

Patient Responsibilities

Our Practice will endeavor to offer you the best service that we can at all times; in return we ask that you respect our staff and our premises. Please attend your appointments on time and cancel any appointments that you are unable to keep. Please turn your mobile telephones to silent before your consultation.

Health Checks

Patients between the age 16 & 74, who have not been seen by a clinician within the last 3 years, will be offered a Health check. The same will be offered to those patients over 74 who have not been seen within the last 12 months. The latter will be offered a home visit if they are unable to attend the surgery.

Abusive and Violent Patients

This practice operates a Zero Tolerance Policy towards violence. Any patient being aggressive, abusive or violent towards Doctors, Nurses, Staff Members or other patients will be asked to leave the premises.

Violent patients will be removed from our practice list immediately and consideration will be given to the removal of those who are abusive.

Disabled Access

There is full disabled access to the premises. There are disabled toilet facilities.

Car Parking

There is limited car parking availability

Comments or Complaints

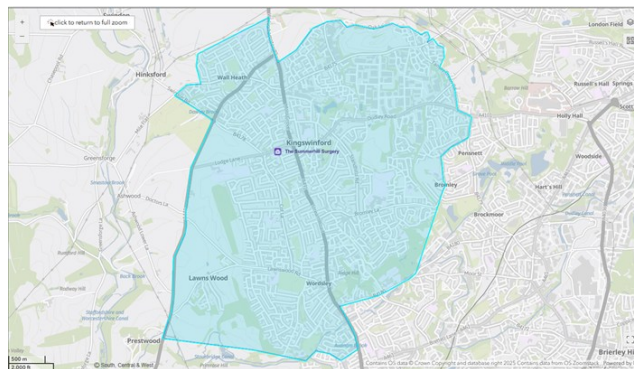
We aim to offer the highest standard of service and we welcome any comments you have. If you feel you need to make a complaint please see our Complaint Leaflet and contact Mrs. Carol Tyler.

New Patient Registration

We welcome new patients residing within our practice area. Please contact us for details of the registration process or follow the instructions on our website:

www.summerhillsurgery.com

The Practice Area covers the following:



Summerhill Surgery is contracted by NHS England to provide General Medical Services (GMS).

For further information about this or for details of all General Medical Services provided in this area please contact:

Black Country Integrated Care Board
Civic Centre, St. Peters Square
Wolverhampton. WV1 1SH

Out of Hours Service

Core surgery opening times are 8:00am to 6:30pm.

Outside of these times please contact:

111

For advice or treatment you may also contact the Urgent Care Centre which is based at Russell's Hall Hospital.

Out of hours services are Commissioned by Black Country Integrated Care Board (ICB).

WELCOME TO SUMMERHILL SURGERY

**SUMMERHILL
KINGSWINFORM
WEST MIDLANDS
DY6 9JG**

**Telephone: 01384 273275
www.summerhillsurgery.com**



Principal GP's

Dr. Nicholas Plant Birmingham 1974MB ChB

Dr. Sukhdev Sihra London 2001 MBBS

**Dr. Rupinder Athwal Leicester 2002
MB ChB, MRCGP, MCRC**

Salaried GP's

Dr. Kirsten Guest Southampton BM 1998

Dr Mahmood Jhetam London MB BS 2000

Dr Elizabeth Ezefili Birmingham MB ChB 2009

Mrs. Carol Tyler — Managing Partner

Summerhill Surgery, Summerhill, Kingswinford, DY6 9JG

Surgery Hours

Monday, Tuesday, Wednesday, Thursday & Friday
07.30am to 6:30pm

Saturdays: 8:30am to 17:00pm

Saturday service is provided by Kingswinford & Wordsley PCN and will be based at local surgeries on rotation. Services at based at Summerhill Surgery 2nd Saturday every month.

Appointments

We will endeavor to offer you an appointment with a Health Professional within 24 hours and a GP within 48 hours. But if you wish to see a particular GP you may have to wait longer than 48 hours, the receptionist will advise you.

In order to offer the best service to our patients our appointments are set so that 50% of all GP appointments are released 6 weeks ahead and 50% are released "on-the-day". We feel that this allows routine appointments to be booked ahead, leaving appointments for the more urgent problems on the day.

Home Visits

If you are too ill to attend the surgery, please telephone before 11:00am in order to request a home visit. A GP will usually contact you at the end of their morning surgery before visiting you.

Telephone Consultations

If you have a problem that can be discussed over the telephone, please call leaving your contact details and a GP or Nurse will call you back.

Requests for Repeat Prescriptions

These will normally take 48 hours to process.

Requests are accepted:

On-line via Patient Access (you will need to register for this service) or via our website.

www.summerhillsurgery.com

Or in person or by post; ideally using the right hand side of the previous prescription, with the required items clearly marked. Please ask at reception if you wish to have a copy of this reprinted for you.

Services available to Patients

Chronic Disease Monitoring, Health Promotion, Family Planning, Child Health, Travel Vaccinations, Smoking Cessation

Clinics

Diabetes, Asthma & COPD Clinics - with Nurses

Antenatal Clinic: Tuesday 9:00am to 16:00pm

Accountable GP

Upon registration, everyone is assigned an accountable GP. This does not mean that you will be restricted to only seeing this GP, merely that one has been allocated overall responsibility for the coordination / oversight of your care. All Patients still have the right to express a preference of practitioner at the time of booking an appointment.

Please do not smoke on the premises (including e-cigarettes and Vapors)

Results of Lab Tests & X-rays

Please call after 10:00am. Please note that the receptionists are only qualified to say if the results are normal or where the doctor has left a comment to be passed on to you.

Practice Staff

Asst. Practice Manager	Emma Dolman
Receptionists:	Debbie Griffiths, Joanne Wallett, Joanne Cleaton, Laura Jordan, Aimee Tuckley
Medical Records:	Shirley New, Laura Cleaton,
Medical Secretary:	Linda Haycock, Lynne Taylor
Prescription Clerk	Kayleigh Williamson
Care Home Admin:	Rachel Ede

Practice Nursing Team:

Celeste Wood	RGN	Practice Nurse
Sam Pearce	RGN	Practice Nurse
Jane Smith	RGN, MSc	Adv. Clinical Practice
Angela Dainty	RGN	Nurse Practitioner
Michelle Lissimore		Nurse Practitioner
Paul Smith		Health Care Assistant
Kelly Thompson		Health Care Assistant
Louise Walker		Health Care Assistant

Community Health Care Team:

Lisa Price	Health Visitor
Shelly Lewis	Midwife
All District Nurses via	Brierley Hill Single Point of Access

Who has access to patient information?

We respect the right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our Practice Manager.

Whilst it is assumed that patients generally consent to their personal information being shared with the clinical team for the purposes of their care, you should be aware, that if this is not the case, you have the right to withhold consent.

Sometimes, patients may ask for certain (usually extremely sensitive) information to be kept private and we will respect this. However, in certain circumstances this information may need to be released if failure to disclose would place others at risk of death or serious harm.