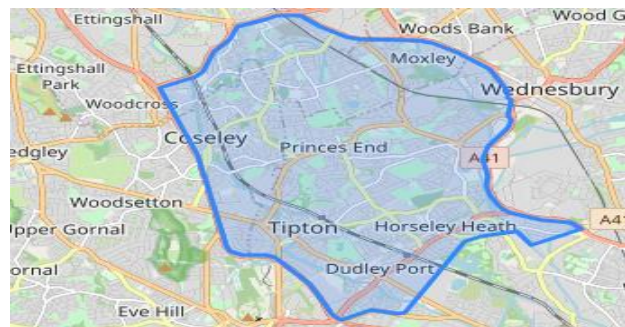
Please phone the practice if you require seeing a Clinician.

Whenever possible, we will book your appointment with the doctor of your choice. Please let reception know your preference at the time of booking. If there is no face-to-face appointment available on the day you will be requested to call for the next available session.

Accident & Emergency 999

If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or call 999 Sandwell General Hospital, Lyndon, West Bromwich B71 4HJ Tel. 0121 553 1831 - Open 24 Hours

Practice Catchment Areas [Boundaries]



Within 3 miles of our postcode – DY4 0SZ

Patient Services Online

Once registered to Patient Online Service, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online.

www.systmonline.tpp-uk.com

Please ask the reception staff for more details.

In case of emergency, call 999 for an Ambulance Or visit Accident and Emergency

The practice has suitable access for disabled patients via the front entrance and our consulting rooms are on the ground floor

Evenings & Weekends [Walk-In Centre]

Sandwell General Hospital,

Lyndon, West Bromwich B71 4HJ Tel. 0121 553 1831

Open 24 Hours

This Walk-In Centre is 4.4 miles from the practice.

Carers Support

The practice is keen to look after the health of carers and offers annual carers health checks with the GPs.

More support can be found on

www.sandwellcrossroads.org

Telephone: 0121 553 6483

Carers UK Information, Support and Advice

Tel. 0808 808 7777

Email. advice@carersuk.org

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the practice that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Named GP

All our patients have a named GP who is responsible for your overall care at the practice, you should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request where possible.

ICB

Black Country ICB

NHS Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

Website: <https://blackcountry.icb.nhs.uk>

Home Visits

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the practice in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.

Investigations and Specimens

Please call the practice after 11.30am for investigation results.

Change of Personal Details

Patients are asked to notify the practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Sickness Certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer. If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise, a certificate will not be issued. If for whatever reason, you require a doctor's certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.

Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any Examination.

Late Arrivals for Appointments

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

How to Complain

In the first instance if you have a complaint or concern, please speak to one of our team who will endeavour to resolve at point of contact, if your complaint/concern remains unresolved you can complete our complaints leaflet or email or write to swanpool.m88010@nhs.net

There is also a 'Complaints and Comments leaflet' available from reception.

How to Register

Please call or attend our practice to complete the **GMS1 Form**. You can also complete on our website or download this form via: www.nhs.uk/ServiceDirectories/Documents/GMS1.pdf We may ask for 'Proof of Identity' when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months].